
Position Title: Team Leader Dietetics and Social Connection

Community Connections Team

The Community Connections team creates and supports opportunities for people to connect with their community and strive to achieve their goals. By creating a resilient, happy, healthy and connected community, we create a sense of belonging, increase wellbeing and opportunities for community and cultural participation.

The Community Connections team plays a vital role in delivering key aspects towards achieving Peppercorn's Mission – 'A connected, healthy and inclusive Hawkesbury'.

Position Purpose

The Team Leader Dietetics and Social Connection is responsible for the leadership, day to day operations and for driving quality service provision that focuses on individual dietary and social outcomes of clients. Through a model of co-design, social programs and meal services ensure that clients are supported to achieve their individual outcomes.

The Team Leader Dietetics and Social Connection provides support, guidance and leadership to team of employees and volunteers in the delivery of program initiatives to a wide demographic of clients.

The Team Leader Dietetics and Social Connection is required to maintain comprehensive knowledge of current community services policy, legislation, standards and trends; manage current funding agreements and seek new funding opportunities to assist and inform Peppercorn's strategic and operational directions. The Team Leader Dietetics and Social Connection will seek opportunities for people of the Hawkesbury and surrounds to maximise community participation through building the capacity of individuals and improving the health outcomes of clients.

Recommended Classification

Award

Health Professionals and Support Services Award 2020, Health Professional Grade 2

Organisational Relationships

Reports to

Executive Officer

Direct Reports

Community Connections Coordinators
Community Connections Volunteers

Delegation

Team Leader

Programs

Commonwealth Home Support Program (CHSP)
Home Care Packages (HCP)
National Disability Insurance Scheme (NDIS)
Fee for Services in Home and Community Care Services (FFS)

Key Responsibilities or Accountabilities

Key Accountability Area	Specific Tasks, Responsibilities and Outcomes
Mission, Values and Behaviours	<ul style="list-style-type: none"> • Actively promote the Mission, Vision, Values and Strategy of Peppercorn Services • Actively follow Peppercorn's Code of Conduct • Lead using a positive strengths-based leadership approach and one that promotes a positive workforce culture. • Take appropriate action to ensure a workplace free from corruption, maladministration and serious and substantial waste.
Dietetic Support Services	<ul style="list-style-type: none"> • Assess nutritional status and nutrition requirements of referred clients • Select and implement nutrition intervention strategies, including therapeutic diets and nutrition support, to address problem areas identified in assessments and to meet goals within specific time frames • Evaluate structured nutritional care programs for clients • Document nutrition assessment and nutrition care plans • Educate and counsel patients/clients/consumers (and families as appropriate) on dietary management • Plan and deliver group education • Develop and review nutrition education resources/material suitable for clients • Provide oversight of meals programs and menu planning • Develop dietetic services that are responsive to the wide demographic of clients supported by Peppercorn Services.
Social Connection Support Services	<ul style="list-style-type: none"> • Develop, implement, monitor and evaluate social meal programs • Facilitate codesign approaches to social support services that consider and develop client ideas • Ensure venue risk assessments and mitigation plans are undertaken prior to each outing • Coordinate services with other Peppercorn Services for optimal client and support service outcomes
Planning and Development	<ul style="list-style-type: none"> • Ensure that work is planned, goal or outcome oriented, measured for success and reported against client outcomes and contractual requirements • Engage in regular reflection of work practice and team relationships • Provide input and assistance into business development, grants and tenders that support the strategic initiative of Peppercorn • Ensure business continuity and emergency management plans are in place and enacted as necessary • Develop program modelling and program logic to ensure contractual compliance, community capacity building and resilience

**Promotion and
Stakeholder
Engagement**

- Participate in relevant networks to promote Peppercorn services and collaborate with local agencies for a common purpose
- Ensure all interactions within the community portray Peppercorn as a professional and caring provider of services
- Build and support relationships with key stakeholders
- Ensure service promotion and marketing is current and relevant such as referral portals, Peppercorn's website, brochures, directories etc
- Share knowledge and information regarding sector and regional updates with the team and wide organisation
- Ensure referrals retrieved and actioned by the team in accordance with Peppercorn's policies and procedures
- Initiate and provide stakeholder communication on a regular basis through newsletters, displays and reports.
- Develop a community consultative working group, to provide feedback, ideas, information and support

**Professional
Development**

- Attend regular supervision and annual performance review with direct line supervisor
- Actively engage with professional development activities as approved or instructed by direct line supervisor
- Maintain professional knowledge and skills by attending relevant conferences, workshops, courses, and training, and reviewing recent literature

