


POSITION DESCRIPTION

POSITION DETAILS			
Position Title:	Support Worker Team Leader		
Agreement:	The District Nursing Service Non Nursing Agreement 2020		
Approved By:	CEO – Justine Barwick 	Approved Date:	18 <sup>th</sup> October 2023

THE DISTRICT NURSES PURPOSE AND VALUES
<p>Purpose:</p> <ul style="list-style-type: none"> <li>We are committed to care through supporting the best quality of life.</li> <li>Tasmania’s most trusted community healthcare provider.</li> </ul> <p>The following values guide the day-to-day operations and future planning of The District Nurses:</p> <ul style="list-style-type: none"> <li><b>Commitment</b> – We are committed to inclusive service provision that ensures equitable access and quality outcomes for all.</li> <li><b>Equality</b> – We respect the rights of all.</li> <li><b>Trust</b> – We are recognised for our reliability and the highest standards of care.</li> <li><b>Versatility</b> – We are responsive to our customers’ needs, rights, and choices.</li> <li><b>Excellence</b> – We strive to perform to the highest standards and deliver the best services</li> <li><b>Transparency</b> – We are always open to scrutiny and are professional, safe, ethical, and honest.</li> </ul> <p>Why people chose us:</p> <ul style="list-style-type: none"> <li>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.</li> <li>We are not affiliated with any residential aged care facility or religious organisation.</li> <li>We support and care for people of all ages in our community.</li> <li>Our staff work as professionals in collaboration with other healthcare workers.</li> <li>We are committed to the principles of primary healthcare for all and to the improvement of service through evidence-based practice.</li> </ul>

POSITION OBJECTIVE
<p>The Support Worker Team Leader operates under the guidance of the Support Worker Manager, with a primary focus on ensuring positive client outcomes. Their role involves leading and coordinating a Team of Support Workers on a State-wide/Regional basis.</p>

POSITION RESPONSIBILITIES	
Key Work Activities	Work Performance Requirements
Administration Support	<ul style="list-style-type: none"> <li>Participate in the onboarding process for new Support Workers and ensure the orientation supports the Support Worker to provide the highest standard of care to the Client.</li> <li>Ensure all client information relevant to the Support Worker role is completed and stored securely on the Client Management Record.</li> <li>Ensure Support Workers accurately document in the Client Management Record.</li> <li>Ensure the Support Worker has the skills, training, experience, and other resources to provide the highest standard of care to the Client.</li> </ul>

	<ul style="list-style-type: none"> <li>• Review and maintain staff manuals and work instructions (related to Support Workers).</li> <li>• Monitor staff performance through the established performance appraisal system.</li> </ul>
Leadership	<ul style="list-style-type: none"> <li>• Maintain the Support Worker's compliance with legislation, policies and procedures, management plans and standards of practice.</li> <li>• Apply knowledge of funding program guidelines and ensure Support Workers compliance.</li> <li>• Ensure the Support Workers are participating in business related communication including reading and responding to emails, attending staff meetings and receiving whole of business communications.</li> <li>• Aid in effectively managing team members' annual leave and client care schedules, with a focus on ensuring appropriate workforce availability.</li> <li>• Review and submit timesheets, ensuring compliance with the enterprise agreements.</li> <li>• Address queries and resolve issues – supervising, mentoring, setting expectations, ensuring compliance and driving the continuous improvement of your team's services.</li> </ul>
Coordination and Scheduling	<ul style="list-style-type: none"> <li>• Assist in the process of identifying staff requirements to meet service request.</li> <li>• Assist in the process of matching the appropriate Support Worker to meet the client needs.</li> <li>• Participate in recruitment of Support Workers including recruitment requisition, interview, reference checks and communication with internal key stakeholders such as IT and P&amp;C.</li> <li>• Assist in the coordination of Support Worker training schedule as well as following up outstanding training and manage attendance records when required.</li> <li>• Attend to queries and assist in the resolution of issues that arise.</li> <li>• Assist in the management of public holiday staffing.</li> </ul>
Continuous Quality Improvement	<ul style="list-style-type: none"> <li>• Apply a continuous improvement approach to service delivery and program development/management.</li> <li>• Work in collaboration with the Care Coordination, Nursing and Case Managers to ensure Support Worker participate in the collection and recording of client information including care plans, home risk assessments and other documents related to Support Workers.</li> <li>• To support the CSW Manager in managing incidents and hazards. Ensuring responses are managed within the risk management system and in accordance with the incident management policy.</li> <li>• To support the CSW Manager in managing complaints and compliments. Ensuring responses are managed within the risk management system and in accordance with the complaints management policy. Compliments are to be shared in a timely manner to those involved in the compliment.</li> <li>• Demonstrate knowledge of Serious Incident Reporting requirements and NDIS Reportable Incidents requirements and escalate possible incidents for review by the Executive Team in a timely manner.</li> <li>• Participate in internal audits.</li> </ul>
Other Duties	<ul style="list-style-type: none"> <li>• Any other duties as directed by Management.</li> </ul>

## ORGANISATIONAL RELATIONSHIPS

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

## QUALIFICATIONS AND COMPETENCIES

ESSENTIAL REQUIREMENTS:	<ul style="list-style-type: none"><li>• National Police Check</li><li>• Working with Vulnerable People Registration (Employment registration)</li><li>• Driver's licence</li><li>• First Aid</li></ul>
DESIRABLE REQUIREMENTS:	<ul style="list-style-type: none"><li>• Experience in the use of Microsoft suite of software, Excel, Outlook and Word.</li></ul>

## SELECTION CRITERIA

1. Ability to demonstrate a high level of professionalism and confidentiality.
2. Ability to coordinate a range of organisation functions.
3. Excellent verbal and written communication skills, with the ability to communicate with a range of people.
4. Comprehensive computer literacy, specifically in client management systems and word-based software (eg. Word, Excel, Outlook).
5. Ability to set priorities and to monitor workflow in their area of responsibility.
6. Strong attention to detail

## 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