

POSITION DESCRIPTION			
Position	Team Leader, Aged Care Intake & Assessment		
Unit	Carer Gateway NSW 4		
Reporting to	Executive Manager, Carer Gateway Operations		
Location	North Sydney		
Award conditions	Social, Community, Home Care and Disability Services Industry Award (SCHADS) Level 6		
Position Statement	This position is responsible for establishing and overseeing the delivery of Intake and Assessment for calls transferred from My Aged Care (MAC) to Carer Gateway Region 4 NSW (Central Coast, Hunter New England, and North Coast).		
Police Check Required	Yes	WWCC Required	Yes
Accountabilities & Responsibilities			
Program Management	<ul style="list-style-type: none"> • Work with the Executive Manager, Carer Gateway Operations and relevant stakeholders in establishing and implementing the integration of My Aged Care (MAC) and Carer Gateway referral and assessment pathways • In collaboration with the Executive Manager, Carer Gateway Operations develop relevant policies, guidelines, practice manuals, work instructions and deliver training on the MAC/Carer Gateway implementation and process/system changes as required • Establish, manage and oversee the activities of the Carer Gateway Aged Care Intake and Assessment team. • Ensure that the operation of the team and program meets the requirements of funding performance agreements and is in line with Carer Gateway Operating Manual and service guidelines • Monitor and evaluate the overall effectiveness of the Carer Gateway Aged Care Intake and Assessment team. • Maintain effective data and reporting mechanisms and provide reporting as requested by Management and the funder in an accurate and timely manner • Oversee accurate data recording, collections and reporting of team members • Work with the Executive Manager to provide input into program budgets • Ensure that program activities, resources and expenditure are consistent with allocated funding • Actively participate in additional projects as required 		
Supervision	<ul style="list-style-type: none"> • Coordinate individual work planning and work plan review with all staff in the area of responsibility • Monitor the performance of all direct reports on a regular basis and maximise productivity of employees through effective management of time and resources • Conduct annual performance reviews and the performance management of staff where necessary 		

	<ul style="list-style-type: none"> • Work with staff to develop a professional development plan • Provide regular supervision to staff and maintain appropriate records • Promote a team environment where working relationships are clearly defined and any difficulties are resolved promptly
Administration	<ul style="list-style-type: none"> • Responsible for overall management of the administration functions related to Carer Gateway Aged Care Intake and Assessment services • Responsible for working with the HR department to recruit Aged Care Intake and Assessment staff • Work with the HR department to ensure that all requirements in regards to leave, employment and other HR records are completed in a timely manner • Develop protocols and procedures that are in line with Carers NSW policies and procedures • Enter required information accurately in the database in accordance with minimum data collection requirements. • Collect data and keep records in accordance with any legislated mandatory reporting and privacy laws. • Regularly review and assess program systems and procedures to identify and implement ongoing quality improvements. • Provide regular reports to the Executive Manager Carer Gateway Operations
Organisational citizenship and team work	<ul style="list-style-type: none"> • Demonstrate an active, dedicated commitment to the Carers NSW Vision, and core principles. • Actively seek to understand, communicate and support Carers NSW vision and organisational goals to all stakeholders, internally and externally. • Ensure a high level of confidentiality and integrity, liaise with others in a professional, respectful and constructive manner. • Participate in Carers NSW initiatives, projects and events. • Attend staff meetings and unit meetings. • Support volunteers who assist in the work of the unit. • Assist in cross-unit project activity. • Assist with the general operations of the organisation.
Professional development	<ul style="list-style-type: none"> • Attend relevant group seminars and training sessions • Develop individual program for professional development in consultation with Manager, Carer Support & Planning
Quality Improvement	<ul style="list-style-type: none"> • Demonstrates ongoing commitment to the Carers NSW Vision, Values, Strategic Plan, and Business Plan • Understanding and commitment to continuous improvement processes • Understanding of and compliance with Carers NSW Policies and Procedures • Undertakes quality improvements to ensure policies and processes are best practice for quality outcomes to be achieved • Compliance with all other legislative requirements
Diversity & Inclusion	<ul style="list-style-type: none"> • Has the capacity and understanding to work with and support diverse populations • Recognises the rights of others and respects difference in all its forms • Is committed to social justice and social inclusion • Values diversity as a strength and positively utilises diversity
Work Health and Safety	<ul style="list-style-type: none"> • Understanding and compliance with all relevant WHS legislation • Take reasonable care to protect your health and safety and the health and safety of others. • Report all safety hazards, incidents, near misses and injuries

	<ul style="list-style-type: none"> • Maintain a clean and orderly work area • Actively participate in safety improvement activities
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Selection Criteria	
Essential qualities	<ul style="list-style-type: none"> • Tertiary qualifications in Aged Care, Social Work, Community Services, Psychology or other relevant discipline. • Demonstrated high level of skills and experience in leadership and management of teams. • Relevant experience and/or understanding of Aged Care sector, specifically My Aged Care framework • Strong task delegation skills. • Extensive knowledge in development, implementation and evaluation of direct service delivery programs • Strong strategic and operational problem solving skills • Demonstrated experience in reporting, recording and analysing program data and information • Demonstrated experience in relationship development and management with stakeholders, peak bodies and government organisations • Excellent communication and organisational skills, coupled with highly developed computer literacy skills • Current NSW drivers licence and the capacity to work across regional offices
Desirable Qualities	<ul style="list-style-type: none"> • Previous experience in the not-for-profit sector. • Experience working with senior and executive management teams • Experience in managing budgets. • Understanding of and commitment to carer issues and needs.

I have read and understand the requirements of this role as described in this document

Employee Signature

Date