

# Position Description



<b>Position Title:</b> Community Care Supervisor	<b>Division:</b> Community Health																	
<b>Reports To:</b> Community Health Manager	<b>Direct Reports:</b> Community Care Workers, Home Maintenance Officers																	
<b>Primary Objective:</b>																		
To effectively and efficiently lead and coordinate Timboon and District Healthcare Service (TDHS) Community Care Program, meeting the Standard requirements of the funding and service agreements with the Commonwealth (CHSP) and Victorian Governments (HACC) and brokered services and within the policy and procedures of TDHS. Undertake all human resource and administrative functions required for the community care program service delivery.																		
<b>Position Dimension &amp; Decision Making Authority:</b>	<b>Key Communication Contacts:</b>																	
<p><b>Without referral to manager –</b></p> <ul style="list-style-type: none"> <li>Complete rosters and approve annual leave in accordance with TDHS policy</li> <li>Authorise staff members timesheets</li> <li>Liaise with consumers and sub-contractors/ care providers to ensure all services are delivered</li> <li>Order applicable supplies and consumables</li> </ul> <p><b>After Consultation with manager or others –</b></p> <ul style="list-style-type: none"> <li>Performance manage staff</li> </ul> <p><b>Referred to managers or others –</b></p> <ul style="list-style-type: none"> <li>Increase staff FTE</li> <li>Any Human Resource issues outside current role</li> </ul>	<table border="1"> <thead> <tr> <th>Contact/Organisation</th> <th>Purpose/Frequency of Contact</th> </tr> </thead> <tbody> <tr> <td>Community Care Workers/ HACC/ BSG</td> <td>Supervision and work requirements/ Daily</td> </tr> <tr> <td>Delegated team members of RAS</td> <td>Client requirements/Daily</td> </tr> <tr> <td>DNS</td> <td>Client requirements/Weekly</td> </tr> <tr> <td>Client/Family/Carer</td> <td>Customer care/Daily</td> </tr> <tr> <td>Community Health Manager</td> <td>Reporting and Consultation/Regular</td> </tr> <tr> <td>Community Liaison</td> <td>Client care/as required</td> </tr> <tr> <td>External sub-contractors/ care providers</td> <td>Client care and program deliverables/weekly or as required</td> </tr> </tbody> </table>		Contact/Organisation	Purpose/Frequency of Contact	Community Care Workers/ HACC/ BSG	Supervision and work requirements/ Daily	Delegated team members of RAS	Client requirements/Daily	DNS	Client requirements/Weekly	Client/Family/Carer	Customer care/Daily	Community Health Manager	Reporting and Consultation/Regular	Community Liaison	Client care/as required	External sub-contractors/ care providers	Client care and program deliverables/weekly or as required
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<b>Key Accountabilities</b>																		

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Key Result Area	Major Activities	Performance Measures:
1. Care Coordination	<ul style="list-style-type: none"> <li>Provide care coordination for referrals received and implement care in a timely manner.</li> <li>Be directly involved in meeting the client's needs as a contact point for the service.</li> <li>Ensure case notes are documented in a timely manner and in line with policy.</li> <li>Manage electronic health record content for each client.</li> <li>Ensure client satisfaction with service delivery.</li> </ul>	<ul style="list-style-type: none"> <li>100% of clients are on Community TracCare and have an electronic health record.</li> <li>Data is entered accurately and in a timely manner.</li> <li>100% of data reports and submission completed and sent on time</li> <li>KPI for service delivery are met between assessment and service delivery</li> </ul>
2. Service Development & Program Planning and Policy	<ul style="list-style-type: none"> <li>Maintain knowledge of funding directions and polices and form sound and timely recommendations on service provision.</li> <li>Manage the development and review of policy and procedures.</li> </ul>	<ul style="list-style-type: none"> <li>100% of polices are reviewed and in date.</li> </ul>
3. Client and Community Engagement	<ul style="list-style-type: none"> <li>Manage the provision of high quality customer service at all times that will compliment services to respond community demand.</li> <li>Implement an annual survey of clients to measure levels of satisfaction.</li> <li>Ensure client satisfaction with service delivery.</li> </ul>	<ul style="list-style-type: none"> <li>Satisfaction surveys completed annually and satisfaction remains high.</li> <li>Liaise with external bodies including funding bodies and professional networks and the BSW region</li> </ul>
4. Human Resource Management	<ul style="list-style-type: none"> <li>Provide leadership and management to all staff employed in the community care team.</li> </ul>	<ul style="list-style-type: none"> <li>100% of Performance Appraisals conducted annually.</li> <li>100% of Police Checks and Working with Children Checks current as per TDHS policy.</li> <li>100% of Annual leave balances within TDHS limits.</li> </ul>

