

Position Description

Position Title	Team Leader Home Care Workforce (CHSP)
Position Number	30009528
Division	Community and Public Health Services
Department	Community Nursing and Home Care Services
Enterprise Agreement	Allied Health Professionals (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2026
Classification Description	Community Development Worker Class 3, Year 4
Classification Code	XY4 - ON40
Reports to	Manager Community Nursing and Home Care Services
Management Level	Tier 4 - Shift Managers, Team Leaders & Supervisors
Staff Capability Statement	Please click here for a link to staff capabilities statement

Bendigo Health

With more than 4,500 staff and volunteers and covering an area a quarter of the size of Victoria, Bendigo Health, is an expanding regional health service offering the advantages of city life combined with the beauty and freedom that comes from living in a regional area.

Bendigo Health is a 700-bed service that treats more than 45,000 inpatients, triages more than 65,000 emergency attendees and welcomes more than 1,600 new born babies in a year. In addition, more than 15,000 operations are performed in our operating theatres and more than 100,000 occasions of services are provided in our clinics to outpatients.

The organisation provides services in emergency, maternity, women’s health, medical imaging, pathology, rehabilitation, community services, residential aged care, psychiatric care, community dental, hospice/palliative care, cardiology, cancer services and renal dialysis to the people of the Loddon Mallee region.

With our main campus based in Bendigo, our services extend throughout the Loddon Mallee with sites in areas such as Mildura, Echuca, Swan Hill, Kyneton and Castlemaine.

Demand on services is increasing rapidly with Bendigo being one of Victoria’s fastest growing regional cities.

Our Vision

Excellent Care. Every Person. Every Time.

Our Values

CARING – We care for our community

PASSIONATE – We are passionate about doing our best

TRUSTWORTHY - We are open, honest and respectful

All staff at Bendigo Health should have, or aspire to the personal qualities, knowledge and skills as described in the Bendigo Health Staff Capabilities Statement. Refer to link at top of page.

The Community and Public Health Services Division

The Community and Public Health Services Division has a primary focus on improving the health outcomes of the communities in our region. With a range of local and regional programs supporting place-based health promotion, prevention, care and support, they work collaboratively with other Divisions and regional partnerships and networks to support quality outcomes. The Division has a strong leadership role in the Loddon Mallee Region and is committed to ensuring processes are in place to deliver on our vision.

The Division provides support for the Public Health Unit, Community Services, Aged Care Residential Services (200+ residents), Infection Prevention & Control and Public Private Partnership (PPP). It has key roles in public health, inclusive of health promotion and prevention, Aboriginal Services, vaccination/testing clinics, infection control practices, Bendigo Hospital maintenance, carer support and community nursing.

In addition, the Community and Public Health Services Division holds the professional portfolio of Chief Nursing and Midwifery Officer. Nurses are the largest work group within Bendigo Health and the position is focused on supporting our nursing workforce to feel valued and empowered.

Community Services

The Community Services Team comprises Aged Care Assessment Services, Community Allied Health Services, Community Care Services, Carer Support Services, Community Nursing Services and the Referral Centre.

Community Services operate in a diverse community in terms of age, gender, health issues, abilities, cultural and socio-economic background, language, skills, education, spirituality and sexuality.

The Community Nursing and Home Care Services (CNHCS) Department provides holistic health care to people who are frail aged, younger people with a disability, and their carers to maintain independence. The service combines a range of clinicians which support clients with their individual needs.

CNHCS incorporates:

- District Nursing Service
- Regional Continence Service
- Regional Wound Management Service
- Regional Dementia Consultancy service
- Home Care Workforce (HCW)

CNHCS aims to improve independence, health, wellbeing and quality of life and prevent premature admission to hospital or residential care, for older people, younger people with disabilities, and their carers. CNSS nursing and support staff encourage clients to participate in their care and maintain their independence.

CNHCS operates in a diverse community in terms of age, gender, health issues, abilities, cultural and socio-economic background, language, skills, education, spirituality and sexuality.

The Position

As part of the Management Team, the Team Leader provides leadership, direction and support to the Home Care Workforce, to facilitate and coordinate the delivery of high quality, best practice service provision to people with complex needs and older people living in the community, in a timely and responsive manner.

The Team Leader will:

- Utilise an innovative approach to develop and expand the scope of the Home Care Workforce in response to changing demand, lead and implement opportunities for continuous improvement and change within the team
- Lead, support and provide direction to the Home Care Workforce in their daily roles to ensure best practice is followed and is compliant with required policies and procedures
- Ensure the delivery of high-quality home-based services to consumers of Bendigo Health, including but not limited to: personal care, social support and domestic assistance.
- Develop and foster collaborative relationships across the health service and community sector to provide high quality care provision
- Develop initiatives to ensure Bendigo Health is an employer of choice for relevant workers
- Participate in and contribute to the Community Nursing and Support Services leadership team.

