

Job title: Team Leader – Positive Ageing Navigation & Support	
Classification: Band 6	Effective Date: July 2023
Reports to: Coordinator Positive Ageing	Tenure: Permanent

About Us:

At Whitehorse City Council, community is at the heart of everything we do.

We aspire to be a healthy, vibrant, prosperous and sustainable community. We enable this through strong leadership and community partnerships.

We strive to stay ahead of evolving changes and needs of our community.

Our five key principles empower our employees to be innovative and provide an excellent customer experience. We are a resilient organisation where everyone belongs.



CREATe - Our Values and Behaviours:

Our shared values and behaviours are integral to how we go about our work, interact with each other and our community. Our employees 'live' these shared values. In living these values we also ensure that everyone has a voice and that everyone matters.

Collaboration	Respect	Excellence	Accountability	Trust
We work flexibly together to achieve outcomes and solve problems.	We actively listen, value diversity and care.	We adapt, respond, learn and grow.	We take responsibility and follow through on our promises.	We act with integrity and are empowered to make decisions.

City of Whitehorse is a culturally and linguistically diverse community. We are proud of the diversity of our workforce and recognise the strength this provides in meeting the needs of our community. We are committed to upholding a safe, inclusive and respectful workplace that values the contribution of all.

Whitehorse City Council is committed to being a child safe organisation. We recognise our responsibilities to keep children and young people safe from harm and have established policies, procedures and training to achieve these commitments.

Goal Statement

This role Leads and manages a small team of officers to advocate for and support older community members and their families to navigate the aged care system and local community connection opportunities. The position in builds partnerships with internal and external stakeholders and works with them to reduce barriers and improve access to services for older people.

Key Responsibilities

Position Specific Responsibilities

- Contribute to the design and implementation of the operating model for the new Navigation & Support Service, including developing frameworks, processes and risks assessments.
- Lead and manage a small team to provide support to people in the community who require accurate information and practical help to navigate and make informed decisions about the care, support and community connection needs they may require.
- Oversee the development and dissemination of appropriate materials/information to assist and guide Whitehorse residents from a diversity of backgrounds to navigate available services and supports.
- Solve problems through discussion, innovation, research, advocacy and negotiation, applying skills and knowledge to this new focus area for Council
- Develop effective professional relationships with service providers and other key stakeholders through the participation in relevant networks and other activities.
- Engage with relevant internal and external stakeholders to build partnerships to promote the Service and extend its reach to those who will benefit.
- Ensure the Service completes and maintains accurate client records that comply with the Victorian Privacy and Data Protection Act 2014 and statistical data.
- Manage the evaluate activities including documenting and analysing quantitative and qualitative data.

Corporate Responsibilities

- Ensure adherence to all Corporate Policies, Procedures and the Organisational Goals and Values Principles in the current Whitehorse City Council Collective Agreement by all staff under supervision.
- Ensure that risk management principles are adopted in all decision-making processes within the team.

- Undertake identification, reporting and resolution of risk management activities (including that staff are appropriately trained) and ensure that all relevant operating procedures provide for a safe working environment.
- Apply sound financial management techniques to team budget processes.
- Provide equitable and sound supervision of staff, (including ensuring appropriate training, development and motivation) to ensure that team key performance objectives are met and contribute to the strategic objectives of the team.
- Ensure appropriate care and use of assets and equipment.
- Support, enable and encourage strategies and actions identified in Council's Gender Equality Action Plan (GEAP) to improve workplace gender equality.
- Champion a safe environment for children and young people in accordance with Council's commitment to Child Safety.

Accountability and extent of authority

Budget: Nil

Staff responsibility: The position supervises the Positive Ageing Navigation & Support Officers.

- Contribute to the design and implementation of the operating model for the new Navigation & Support Service, including developing frameworks, processes and risks assessments.
- Lead the continuous improvement of the service, promote a culture of feedback and review, and identify system gaps for advocacy consideration.
- Provide advice to the Coordinator regarding progress, findings and recommendations regarding change, operational performance and/or further inquiries.
- Provide specialist advice to clients or to regulate clients subject to regulations, policies and regular supervision. The effect of decisions and actions taken in this Band on individual clients may be significant but is usually subject to appeal or review by more senior employees.

Judgement and decision making

- Apply judgement and problem-solving skills in meeting the requirements of the position.
- Develop operational policy, procedure, and guidelines in line with service objectives to be endorsed by the agreed authorising level.
- Utilise specialised methods, procedures and processes developed from theory or precedent. The work may involve improving and/or developing methods and techniques generally based on previous experience. Problem solving may involve the application of these techniques to new situations.

