



Position Description

Team Leader Service Navigation

The City of Port Phillip celebrates a vibrant and diverse work environment and community, which includes people of Aboriginal and/or Torres Strait Islander background, people of diverse sexual orientation and gender, people from culturally and linguistically diverse backgrounds and people of varied age, health, disability, socio-economic status, faith and spirituality. Employees are able to develop both professionally and personally whilst planning and delivering a range of important services and programs to the community.

POSITION TITLE: Team Leader Service Navigation

Award Classification: Band 7

Department: Community Services

Division: Community Wellbeing and Inclusion

Date Approved: January 2022

Approved By: Manager Community Services

ORGANISATIONAL RELATIONSHIPS:

Reports To: Coordinator Independent Living

Supervises: Services Commencement Officer, Service Support Officers and Service Navigation Officer

Internal Stakeholders: Council Employees and Managers, Executive Team and Councillors, Regional Assessment Service

External Stakeholders: Residents, potential service, clients, support agencies, hospitals and service providers, members of the public, government representatives, Statutory Authorities, clients, suppliers, consultants and Contractors.

POSITION OBJECTIVES

- Enhance service access and help people to navigate services/systems to ensure their needs are met, and advocate on their behalf when necessary.
- Provide advice, assess needs and review co-ordinated services for individuals and their carers requiring support to maintain their independence in the home and community.
- Provide leadership and support to Service Navigation Team



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KEY RESPONSIBILITY AND DUTIES

- To provide an initial point of contact for Port Phillip residents and organisations seeking information about support to enable independent living at home and in the community, specifically related to the Commonwealth Home Support Program (CHSP) and Home and Community Care Program for Younger People (HACC PYP).
- Build a collaborative and effective team that responds to community needs for service; providing advice about the service system, assisting to understand the scope and context of care at home and service commencement requirements.
- Undertake assessment for people under the age of 65 that meet the HACC PYP Guidelines to determine the nature and urgency of their needs and applying priority of access criteria.
- Accountable for the coordination of the efficient and effective commencement of services for new clients in consideration of key performance indicators and current service demands.
- Work closely with the IL service teams to ensure that the principles of maximising an individual's independence, choice and self-determination guides service provision decisions.
- Manage the rostering function of the Independent Living Unit and ensure client records are managed effectively.
- Conduct client service reviews to ensure that client care needs are supported in collaboration with other Independent Living Team Leaders.
- Lead the Service Support team to provide seamless services through alignment of processes and procedures.
- Active participation in case coordination discussions, team meetings and training sessions as required.
- Maintain strong partnerships with other key providers and assessment services.

ACCOUNTABILITY AND EXTENT OF AUTHORITY

- Responsible for the provision of accurate, specialist advice in the area of aged care and services to younger clients who need support to live independently.
- Collect and record confidential client information, collate statistical data and prepare reports in accordance with agreed timeframes and processes.
- Accountable for the development and maintenance of the budget for service team.
- Undertake duties in accordance with all legislative requirements and Council policy including compliance with the Victorian Child Safe Standards.
- Provide support and backfill for the Independent Living Team Leader role when required.



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JUDGMENT AND DECISION MAKING

- Responsible for decision making and service planning in accordance with Council's policies and procedures and the current State and Federal Government standards, policies and guidelines governing CHSP and HACC PYP services.
- Responsible for the provision of accurate, specialist advice to existing and potential clients, service providers and members of the Port Phillip community, in the area of services for people who experience challenges in living independently because of age, illness or decreased capacity.

SPECIALIST SKILLS AND KNOWLEDGE

- High level interviewing and assessment skills, combined with the ability to respond to individual client needs in an empathic, responsive, respectful and professional manner.
- An understanding of and demonstrated experience working with frail older adults, people with disabilities and/or their carers and with people from CALD (culturally and linguistically diverse) backgrounds, people who identify as LGBTIQ+, people of Aboriginal or Torres Strait Island background, people experiencing financial disadvantage (including people who are homeless or at risk of homelessness), and people with dementia.
- Highly developed skills in interpreting guidelines and policies in order to accurately assess the eligibility and priority of individual clients.
- A comprehensive understanding and working knowledge of the CHSP and HACC PYP Program Guidelines, and Active Service Model framework.
- Familiarity with principles and practices of budget development, control and reporting.
- Advanced computer literacy, knowledge of GoldCare and ability to use mobile devices.
- Strong ability to build positive working relationships with Council staff at all levels, clients and their carers and service agencies.

