

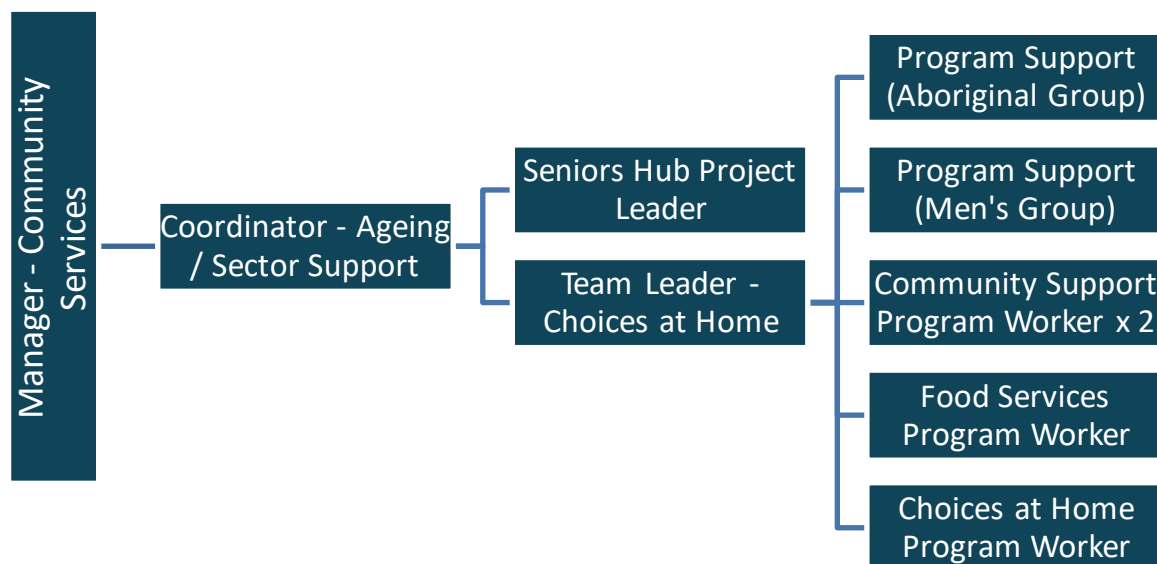
<b>Position Title:</b>	Choices at Home Team Leader
<b>Position Number:</b>	4047
<b>Division:</b>	Community Recreation and Cultural Services
<b>Section:</b>	Community Services
<b>Grade:</b>	8
<b>Delegations:</b>	
<b>Position FTE Hours:</b>	35

### Primary Purpose

To lead the Choices at Home team in the operational delivery of effective community support activities, to address the needs of older people, people with disabilities and their carers.

To actively participate in the delivery of Choices at Home services to eligible seniors within the community.

### Sectional Structure



## Selection Criteria

### Qualifications/Licences

- Diploma of Community Services or equivalent
- Current Drivers Licence
- First Aid Certificate
- Satisfactory Criminal Background Check – Completed every 3 years as per funding requirements

### Skills and Experience

- Demonstrated experience in leading a team and ability to work as an effective member of a team
- Experience in planning and delivering services to older people
- Commitment to the wellbeing and empowerment of older people and people with disability and their carers
- Advanced communication skills
- Ability to recruit and support volunteers
- Commitment to maintain the professional image of the service by complying with the adopted Code of Behaviour and the Orange City Council, Choices at Home Policies and Procedures.
- Demonstrated experience and highly developed organisational and administrative skills.
- Demonstrated experience in time management and meeting deadlines
- Demonstrated experience in developing and monitoring service budgets and service reporting
- Competency in relevant computer applications including Microsoft software packages and client management systems
- Demonstrated ability to model Council's key values and desired behaviours

## Key Accountabilities/Duties

- Plan the delivery of choices at home services to older people in line with contractual and budgetary requirements
- Lead the day-to-day operational activities of the Choices at Home team in the delivery of Commonwealth Home Support Program Services (CHSP), as well as function as an active member of the team
- Coordinate Commonwealth Home Support (CHSP) Services and support services where required in line with the philosophy, goals and objectives of Council's Choices at Home policies and procedures and the development of the service in response to identified need.
- Build capacity of service in preparation for transition to the Support-at-Home Program from 1 July 2024
- Initiate and deliver Social Support services, in line with Department of Health funding guidelines
- Meet the administrative and reporting requirements of the service and deliver the service within budget.
- Build community awareness of Choices at Home services and increase usage by seniors seeking entry level CHSP services
- Network with local NGOs, community organisations, medical centres and allied health specialists to raise the profile of services offered by Choices at Home
- Undertake client assessment, make appropriate referrals and identify service gaps by researching the needs of the target group.
- Recruit and support volunteers for the service and provide them with supervision and direction
- Identify and address grievances within the service and regularly evaluate service performance by monitoring service user satisfaction.
- Comply with relevant service standards, Work Health and Safety requirements, Orange City Council Policies and Procedures and funding body requirements.

