


POSITION DESCRIPTION

POSITION DETAILS

Position Title:	Support Worker Manager		
Agreement:	The District Nursing Service Non-Nursing Agreement 2020		
Approved By:	Justine Barwick – CEO 	Approved Date:	05/07/2024

THE DISTRICT NURSES PURPOSE AND VALUES

Purpose:

- We are committed to care through supporting the best quality of life.
- Tasmania's most trusted community healthcare provider.

The following values guide the day-to-day operations and future planning of The District Nurses:

- **Commitment** – We are committed to inclusive service provision that ensures equitable access and quality outcomes for all.
- **Equality** – We respect the rights of all.
- **Trust** – We are recognised for our reliability and the highest standards of care.
- **Versatility** – We are responsive to our customers' needs, rights, and choices.
- **Excellence** – We strive to perform to the highest standards and deliver the best services
- **Transparency** – We are always open to scrutiny and are professional, safe, ethical, and honest.

Why people chose us:

- We provide support which builds our client's strengths and abilities to help them continue living safely and well in their own homes in the community.
- We are not affiliated with any residential aged care facility or religious organisation.
- We support and care for people of all ages in our community.
- Our staff work as professionals in collaboration with other healthcare workers.
- We are committed to the principles of primary healthcare for all and to the improvement of service through evidence-based practice.

POSITION OBJECTIVE

To lead and empower a team of Support Workers fostering a culture of excellence in care and service delivery.

Ensure seamless collaboration between various business units, compliance with all relevant standards and policies, and the continuous development of support workers' skills.

Additionally, provide leadership to the Support Worker Team Leaders and work closely with the Executive Managers to align activities with the organisation's strategic goals. Through proactive staffing management, risk mitigation, and internal audits; promote compliance, mitigate risks, and drive continuous improvement. Facilitate an environment where the team consistently delivers exceptional care and support, making a positive impact on the lives of our clients.

POSITION RESPONSIBILITIES

Key Work Activities	Work Performance Requirements
Leadership	<ul style="list-style-type: none"> • Support collaboration and communication between all sections of the business including Intake, Scheduling, Nursing and Client Coordination teams to achieve the best client outcomes. • Ensure the Support Worker team members provide service and care which complies with the Standards, funding program guidelines and the workplace Policy and Procedures. • Ensure the team is skilled to provide a high-level of service by ensuring an effective recruitment, onboarding, and performance appraisal system. • Provide leadership to the Support Worker Team Leaders to ensure the staff and clients are receiving a high-level of service. • Work closely with the Executive Manager of Clinical and Care Services to operationalise the strategic goals of the organisation. • Monitor staffing levels and scheduled work to align with the organisations strategic plan. • Facilitate team meetings on a regular basis for the purpose of communication, team engagement and development of high-level of service within the team.
Risk Management	<ul style="list-style-type: none"> • Manage incidents and feedback, ensuring investigations are completed in a timely manner. • Promote and facilitate the effective use of Incident Management Reporting Systems in the Support Worker Team. • Participate in internal audits to ensure compliance with Standards and promote continuous improvement.
Other Duties	<ul style="list-style-type: none"> • Undertake any additional activities as delegated by the Executive Manager of Clinical and Care Services.

ORGANISATIONAL RELATIONSHIPS

Reports To:	Executive Manager of Clinical and Care Services
Supervises:	Support Worker Team Leaders and Support Workers.
Key Working Relationships with:	The Executive and Senior Management Team. Intake, Scheduling, Nursing, Client Coordination, Quality Compliance Manager and People & Culture Manager.

QUALIFICATIONS AND COMPETENCIES

ESSENTIAL REQUIREMENTS:	<ul style="list-style-type: none"> • National Police Check • Working with Vulnerable People/Children Check • Drivers Licence
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SELECTION CRITERIA

1. Proven experience in the aged care and/or disability services field within a community setting.
2. Demonstrated leadership and collaborative skills, with the ability to engage diverse stakeholders effectively.
3. Exhibits a high degree of professionalism and exceptional interpersonal skills.
4. Strong time management abilities with expertise in planning and setting priorities.
5. Self-driven and reflective, contributing to a culture of continuous improvement.
6. Proficient in Microsoft Suite and electronic client management systems.

EMPLOYEE DECLARATION

In signing this declaration I acknowledge that I, _____
 have been advised of the requirements and conditions of this appointment based on this Position Description.

Signature

Date

MANAGER COMPLETION

Signature

Date

Name

Position