

# Position Description

## Team Leader Austin Health - Aged Care Assessment Service

<b>Classification:</b>	Registered Nurse Clinical Nurse Consultant C/Allied Health Clinician Grade 3
<b>Business unit/department:</b>	Aged Care Community Programs
<b>Work location:</b>	Austin Hospital <input checked="" type="checkbox"/> Heidelberg Repatriation Hospital <input checked="" type="checkbox"/> Royal Talbot Rehabilitation Centre <input checked="" type="checkbox"/> Other <input checked="" type="checkbox"/> External hospital sites and client's homes
<b>Agreement:</b>	Allied Health Professionals (Victorian Public Health Sector) Single Interest Enterprise Agreement 2021-2026
	Nurses and Midwives (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2024-2028
	<a href="#">Choose an item.</a>
<b>Employment type:</b>	Part-Time
<b>Hours per week:</b>	36
<b>Reports to:</b>	Community Aged Care Services Manager
<b>Direct reports:</b>	Approx 6 EFT
<b>Financial management:</b>	N/A
<b>Date:</b>	May 25

### Position purpose

Reporting to the Community Aged Care Services Manager, the key functions of the role is to coordinate and oversee the daily operations of the Aged Care Assessment Service, ensuring that key service performance deliverables are met. This includes client outcomes, activity targets, human resources, with a focus on supporting and fostering a positive team culture, and quality.

The Team Leader will work with the Community Aged Care Services Manager to ensure the Program meets the standards required under the Aged Care Act and Commonwealth & State Government guidelines.

The Team Leader will also have a clinical role within the team.

### About the Directorate/Division/Department

The position is located in the Community Aged Care Program of the Continuing Care Division at the Heidelberg Repatriation Hospital.

The Community Aged Care Programs include the Austin Health Aged Care Assessment Services, Austin Health Transition Care Program and the Austin Health Restorative Care program.

### **Austin Health - Aged Care Assessment Services**

The Austin Health Aged Care Assessment Services undertake both clinical and non-clinical assessments for eligible older Australians as part of the Single Assessment System for Aged Care. The Single Assessment System aims to simplify and improve the experience of older people by providing a flexible system that can quickly adapt to their aged care needs.

It is a service that helps older people, and their families make decisions about the services that they need to remain at home safely.

Clinical Assessments can be conducted in both the hospital setting and clients home and determine eligibility for Australian Government subsidised services (Residential Care, Residential Respite Care, Home Care Packages and Transition Care).

Non-Clinical Assessments are completed in the clients' home and assess eligibility for entry level supports.

The community catchment for Austin Health Aged Care Assessment Services is the Northern Metro Region.

### **Austin Health Transition Care Program (TCP)**

Austin Health has 52 packages in total, offering clients home or residential based support based at our partner Aged Care Facility. The aim of TCP is short-term interventions for older people at risk of inappropriate extended hospital stays and/or at risk of premature admission to residential care.

### **Austin Health Restorative Care Program (RC)**

Restorative Care currently provides 8 residential care-based packages at Twin Parks Aged Care facility and 1 community-based package to assist people who have been discharged from Austin Health.

## **Position responsibilities**

### **Role Specific:**

### **Team Leader Responsibilities:**

- Act as a leader and role model for all the Aged Care Assessment staff, setting and clearly communicating expectations.
- Provide operational support to all staff within the Aged Care Assessment program and role specific support to the Home Support and Comprehensive Assessors (this is separate to any discipline specific staff supervision)
- Liaise and work collaboratively with other Managers, Team Leaders, Care Coordinators, and staff across the organisation, to support organisational access and flow, ensure program protection and achievement of the best possible client outcomes
- Work collaboratively and develop and foster relationships with internal and external referrers



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- Provide oversight of incoming referrals and the triage process
- Understand and support the Community Aged Care Service Manager in ensuring operational KPI's and reporting requirements are met
- In consultation with the Community Aged Care Services Manager effectively coordinate the Aged Care Assessment Services team including recruitment and selection, daily staffing, leave management and attendance.
- Supervise and monitor the performance of all functions performed by the Aged Care Assessment staff.
- Create a team environment, which promotes positive team culture, opportunity for learning and development, safety and welfare of employees and fosters innovation in practice that results in high level of staff satisfaction, high staff retention rates and low absenteeism.
- Represent the Aged Care Assessment Service Team as directed.
- Maintain up-to-date knowledge of Departmental Guidelines and the Aged Care Act and work with the Community Aged Care Services Manager to ensure the program remains compliant
- Review of existing practices, policies, and procedures according to evidence-based practice to minimise adverse outcomes.
- Inform the Community Aged Care Services Manager of gaps in the Aged Care Assessment Service practices, policies and procedures, and actions implemented to fill these gaps.
- Organise and facilitate case conference
- Manage a clinical caseload as other duties allow.
- Any other reasonable duties as requested/delegated by Aged Care Community Services Manager

## Strategic and Business Planning

- Participate and support the Aged Care Community Services Manager to plan and develop the delivery of Aged Care Assessment Services
- Work with the Aged Care Community Services Manager in ensuring that the program meets the standards required under the Aged Care Act and Australian Government guidelines for program operation.
- Build strategic relationships with internal and external stakeholders to improve the ability of the Aged Care Assessment program to meet their service needs.
- Use of clinical and operational information systems to inform decision making and evaluate outcomes.
- Active participation in interdisciplinary committees and working parties, locally and organisation wide as required, both in person and online.
- Develop and implement structures that facilitate a flexible workforce so that the Aged Care Assessment Service can meet the ever-changing demands of a dynamic health service.

