



## Position Details

<b>Position title:</b>	<b>Team Leader Social Connection</b>
<b>Award Classification:</b>	Band 6
<b>Department:</b>	Community Services
<b>Division:</b>	Community Wellbeing and Inclusion
<b>Date Approved:</b>	April 2024
<b>Approved By:</b>	Manager Community Services

### Organisational Relationships:

<b>Reports To:</b>	Head of Aged Access and Inclusion
<b>Supervises:</b>	Social Inclusion Program Facilitator, Program Support Officer, Program Support Facilitator
<b>Internal Stakeholders:</b>	Council Employees and Managers, Executive Team and Councillors
<b>External Stakeholders:</b>	Current, and potential clients, My Aged Care, Residents, members of the public, government representatives, Statutory Authorities, suppliers and contractors.

## Position Objectives

- Ensure the delivery of a responsive, inclusive and coordinated social support and inclusion service for CHSP clients.
- To develop and deliver programs and activities which build social connections for older people living in the City of Port Phillip, mitigating the negative health impacts of social isolation.
- Manage the day-to-day operations of the social inclusion service, including monitoring the service to ensure high quality client outcomes and responding to community demand within the scope of the CHSP service and aligning with the Aged Care Quality Standards and outcomes.
- Identify and lead improvement opportunities within the social connection team and grow the service current service offering.
- Manage a team of staff that support the delivery of the social inclusion programming.



- Plan and develop the social connection program and calendar of events, through co design with older people to ensure a contemporary service offering is delivered and meets the communities' expressed needs.

## Key Responsibilities and Duties

- Lead the daily operations of the Social Connection team, including coordination, planning and program development of the social connection program.
- Coordinate and roster client services, including reviewing client's suitability for services where client care needs change.
- Provide effective leadership and supervision of the team to ensure services operate within service standards and Aged Care Quality Standards.
- Report on service targets and maintain client information in line with privacy and confidentiality requirements.
- Lead and support the identification of quality improvement opportunities in the delivery of community connection services to ensure that the service is inclusive and meets the needs of the diverse community within the City of Port Phillip.
- The position may also be required to carry out other duties that are within the limits of the employee's skills, competence and training.

## Accountability and Extent of Authority

- Responsible for ensuring program facilitators adhere to the policies and practices in delivering person centred services to clients.
- Responsible for monitoring the daily operations of the social connection service, staff supervision and supporting the recruitment and induction of new team members.
- Responsible for ensuring accurate service data reporting in line with funded targets.
- Responsible to responding agilely in an emergency, identifying safety issues and OHS concerns within a fast-paced environment.

## Judgement and Decision Making

- Responsible for decision-making within the day-to-day operations of the social connection team, and the supervision program facilitators.
- Able to respond quickly to emergency or safety issues, deploying strategies and actions to reduce the immediate risk to clients and staff.
- Ability to identify and provide guidance on service performance and escalating any issues which do not meet the minimum Aged Care Quality Standard requirements.
- Ability to problem solve and apply strategies in known or new situations to ensure the delivery of high-quality outcomes for clients.



## Specialist Skills and Knowledge

- Skilled in delivering inclusive CHSP social connection activities and services to clients that meet or exceed the Aged Care Quality Safety Standards.
- Is proficient with a range of administrative software packages such as the Microsoft office suite.
- Has experience and a clear understanding of the delivery of inclusive services which meets the diversity within the municipality.
- Committed and responsive to service user needs, specifically for vulnerable clients and clients with specific needs.
- Experienced in the completion of client service goal planning and client service reviews.

## Management Skills

- Ability to lead effectively and supervise the social support team in delivering high quality outcomes to clients.
- Has an understanding and ability to support and lead change management processes.
- Has the ability to manage and prioritise own work, and support the prioritising of work for team members.
- Sound problem solving and administrative skills.

## Interpersonal Skills

- Skilled at communicating effectively with people to gain cooperation from clients, carers, members of the public and other employees.
- Able to liaise with colleagues to discuss and resolve program specific issues and provide direction to the social connection team.
- Possess strong oral and verbal communication, including communicating with clients who may have a range of diverse communication needs.
- Skilled at discussing and resolving problems whilst directing and leading program facilitators in the delivery of services.

## Qualifications and Experience

- **Academic:** Tertiary qualifications (degree or diploma) in relevant field
- **Experience:** Demonstrated experience in leading and motivating a high performing team
- Proficiency in MS Office computer software
- Relevant experience in the provision of the community connection programming, including program development and client service planning.
- Experience in leading a team.
- Ability to use a selection of computer software products



## Mandatory Requirements

- Victorian Driver Licence and VicRoads Licence verification.

## Child-Safe Standards

- Maintain a child safe culture at 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.

## Occupational Health and Safety Responsibilities

- All employees of City of Port Phillip are responsible for maintaining and ensuring the OHS programs in their designated workplace as required by the Occupational Health and Safety Act 2004. Where applicable this includes taking every reasonably practicable step to ensure the health and safety of employees, contractors, visitors, and members of the public through identifying hazards, assessing risk, and developing effective controls within the area of responsibility and by adhering to relevant City of Port Phillip policies and legislation. Our leaders are responsible for championing and enhancing safety in our organisation.

## Diversity and Equal Employment Opportunity

- The City of Port Phillip welcomes people from diverse backgrounds and experiences, including Aboriginal and Torres Strait Islander peoples, people from culturally and linguistically diverse (CALD) backgrounds, LGBTIQ+, people with disability, as diversity and inclusion drives our success. Our leaders are responsible for championing and enhancing diversity and inclusion in our Organisation and City.

## 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
- Sufficient proof of their identity.
- Evidence of COVID-19 Vaccination or valid medical exemption in line with City of Port Phillip Vaccination Policy
- Complete 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 qualification in social services, health sciences or other relevant field.
- Demonstrated experience in developing, maintaining, and continuously improving programming to meet the changing need of the clients and community.
- Demonstrated experience in leading a team to deliver services within a community aged care environment, and CHSP funding framework.
- Highly developed communication and interpersonal skills with an understanding of communication needs for people from culturally diverse backgrounds.
- Thorough understanding of the Aged Care Quality Standards.

*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.*