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	<ul style="list-style-type: none"> <li>• Undertake responsibility for recruitment and day to day management of the staff in conjunction with the Community Health Manager.</li> <li>• Undertake annual performance review and development with staff including the development of training needs</li> <li>• Orientation and induction of new employees</li> <li>• Convene regular team meetings</li> <li>• Complete, coordinate and manage team rosters and time sheets</li> </ul>	<ul style="list-style-type: none"> <li>• 80% Compliance of attendance at meetings.</li> </ul>
5. Information Management	<ul style="list-style-type: none"> <li>• Assist with training as necessary</li> <li>• Record the statistics and provide reports for all services provided</li> <li>• Prepare client information and service usage for submission as required</li> <li>• Super user portfolio holder for Community TracCare</li> <li>• Ensure a fully integrated electronic health record exists for each client</li> </ul>	<ul style="list-style-type: none"> <li>• 100% DVA reports submitted on time</li> <li>• 100% HACCC MDS submitted on time</li> <li>• 100% DEX reporting submitted on time.</li> <li>• 100% Data error corrected prior to submission dates</li> </ul>
6. Organisational Infection Control and Quality Improvement Standards	<ul style="list-style-type: none"> <li>• Ensure all practice is conducted in accordance with infection control policies, procedures and standards</li> <li>• Participate in relevant organisational quality accreditation processes</li> <li>• Participation in quality improvement activities</li> </ul>	<ul style="list-style-type: none"> <li>• Adherence to infection control and quality standard legislative requirements at all times</li> <li>• Demonstrated participation in accreditation processes</li> <li>• Evidence of continuous improvement</li> </ul>

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	<ul style="list-style-type: none"> <li>Complies with all TDHS mandatory training requirements</li> </ul>	<ul style="list-style-type: none"> <li>Evidence of completion of all mandated training by annual date</li> <li>Evidence of current Influenza Vaccine and willingness to obtain annually</li> </ul>
<p><b>7. Code of Conduct and Equal Opportunity</b></p>	<ul style="list-style-type: none"> <li>Develop and maintain sound knowledge of and commitment to TDHS policies and procedures</li> <li>Ensure that you engage in behaviour that treats other staff fairly, equitably and not subject to any form of discrimination or harassment</li> <li>Demonstrate and abide TDHS's Workplace Code of Conduct, including the core values: Integrity, Compassion, Accountable, Respect, Excellence</li> <li>Participate in promoting a safe working environment</li> <li>Ensure an appropriate level of customer service is provided, demonstrating a friendly and supportive approach to our consumers</li> </ul>	<ul style="list-style-type: none"> <li>Aware of and promotes TDHS policies and procedures</li> <li>Core values are reflected in decision making and everyday behaviour</li> <li>Adherence to the TDHS Code of Conduct</li> <li>Participation and compliance of all occupational health and safety policies and procedures (including emergency response)</li> <li>Consumers are made to feel welcome and supported at all times</li> </ul>

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Key Challenges:	Person Specification:
<ul style="list-style-type: none"> <li>• Change in work demands</li> <li>• Maintaining a knowledge of funding directions and policies and form sound and timely recommendations on service provision</li> <li>• Consistently providing care coordination for referrals received and implement care in a timely manner</li> <li>• Management of electronic health record content for each client</li> <li>• Ensuring consistent client satisfaction with service delivery</li> <li>• Staff management</li> <li>• Implementation of the Wellness and Reablement plan</li> </ul>	<p><b>Key Selection Criteria (Qualifications, Experience and Personal Attributes) –</b></p> <ul style="list-style-type: none"> <li>• Certificate IV in Community Service with demonstrated experience in a similar role</li> <li>• Knowledge and understanding of Standards, Community Home Support Programs, HACC and My Aged Care</li> <li>• Knowledge and understanding of the Active Service Model.</li> <li>• Possess comprehensive personal computer skills and competency in the Microsoft Office Suite of products.</li> <li>• High level of literacy and numeracy skills.</li> <li>• Excellent organisational skills including records management / document skills.</li> <li>• Able to effectively plan, organise and manage own time and ability to work efficiently with minimal supervision.</li> <li>• Well-developed verbal communication skills and the ability to communicate with the public and to possess a high level of customer service.</li> <li>• Ability to work as part of a team.</li> <li>• Current Victorian Drivers Licence.</li> </ul>

I have read and understand the requirements and responsibilities of my Position Description.

Signed: .....

Name: .....

Date: ..... / ..... / .....