

POSITION DESCRIPTION



Overview of Northside Community Service:

Northside Community Service is a leading provider of community services. We are committed to delivering exceptional care standards and embracing diversity within our community. Our aim is to enhance the well-being and quality of life of all our clients.

Position Title: Team Leader (CATS)

Classification Level: Northside Social and Community Services Employee Classification Level 5 (as per Northside's Enterprise Agreement)

Reports To: General Manager (Aged and Community Care)

Position Objective:

Under the general supervision of the General Manager, Northside is responsible for delivering in-home services and support elements of the ACT Health Directorate's Community Assistance and Temporary Supports (CATS) Program. The position focuses on providing Northside's CATS-approved services, ensuring the achievement of set and reportable outcomes in accordance with contractual requirements.

Key Responsibilities and Duties:

- Client Eligibility and Referral:
 - Receive and process all referrals and redirect ineligible enquiries to appropriate services as necessary.
 - Provide comprehensive intake and assessments for eligible clients that are person-centred, culturally sensitive, and human rights focused.
 - Ensure timely processing and receipt of referrals, intake processes, and service delivery in accordance with CATS contractual obligations.
- Client Support and Advocacy:
 - Offer high-quality customer service tailored to the diverse needs of the community.
 - Provide prospective clients with information, advice, and referrals to advocacy and support services as needed.
- Care Planning and Implementation:
 - Develop and implement personalised care plans that support the health and wellbeing goals of CATS clients.
 - Coordinate care and support services, including maintaining case notes and adjusting services as needed.
- Monitoring and Review:
 - Regularly review support plans to ensure client needs and goals are met, with a focus on wellbeing and reablement.
 - Monitor client health and wellbeing, making necessary adjustments to care plans and supports.
- Transition and Support Coordination:

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- Support the coordination of bridging supports for clients in alignment with program objectives and outcomes.
- Case Management:
 - Apply case management principles, especially when handling complex cases.
 - Ensure the smooth exit of clients from the CATS program, making referrals to other services as required.
- Stakeholder Engagement:
 - Develop and maintain strong relationships with CATS service providers and community stakeholders.
 - Facilitate smooth transitions and referrals, supporting the achievement of client outcomes.
- Record Keeping and Reporting:
 - Maintain accurate client information records, adhering to ethical privacy and confidentiality principles.
 - Assist in collecting data and statistics for reporting purposes.
- Quality Assurance:
 - Lead and participate in quality assurance and continuous improvement processes for and with the CATS team.
 - Contribute to the development and refinement of program procedures and practices.
- Team Management and Leadership
 - Maintain oversight and management of calendars, meeting schedules, rostering, and associated documents.
 - Manage and support the team, ensuring high-quality performance and client satisfaction through personalised guidance and regular evaluations.
- Additional Duties:
 - Collaborate with fellow Team Leaders and the General Manager (Aged and Community Care) to ensure cohesive and high-quality service delivery across the program.
 - Consult with the General Manager (Aged and Community Care) to make informed decisions regarding the Home Care services and community engagement strategies.
 - Undertake other duties as needed, such as supporting other Northside offices and centres with various tasks.
 - Uphold principles of equity and anti-discrimination in the workplace and adhere to organisational and legislative Health, Safety, and Environment requirements.

Essential Skills, Knowledge, and Experience:

1. In-depth knowledge of the CATS Program offerings and the related policies.
2. Proven aptitude in leading teams within the CATS Program, setting clear objectives, and enhancing staff skills.
3. A person-focused approach to service delivery, emphasising complex care scenarios
4. Skilled in creating in-depth service and data reports and adhering to CATS Program regulations and standards.
5. Experience in managing CATS Program projects and maintaining budget control.
6. Proficient with technology that supports efficient care management and reporting within the CATS Program.
7. Track record of organising and participating in community initiatives related to the CATS Program, while upholding the organisation's reputation
8. Flexible and decisive in responding to the evolving demands of community services and inclusions.

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Qualifications and/or Training:

- Relevant qualification in community services or aged care and/or relevant experience in managing in-home support and services.
- Full-time access to a comprehensively insured car.

Physical Requirements/Work Environment:

- Must have a reliable, fully insured car and a mobile phone.
- Role involves driving to client locations.
- Use of personal vehicle required for delivery services.
- Current First Aid certificate, or readiness to obtain one.
- Will involve frequent lifting and manual tasks.
- Availability for evening, weekend, and public holiday work.
- Assisting clients with showering, drying, and dressing.
- Meal preparation for clients.
- Bed-making, typically non-adjustable beds.
- Assisting with sponge baths for bed-bound clients, occasionally requiring lifting and positioning, done with another staff member's help.

General Employment Information:

Northside Community Service is committed to creating a child-safe, diverse, and equitable environment. We adhere to strict safety and anti-discrimination policies and encourage applications from diverse community groups. All employees must comply with our Code of Conduct, Health, and Safety policies and are subject to national police checks and appropriate screenings.

Signature

The employee signature below indicates the employee's understanding and acceptance of this position description.

Employee Name		Date	
Employee Signature			