- Actively keep abreast of developments within the aged-care sector and local community groups and ensure the Service provides accurate information.
- Ensure the development of evidence-based data that can inform evaluation activities.
- Contribute to the continuous improvement of the service, promote a culture of feedback and review, and identify system gaps for advocacy consideration.

Specialist knowledge and skills

- Knowledge of and experience to connect others to the My Aged Care, National Disability Insurance Scheme (NDIS), Commonwealth Aged Care Service and reform and other relevant services and understanding of the current policy directions and associated impacts.
- Provide direction, leadership and structured training or on-the-job training to supervised employees or groups of employees/volunteers/students.
- Competence in the use of Microsoft suite of applications (Including Office 365), including the ability to utilise electronic client management system
- Project management experience to ensure deadlines and objectives are met.
- Proven ability to provide excellent customer service including problem identification and outcome focus.
- High level cultural competency with diversity awareness.
- Bi-lingual skills would be an advantage.

Management skills

- Demonstrated ability to plan, prioritise and organise own work and the work of others within the team so as to achieve specific objectives in the most efficient way possible within the resources available and within a set timetable.
- Ability to provide clear direction and supervision that results in adherence to agreed policy, procedure, and guidelines.
- Attention to detail, with demonstrated understanding of professional standards of practice and ability to apply these standards to the team.
- Solve problems through discussion, innovation, research, negotiation, and teamwork.
- Provide supervision to the Support Officers to mitigate service risks and ensure adherence to operational policy, procedures, and guidelines.
- Demonstrated understanding of, and an ability to implement personnel practices including those related to equal employment opportunity, occupational health and safety and employee development.

Inter-personal skills

- Foster and maintain positive working relationships with staff at relevant agencies and Council staff from other departments.
- Lead community information/education sessions, with the skills to coach and upskill on an individual and community basis.
- Develop and maintain professional relationships with clients, their families and carers, department staff, volunteers, contractors, and external and internal service providers including government departments, local government services and allied health providers.
- Demonstrated ability to gain co-operation and assistance from partner organisations and stakeholders to assist the Service to achieve desired outcomes.
- Demonstrated ability to communicate complex concepts and processes in a way that is easy to understand, as it relates to navigating the aged-care system.
- Strong verbal and written skills including experience of writing reports within field of expertise and preparation of external correspondence of a non-routine nature.
- Proactively build, maintain and manage stakeholder relationships through effective communication, liaison, and issues management to achieve Service outcomes.
- Discern and provide advice to other staff members when established policy or procedure is not appropriate to the situation.

Qualifications and experience

- Relevant tertiary qualifications (Degree or Diploma) in health, social services or related field and post-qualification experience in professional field and substantial relevant experience in the field of specialist expertise.
- Demonstrated experience in the supervision and mentoring of staff.
- Applied skills in project management.
- A valid driver licence.
- Satisfactory National Criminal History Check.

Other skills and attributes

- Ability to work independently and as part of a team.
- Ability to maintain resilience and support when working within a challenging operating environment.
- Ability to provide leadership when undertaking work in a new or developing environment.

- Ability to make just and reasonable responses to people's needs, unbiased by personal values.
- Proficiency in MS Office 365 suite and ability to use technology efficiently in work practices.
- On occasion, and by pre-arrangement, the incumbent may be required to attend meetings that occur outside standard hours of work.
- This position may require work to be performed at different work locations relevant to organisational requirement.
- The employee may be directed to carry out duties within the limit of their skills, competence and training, provide that such duties are reasonable and do not promote the narrowing of their skill base or opportunity for development.

Key Selection Criteria

1. Relevant tertiary qualifications (Degree or Diploma) in health, social services or related field and substantial experience in providing information, linking, and advocacy for older people.
2. Demonstrated experience in developing operating frameworks, processes and risks assessments in a similar environment.
3. Ability to lead and manage people to achieve shared objectives within a set timeframe.
4. Demonstrated experience in establishing and maintaining effective stakeholder relationships through effective communication, liaison, and issues management.
5. Competency in facilitating community information/education sessions, with the skills to coach and upskill both individuals and groups.
6. Demonstrates organisational values and behaviours.