MANAGEMENT SKILLS

- Ability to manage own time, plan and organise own and / or others work and / or resources at an advanced level.
- Ability to lead and supervise staff and maintain a cohesive and engaged team
- Demonstrated ability to implement personnel practices including EEO and OHS, employee development, identify the training and development needs of employees and recommend appropriate training.
- Demonstrated experience in managing change processes as they relate to Service Delivery.
- Use an evidence- and strengths-based approach to assess potential, train/lead practice improvements of staff and volunteers conducting new trials and developments
- Identify improvements to procedures and service outcomes, seeking and taking account of client/resident perspectives.



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OCCUPATIONAL HEALTH & SAFETY

- Take every reasonably practicable step to ensure your health and safety, and the health and safety of all others that may be affected by your work
- Comply with all relevant legislation and regulation, as well as City of Port Phillip policies and procedures and reasonable work instructions
- Ensure that all hazards, unsafe conditions, incidents and near misses are reported promptly and within set timeframes
- Participate as appropriate in an early and safe return to work program after a workplace injury
- Participate in the improvement of health and safety, including incident investigations and risk management processes
- Maintain knowledge of OHS issues relevant to your work

INTERPERSONAL SKILLS

- Ability to be adaptive and responsive in a dynamic, changing work environment.
- Knowledge and understanding of the issues facing older people, and those who need support in their homes and community to live independently.
- Knowledge and understanding of people from CALD (culturally and linguistically diverse backgrounds, people who identify as LGBTIQ+, people of Aboriginal or Torres Strait Islander background, people experiencing financial disadvantage (including people who are homeless or at risk of homelessness), and people with dementia.
- Highly developed skills in applying holistic needs assessments with diverse clients.
- Demonstrated ability to communicate effectively with people of all ages and from a wide range of social, cultural and economic backgrounds.
- Ability to gain co-operation and assistance from clients, staff and members of the public.
- Highly developed problem-solving skills and ability to recommend suitable solutions
- Initiate and maintain liaison and relationships with external contacts and organisations, including interstate, to seek and share current practice and new ideas.

QUALIFICATIONS AND EXPERIENCE

- **Academic:** Mandatory tertiary qualifications in nursing, allied health, health sciences, qualifications recognised by the Australian Association of Social Workers, counselling, disability services, or related field.
- **Experience:** Demonstrated experience in aged care as well as client assessment and service planning for younger people who need assistance.
- **Experience** managing staff in a dynamic environment including client advice, rostering and service commencement.



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MANDATORY REQUIREMENTS

- Victorian Driver Licence and VicRoads Licence verification

CHILD-SAFE STANDARDS

- Maintain a child safe culture at the City of Port Phillip by understanding and activating your role in preventing, detecting, responding and reporting suspicions of child abuse to the relevant authorities by adhering to relevant City of Port Phillip policies and relevant legislation.

SECURITY REQUIREMENTS AND PROFESSIONAL OBLIGATIONS

Pre-employment screening will apply to all appointments.

Prior to a formal letter of offer, preferred applicants will be asked to provide:

- Evidence of mandatory qualifications/registrations/licences,
- sufficient proof of their right to work in Australia, and
- sufficient proof of their identity.
- Evidence of COVID-19 Vaccination in line with CHO direction.
- a National Police Check completed **via** City of Port Phillip's Provider.
- Evidence of a Working with Children Check (*employee type with City of Port Phillip registered as the organisation*).

KEY SELECTION CRITERIA

- Tertiary qualifications in nursing, allied health, health sciences, qualifications recognised by the Australian Association of Social Workers, counselling, disability services, or related field.
- Experience in service planning and review, client assessments and service delivery in the context of an active service model.
- A comprehensive knowledge of the service system, the issues and trends within CHSP, HACC PYP and NDIS services in a local government and broader aged and disability sector.
- Demonstrated ability to manage, lead, support and develop high performing teams.
- A high level of competency and effective use of communication and technology to edit and produce high quality data, confidential documentation and statistical records and resources.
- Demonstrated experience in providing outstanding customer service to people from diverse backgrounds and cultures, in a demanding and dynamic environment.
- Experience in providing solutions to continuously improve systems and practices in complex and dynamic human services environments.
- Proficient in managing time, prioritising workloads and competing demands to meet service delivery requirements.