## Position Capabilities

The Orange City Council Capability Framework describes the core knowledge, skills and abilities expressed as behaviours, which set out clear expectations about performance in our council. The full information regarding these Capabilities is available [here](#). The focus capabilities for this position are:

Group	Capability
Personal Attributes	<b>Manage Self - Foundational "Does it"</b> <i>Show drive and motivation, an awareness of strengths and weaknesses, and a commitment to learning.</i> <ul style="list-style-type: none"> <li>Checks understanding of own role within the team</li> <li>Proactively seeks instruction and guidance</li> <li>Approaches work tasks with energy and enthusiasm</li> <li>Stays up to date with knowledge, training and accreditation in relevant skills areas</li> <li>Is willing to learn and apply new skills</li> <li>Learns from mistakes and the feedback of others</li> </ul>
	<b>Ownership - Demonstrates "Achieves it"</b> <i>Take responsibility and ownership of work and delivering to quality standards.</i> <ul style="list-style-type: none"> <li>Undertakes work with care and concern for results achieved</li> <li>Demonstrates ownership through language and behaviour</li> <li>Speaks up when errors made</li> <li>Able to get work completed to the required standard</li> </ul>
Relationships	<b>Team Work - Foundational "Does it"</b> <i>Be a respectful, inclusive and reliable team member, collaborate with others, and value diversity.</i> <ul style="list-style-type: none"> <li>Keeps team and supervisor informed of what he/she is working on</li> <li>Shares knowledge and information with team members and other staff</li> <li>Offers to help colleagues and takes on additional tasks when workloads are high</li> <li>Is aware of the wellbeing of co-workers and provides support as appropriate</li> <li>Is open to input from people with different experiences, perspectives and beliefs</li> </ul>
	<b>Customer Focus - Demonstrates "Achieves it"</b> <i>Commit to delivering customer focused services in line with strategic objectives.</i> <ul style="list-style-type: none"> <li>Identifies and responds quickly to customer needs</li> <li>Demonstrates a thorough knowledge of services provided</li> <li>Puts the customer and community at the heart of work activities</li> <li>Takes responsibility for resolving customer issues and needs</li> </ul>
Results	<b>Plan and Prioritise - Foundational "Does it"</b> <i>Plan and organise work in line with organisational goals, and adjust to changing priorities.</i> <ul style="list-style-type: none"> <li>Understands team objectives and own contribution</li> <li>Plans and organises own work tasks</li> <li>Asks when unsure about the relative priority of allocated tasks</li> <li>Manages time appropriately and re-prioritises as required</li> <li>Identifies and informs supervisor of issues that may impact on completion of tasks</li> </ul>
Technical	<b>Health, Safety and Environment – Coaches "Shares it"</b> <i>Identifying and/or preventing health and safety risks to self and others. Planning and delivering work that considers the environment.</i> <ul style="list-style-type: none"> <li>Pulls others up if their actions are unsafe</li> <li>Makes time for face to face discussion about safety</li> <li>Visibly checks and takes action to maintain health of self and others</li> <li>Coaches and supports others on what constitutes safe workplace behaviour</li> </ul>

### Corporate Values

As a values-based organisation, Council demonstrates its values through workplace behaviours. These behaviours provide a framework for staff to model behaviour across the organisation. Underpinning the behaviours is the Orange City Council Code of Conduct. Council's corporate values are listed below:

- **Respect** – is honest and respectful towards others and works as part of a team
- **Ownership** - takes responsibility for actions
- **High Performance** - pursues performance excellence and continually looks for improvement
- **Customer Focus** - demonstrates a customer focused approach towards internal and external customers
- **Safety** - works safely, in accordance with Council's Work Health and Safety policy and procedures
- **Diversity – Champion a diverse and inclusive workplace**
- **Leadership** – Council encourages all its employees to lead by example and role model our values. Leaders also need to ensure they provide constructive feedback and encourage high performance by coaching, developing, recognising and managing people effectively

### Work Health and Safety Responsibilities

All employees are responsible for Work Health and Safety (WHS) for Orange City Council and their duties include:

- Complying with Council's WHS policies and procedures
- Working with due diligence and consideration to safeguard their own health and safety and the health and safety of others
- Reporting any potential hazards, incidents or injuries to their Supervisor and Human Resources within 48 hours
- Participating in any applicable WHS consultation arrangements
- Complying with any Return to Work Plan if injured and supporting rehabilitation in the workplace
- Correctly using all personal protective equipment
- Complying with emergency and evacuation procedures and site rules if applicable
- For Managers, Supervisors, Team Leaders or Gangers, you have additional WHS responsibilities as defined in the Orange City Council Work Health and Safety Management Policy (OP 84)

### General

- The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required.
- Local Government (State) Award conditions apply to all entitlements.
- The Position Description links to the overall organisational Delivery/Operational Plan which ties into an employees' key performance indicators (KPIs) as part of their annual performance review.
- Position descriptions may be amended from time to time in accordance with business needs and in consultation with the incumbent of the position.

*I acknowledge that I have read and understood the duties, responsibilities and delegations of the position as outlined in the above Position Description*

<b>Name of Employee</b>	
<b>Signature of Employee</b>	
<b>Date</b>	