**Team Supervision
and Support**

- Willingly ask for help, guidance or insight from other workers
- Actively develop relationships with peers, other employees and volunteers, and stakeholders
- Coordinate worker availability and roster to ensure coverage of services
- Interview and recruit workers and volunteers in accordance with budgets and delegation.
- Provide support, mentoring, supervision, performance management, succession planning and annual performance reviews of assigned workers
- Facilitate team meetings that are purposeful, collaborative and documented with clear objectives and outcomes.
- Always ensure adequate coverage and business continuity of services
- Lead, coordinate and evaluate professional development for direct reports

**Financial and Asset
Management**

- Assist with the preparation of program budgets in liaison with management
- Oversee the review and approval of timesheets

Quality Management

- Monitor and undertake continuous improvement activities against program performance in accordance with contractual requirements and best practice standards
- Provide input into the development and review of operational policies and procedures relevant to program operations
- Where gaps are identified, document, action and review continuous improvement activities

**Compliance and
Continuous Quality
Improvement**

- Comply with Peppercorn Policies & Procedures
- Actively participate in the development and review of Peppercorn's Policies & Procedures
- Ensure the accuracy of all data captured and reported
- Identify, report and respond to ineffective and/or inefficient processes and recommend improvements that increase effectiveness and efficiency
- Ensure complaints and compliments are reported, responded to and reviewed in accordance with Peppercorn's quality management framework
- Maintain service operations in accordance with legislation, regulations, standard, guidelines and contracts.
- Compile monthly operation, performance and financial reports within required timeframes
- Ensure data and information systems are maintained accurately and on time
- Complete contractual performance reports and work plans

**Risk Management and
Work Health & Safety**

- Participate in the development of a safe and healthy workplace
- Ensure an inventory of equipment is maintained and that materials are safely stored
- Comply with instructions given for your own safety and health and that of others, in adhering to safe work procedures
- Ensure a risk management approach is taken with all program operations
- Co-operate with management in fulfilling legislative obligations
- Take reasonable care to ensure personal safety and health and that of others, and to exercise a duty of care to clients, the public and to other employees
- Ensure incidents and hazards are identified, reported, controlled and reviewed in accordance with Peppercorn's Risk Management framework
- Consult with colleagues on WHS issues.
- Do not place others at risk by any act or failure to act
- Do not wilfully or recklessly interfere with safety equipment
- Ensure personal adherence to WHS policies and procedures

Key Selection Criteria

Essential

- Bachelor or post graduate degree in nutrition and dietetics that provides for full membership of the Dietitians Association of Australia
- Demonstrated commitment to the provision of high-quality dietetic services including individual and group consults.
- Demonstrated skills in the development and implementation of community-based nutrition activities
- Demonstrated understanding of and experience in quality improvement and service evaluation processes.
- Excellent written and verbal communication skills, including excellent time management, prioritisation and planning skills
- Demonstrated experience in developing and leading community service programs
- Demonstrated ability to sensitively engage people seeking support and care services, especially those from culturally and socially diverse backgrounds
- Demonstrated experience in leading a team of employees and volunteers
- Demonstrated knowledge and competence in the use of client management systems and Microsoft Office
- Demonstrated competence in accurate record keeping and report writing
- Current NSW Drivers Licence
- Vehicle with third party property insurance
- A National Criminal History Check and Working With Children check
- First Aid Certificate

Desirable

- Knowledge, skills and ability in working with children and their families
 - Knowledge, skills and ability in working in a community aged care setting
 - Experience in developing and coordinating social activities
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Acknowledgement:

I accept the position description as stated above and understand that this position description supports my Employment Agreement.

I understand and accept that the position description may need amending and updating periodically due to changes in responsibilities and organisational requirements. Changes to the position description will be consistent with the purpose for which the position was established.

I understand and accept that this position description will be reviewed annually at the time of my performance review to ensure it accurately reflects the needs of the business.

I understand and accept that I may be required to perform duties and accept responsibilities from time to time that are not included in this position description to meet the operational needs of Peppercorn, as long as the additional duties and responsibilities are within my capacity, capability, expertise, skills and knowledge. I understand and accept that Peppercorn may provide further training to ensure my continued competence and ability perform these duties, and that I will willingly undertake this continuing professional development.

Print Name: _____

Signature: _____

Date: _____ / _____ / _____

Employee Name		Supervisors Name	
Review Date		Date of last review	
Training undertaken since last review:		Achievements since last review:	

Key: U = Unsatisfactory I = Improvement needed M = Meeting Expectations E = Exceeding Expectations

Key Result Area	Objectives	Performance Indicators	Rating Employee	Rating Supervisor	Comments
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		•			
		•			
		•			
		•			
		•			
		•			
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		•			

Development Plan			
Goal	Actions	By Whom	By When
	•		
	•		
	•		
	•		

Acknowledgment of Performance Review			
Employee Name		Supervisors Name	
Position		Position	

Comments		Comments	
Signature		Signature	
Date		Date	