



Community Care Zone Manager Position Description

1. Position Objectives

This position is responsible to assist the Community Care Team Leaders in the operation of the Aged Care and Disability Programs on communities throughout the Barkly Region, in accordance with the Australian Aged Care Quality Agency Home Care Standards and NDIS Practice Standards.

The position will support the Regional Health Manager and the Community Care Team Leaders in all aspects of the funded Community Care and NDIS programs to ensure that Council meets all funding and reporting requirements.

2. Key Responsibilities

- Assist with the delivery of Community Care Programs ensuring that aged and disabled clients are serviced within the funding guidelines.
- Assist with all Community Care and NDIS funding reports, to ensure that they are completed and submitted in a timely manner.
- Create Purchase Orders and organise the delivery of goods that are required for the Community Care and the NDIS programs.
- Monitor records and documents, such as Client information, Community Tick Sheets.
- Assist with the capacity building and training of Community Care staff, and identify the training requirements to ensure that Community Services staff can deliver programs to their best ability.
- Ensure that Regional Community Services programs are compliant with the Local Government Act, Regulations, standards and policies adopted by Council.
- Liaise with government and non-government organisations, and local community organisations for the successful delivery of the Community Services programs.
- Exercise duty of care for self and others in accordance with current Workplace, Health and Safety legislation.
- Any other duties as reasonably requested by the Regional Health Manager

3. Key Accountabilities

- Conduct staff appraisals and new staff inductions, when required.
- Relieve Community Care Team Leader positions when they are on leave.
- Travel to various communities to perform random program audits.
- Management of staff weekly timesheets and work rosters.
- Liaise with the Community Care Team Leaders to ensure that the Client Personal Care Plans, Client Assessments, Case Notes and daily reporting is completed by the required timeframes.
- Assist in the recruitment of the Community Care staff, to ensure that all vacant positions are filled in a timely manner.
- Demonstrated leadership and the participation in shaping the organisations culture and behaviours, through the implementation of Council policies related but not limited to workplace diversity, workforce planning and staff retention strategies.
- Work effectively in a culturally diverse environment.

4. Organisational Relationship

Reports to:	Regional Health Manager
Title:	Community Care Zone Manager
Classification:	Level 8 (\$ 78,091.52) within the Enterprise Bargaining Agreement (EBA)
Department:	Community Services
Supervises:	Community Care Team Leaders
Internal Liaison:	Team Leaders Community Care Community Care Officers Community Care Finance / Administration Coordinator Community Services Administration Officer Other Staff
External Liaison:	Community Care and NDIS Recipients, carers and families. Territory and Commonwealth Government Departments Non-Government Organisations Members of the Community

5. Organisational Context

This position is responsible for ensuring that Community Care and NDIS programs are delivered in line with funding guidelines using best practice principals. The role is accountable for the mentoring and training of the Community Care staff to ensure that the required daily services of the program on community are aligned with the Councils funding agreements.

6. Knowledge and Skills

Organisational:

- Possess a high degree of drive, initiative and enthusiasm
- High level of tact, diplomacy and confidentiality
- Highly developed written and verbal communication skills
- Highly developed computer skills
- Proven ability to successfully interact with people at all levels
- Ability to use sound judgement, discretion and negotiation skills
- Excellent time management and organisational skills
- Demonstrated excellence in customer service
- Ability to plan and coordinate activities to provide efficient services
- The ability to cope with high volumes of work, to set and meet deadlines and determine priorities
- Knowledge and understanding of Aboriginal Culture
- Ability to manage one's own time in order to meet specific timeframes and allocated tasks within the role
- Ability to manage multiple tasks effectively with a high degree of flexibility within a changing work environment

Interpersonal:

- Ability to source cooperation and assistance from other staff, management and community members to achieve position objectives
- Demonstrated ability to work within tight timeframes and regularly monitor deliverables
- A committed team player, creative thinker and innovator is essential

Change Management:

- Ability to recognise issues and use initiative to identify and discuss proposed solutions
- Ability to promptly respond to changed circumstances and make sound decisions to ensure the ongoing efficient and effective delivery of key deliverables within the role in the best interests of the Barkly Regional Council
- Ensure compliance with and adherence to all legislative requirements and best business practices at all times

Commitment, Attitude and Application to Duties:

- Provide courteous and prompt attention to requests for information
- Demonstration of a positive and proactive attitude with strong initiative
- Promote Barkly Regional Council in a positive manner at all times
- Promote and encourage continuous quality improvement strategies for the delivery of accurate and timely documentation
- Proven ability to work under pressure and deliver accurate documentation for sign-off within agreed timeframes
- Take reasonable care to ensure one's own safety at work and that of other staff within the workplace
- Observe all safe working practices
- Report all accidents, incidents and any hazardous situation within your work environment to your Manager
- Any other reasonable duties as directed by the Regional Health Manager.

7. Essential Criteria – Qualifications, Skills and Experience

1. Proven experience in Community Care and/or NDIS programs or working with aged, disability and community groups.
2. Demonstrated computer literacy and the ability and/or experience using any of the following programs, such as E-Tools, DEX, Medicare, My Aged Care, SHIP, VALADATA and Centrelink.
3. A high level of interpersonal communication skills to communicate effectively with clients, carers, staff and other key stakeholders.
4. High level written and verbal communication skills with demonstrated ability to write reports.
5. Ability to live in a remote community for a period of two weeks at a time.
6. A current NT Manual driver's licence.

8. Desirable Criteria

1. The ability to provide leadership and motivation to the Community Care staff in order to achieve service goals and objectives.
2. Experience in Local, State/territory Government processes.
3. Qualifications in Community Services or similar.
4. Demonstrated experience in working with Aboriginal people and culturally diverse environments.
5. Understanding of relevant legislation, policies and procedures of Aged Care and the NDIS programs.

It is a requirement of this position that the successful applicant obtains and maintains NT Working With Children Ochre Card. Although an individual may commence work, with an exemption from the relevant department, prior to the card being issued, ongoing employment and official appointment to the position will only be confirmed after the Ochre Card has been received. Loss of the Ochre Card constitutes loss of an essential requirement of the position and may result in termination of employment. This position also requires a satisfactory Australian Police Criminal History Check.

Certification

The details contained in this document are an accurate statement of the responsibilities, accountabilities, and other requirements of the position



Steve Moore
Chief Executive Officer

26 / 11 / 2019
Date

Acceptance

I, _____, have read and understood the requirements of this position and hereby agree to the responsibilities as outlined above

Signature

____/____/____
Date