## Managing Performance

- Supervision of Home Support and Comprehensive Assessors.
- Operational oversight of the Aged Care Assessment Service Team
- Provides timely performance feedback, coaching and guidance when needed in accordance with the performance management policy.
- Organise training for staff to improve and upgrade skill levels, establishing multi- skilling ensuring that all functions have appropriate contingencies/business continuity plans in place.
- Ensure all staff complete the annual Performance Review and Development process.
- Ensure completion of My Aged Care learning elements



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- Provide staff with professional development opportunities for learning and education.

## Quality, Safety & Risk Management

- Promote and ensure a safe and healthy workplace for staff and clients.
- Actively contribute to the accreditation process, including achieving compliance with the National Safety & Quality Health Service Standards and Aged Care Standards
- Participate in the development of a Quality and Business Plan for the unit in accordance with the organisational accreditation guidelines
- Identify areas that require improvement through observation, audits, incidents, and staff feedback, and implement improvement initiatives accordingly.
- Business improvement plans should include work plans for continuous improvement of systems and care.
- Report complaints in a timely, responsive manner and implement strategies to limit reoccurrence of the identified complaint.
- Ensure policies and procedures are maintained and embedded in local work areas.
- Report matters relating to Occupational Health and Safety and ensure safety standards in the workplace are met.
- Ensure safe work practices and environment in accordance with Austin Health Policies.
- Ensure incident management systems are applied and a response to local issues and performance improvement occurs; ensure the risk management system is functional.
- Ensure clear accountability for quality and safety within the department.
- Ensure any additional training for specific clinical staff is completed (eg. BLS, ALS, Move smart, Cerner).
- Ensure all staff complete all Mandatory Training within set timeframes and upon commencement of employment.
- Participate in the ongoing professional development of self and others and encourage responsibility for own learning into evidenced based practice and to satisfy Continuing Professional Development (CPD) requirements.

## Clinical Role

- Support program delivery under the Single Assessment Service Model as other duties allow:
  - Conduct Hospital and Comprehensive and Home Support assessments as required
- Provide information and refer clients to appropriate and available services
- Provide high level care to clients through high level proficient assessment skills and effective communication
- Undertake delegation as required.

## People Management Roles

- Maintain an understanding of individual responsibility for safety, quality and risk, and actively contribute to organisational quality and safety initiatives
- Ensure incident management systems are applied and a response to local issues and performance improvement occurs
- Support staff under management to comply with policies, procedures and mandatory training and continuing professional development requirements.

## Selection criteria



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### Essential skills and experience:

- 5 years' experience in Clinical Assessment and completion of the MAC Learning Training, or Statement of Attainment level 4, or level 3 if currently working as ACAS clinician.
- Previous experience managing clinical staff in a health setting.
- Demonstrated leadership ability.
- Commitment to quality, best practice, and environmental safety
- Ability to communicate effectively in both written and verbal form.
- Ability to problem solve in a variety of complex situations.
- Ability to implement, lead and support change.
- Demonstrated ability to use clinical and operational information systems effectively and efficiently.
- Current Victorian driver's license

### Desirable but not essential:

- Post Graduate Qualifications in a relatable field.
- Demonstrated understanding of the Aged Care legislation that informs Aged Care Assessment Services.
- Ability to converse in a relevant community language
- High level of experience and competent computer skills in Microsoft Office applications, including MS Excell and PowerPoint

## Professional qualifications and registration requirements

- Registered Nurse (currently registered with Nursing and Midwifery Board of Australia) or Allied Health Professional (with current registration with their respective National Board) or eligible for membership of relevant professional association

## Quality, safety and risk – all roles

All Austin Health employees are required to:

- Maintain a safe working environment for yourself, colleagues and members of the public by following organisational safety, quality and risk policies and guidelines.
- Escalate concerns regarding safety, quality and risk to the appropriate staff member, if unable to rectify yourself.
- Promote and participate in the evaluation and continuous improvement processes.



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- Comply with the principles of person-centered care.
- Comply with requirements of National Safety and Quality Health Service Standards and other relevant regulatory requirements.

## Other conditions – all roles

All Austin Health employees are required to:

- Adhere to Austin Health's core values: *our actions show we care, we bring our best, together we achieve, and we shape the future.*
- Comply with the Austin Health's Code of Conduct policy, as well as all other policies and procedures (as amended from time to time).
- Comply with all Austin Health mandatory training and continuing professional development requirements.
- Provide proof of immunity to nominated vaccine preventable diseases in accordance with Austin Health's immunisation screening policy.
- Work across multiple sites as per work requirements and/or directed by management.

## General information

### Cultural safety

Austin Health is committed to cultural safety and health equity for Aboriginal and/or Torres Strait Islander People. We recognise cultural safety as the positive recognition and celebration of cultures. It is more than just the absence of racism or discrimination, and more than cultural awareness and cultural sensitivity. It empowers people and enables them to contribute and feel safe to be themselves.

### Equal Opportunity Employer

We celebrate, value, and include people of all backgrounds, genders, identities, cultures, bodies, and abilities. We welcome and support applications from talented people identifying as Aboriginal and/or Torres Strait Islander, people with disability, neurodiverse people, LGBTQIA+ and people of all ages and cultures.

### Austin Health is a child safe environment

We are committed to the safety and wellbeing of children and young people. We want children to be safe, happy and empowered. Austin Health has zero tolerance for any form of child abuse and commits to protect children. We take allegations of abuse and neglect seriously and will make every effort to mitigate and respond to risk in line with hospital policy and procedures.



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