Physical and Functional Requirements

PHYSICAL FUNCTIONAL DEMANDS (POSTURE AND MANUAL HANDLING)

Manual Handling Demand	Specific Tasks	Frequency/Duration of performance of task per day	Assessor: Can candidate perform demand (Y/P/N)?	Comments
Standing Tasks involve standing in an upright position.	<ul style="list-style-type: none"> Meeting with Council officers. Including review, display and sorting of documents 	Occasional		
Squatting Tasks involve bending at the knees and ankles, full squat and semi squat posture.	<ul style="list-style-type: none"> General tidying of area Accessing cupboards 	Sometimes performed Sometimes performed		
Kneeling Tasks involve bending at the knees and ankles.	<ul style="list-style-type: none"> General tidying of area Accessing cupboards 	Sometimes performed Sometimes performed		
Walking Tasks involve walking on even/uneven surfaces. Tasks involve walking up/down steep inclines.	<ul style="list-style-type: none"> Regular short distances < 50m, Trolley used when appropriate to aid in manual handling 	Sometimes performed		
Lifting (Floor to waist) Tasks involve raising, lowering or transferring objects (≤ 9kg) from one position to another, using the hands.	<ul style="list-style-type: none"> Collecting, returning hard copy files Short distances, stable load < 5kg 	Sometimes performed		
Lifting (Between waist and shoulder) Tasks involve raising, lowering or transferring objects (≤ 9kg) from one position to another, using the hands.	<ul style="list-style-type: none"> Collecting, returning hard copy files Short distances, stable load < 5kg 	Sometimes performed		

Manual Handling Demand	Specific Tasks	Frequency/Duration of performance of task per day	<i>Assessor: Can candidate perform demand (Y/P/N)?</i>	<i>Comments</i>
Reaching forward Tasks involve forward reaching with the arms extended.	<ul style="list-style-type: none"> • General tidying of area • Accessing cupboards 	Occasional Once per day		
Pushing/Pulling Tasks involve pushing objects away from the body or pulling objects towards the body (also includes striking or jerking).	<ul style="list-style-type: none"> • Movement of objects, documents and other equipment at workstation 	Occasional		
Hand/arm dexterity Tasks involve use of hands and arms like wrist and/or elbow flexion and extension (i.e. typing, stacking).	<ul style="list-style-type: none"> • Photocopying of documents • Using the telephone • Preparation of correspondence 	Daily, intervals across 7.6 hours Up to 7.6 hours a day, head set offered, supplied phone headsets recommended Occasional		
Handwriting Tasks that require the production of written material to record or communicate information.	<ul style="list-style-type: none"> • Note taking 	Occasional		
Keyboard duties Task involve sitting at workstation and using computer.	<ul style="list-style-type: none"> • Data Entry, emails, Phone interaction, reports, correspondence etc 	Daily, intervals across 7.6 hours		

COGNITIVE AND PSYCHOSOCIAL DEMANDS

Psychological Demand	Required to perform roles and responsibilities of the job? (Tick appropriate option)				Assessor: Can candidate perform demand (Y/P/N)?	Comments
	Unlikely	Possible	Occasionally	Regularly		
Adaptability and flexibility Ability to work effectively in the midst of change or rigid constraints. Adapts to changing needs, conditions and work responsibilities.				✓		
Decision making The ability to work effectively when analysing problems, organising information, resolving issues or generating solutions.				✓		
Degree of Self-Supervision The ability to work effectively without supervision.				✓		
Exposure to Confrontational Situations Ability to work effectively when confronted by an individual or encountering confrontational situations requiring the employee to take action.			✓			
Problem Solving and Analysis The ability to work effectively at solving problems and analysing situations and information.				✓		

PHYSICAL FUNCTIONAL DEMANDS (SENSORY)

Sensory Demand	Required to perform roles and responsibilities of the job?			Assessor: Can candidate perform demand (Y/P/N)?	Comments
	Always	Often	Never		
Vision Tasks involve use of eyes as an integral part of task performance e.g. looking at computer screen, keyboard, etc., peripheral vision.	Necessary in order to effectively and safely perform roles and responsibilities.				
Hearing Use of hearing is an integral part of work performance e.g. telephone enquiries.	Necessary in order to effectively and safely perform roles and responsibilities.				
Smell Tasks involve the use of smell as an integral part of the task performance e.g. working with chemicals.			Needed in some instances to effectively and safely perform roles and responsibilities.		
Touch Tasks involve the use of touch integral to task performance.	Necessary in order to effectively and safely perform roles and responsibilities.				

Mandatory Personal Protective Equipment:

- May be required at times.