Responsibilities and Accountabilities

Key Responsibilities

- Provide leadership and strategic direction, in collaboration with the manager, that supports the Bendigo Health Strategic Plan, and objectives of the various funding sources for home care services.
- Undertake screening of referrals to support decision making and ensure appropriate resources are allocated for care delivery.
- Act as the first point of contact for Home Care Workforce Intake and Home Care Workers and provide operational guidance and support.
- Provide support, education and supervision opportunities to home care staff to deliver consumer focussed, timely, quality services in line with program guidelines including annual performance review and development plans.
- Contribute to all clinical/non-clinical reporting including qualitative and quantitative analysis as required within time constraints.
- Maintain comprehensive knowledge of current trends and developments that relate to home care services including funding streams.
- Support the service and staff to generate and participate in activities and initiatives that enhance home care services.
- Support planning and management of staff resources, including rostering and monitoring leave, to achieve departmental productivity.
- Collaborate and support the team leaders and provide cover when required.

Organisational Responsibilities

- Participate in team/departmental meetings and other organisational meetings as required.
- Participate in staff development and training as required.
- Participate in service development as required.
- Maintain accurate records, statistics and reports as needed.
- Other duties as determined by Manager.

Generic Responsibilities

Code of Conduct - The Victorian Government's Code of Conduct is binding on all Bendigo Health staff. Contravention of a provision in the code may constitute misconduct and/ or regarded as a breach of the employee's employment agreement and will be dealt with under the organisations Counselling and Disciplinary Action Policy.

Compliance with policies and procedures - All Bendigo Health's policies and procedures are set out in its clinical and managerial policy manuals located on the intranet under PROMPT and in hard copy. All staff must ensure they comply with policies, procedures and standard ways of work practices when carrying out their work. Any breach in compliance may result in disciplinary action.

Occupational Health and Safety - Every staff member has the responsibility to take reasonable care of their own health and safety and the safety of others, to cooperate with Bendigo Health's OH&S policies and to participate in appropriate safety education and evaluation activities. All staff are expected to participate in reporting any health, safety and wellbeing issues. Any breach in compliance may result in disciplinary action.

Infection Control - Every staff member has the responsibility to minimise incidents of infection/ cross infection of residents, staff, visitors and the general public. All staff must adhere to the policies and procedures as set out in Bendigo Health's infection control manuals. Any breach in compliance may result in disciplinary action.

Confidentiality - All information concerning Bendigo Health, its patients, clients, residents and staff should remain strictly confidential. Any unauthorised disclosure of such information may result in disciplinary action.

Quality Improvement - Bendigo Health is dedicated to improving the quality and safety of health services by providing care within the following domains of quality: Consumer Participation, Clinical Effectiveness, Effective Workforce and Risk Management. As a result, we apply the concept of the quality cycle for all our quality activities, initiatives and projects thereby ensuring the best possible care and treatment results are achieved. The underlying principle of the cycle is that an activity is not complete until evaluation shows that it has been effective and reached the desired outcome. As a Bendigo Health employee, you have a responsibility to participate in and commit to ongoing quality improvement activities using the framework of the NSQHSS (National Safety and Quality Health Service Standards).

Diversity – Each person has a right to high-quality health care and opportunities regardless of diversity factors, which might include aspects such as cultural, ethnic, linguistic, religious background, gender, sexual

orientation, age and socio-economic status. Every staff member has a responsibility to recognise and respect diversity. Inclusiveness improves our service to our community and promotes engagement amongst staff.

Employees are required to carry out lawful directions outlined above or delegated to them. The work to be performed is set out in this position description and, where relevant, any professional standards and codes of conduct and ethics issued by the relevant professional association.

Key Selection Criteria

Essential

1. Relevant tertiary qualifications in a health, community services or social services related discipline
2. Demonstrated commitment to and knowledge of the Aged Care Standards and Support at home programs
3. Experience in service delivery in the community aged care sector and demonstrated understanding of client diversity and the challenges experienced by clients and their carers in the home
4. Experience applying program and funding guidelines within Home Care and Commonwealth Home Support Programs to service planning, delivery and reporting
5. Demonstrated skills in supervising supporting staff to deliver against the program guidelines and objectives
6. Demonstrated ability to introduce new concepts, communicate, lead and manage staff in an environment of change and continuous improvement
7. Demonstrated commitment to ongoing professional development and a willingness and ability to learn
8. Demonstrated experience with MS Office including MS Word, Excel and Outlook.

Mandatory Requirements

National Police Record Check A current and satisfactory National Police Record Check must be completed by all new staff prior to commencement at Bendigo Health.

Immunisation As a health provider dedicated to providing quality patient care, we all need to be aware of the critical importance of infection control. Each staff member has a responsibility to comply with Bendigo Health's Staff Immunisation Policy and various infection control policy and procedures. All staff are required to provide evidence of vaccinations prior to commencement at Bendigo Health

Working with Children Check Bendigo Health has a responsibility to provide a child safe environment. This position is a defined "child-related role" at Bendigo Health. As such you must maintain a valid working with children check. In addition, you will be required to assist Bendigo Health in providing a child safe environment by participating in any training or reporting required to ensure the protection of children in our care.

Drivers Licence A current Victorian driver's licence is required for this position.

All Bendigo Health sites, workplaces and vehicles are smoke free.

This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required.

Any elements of this document may be changed at Bendigo Health's discretion and activities may be added, removed or amended at any time.