



POSITION DESCRIPTION

POSITION TITLE	Support at Home Team Leader
DEPARTMENT	Community Care
REPORTS TO	Director Community Care
DIRECT REPORTS	Care Partners
AWARD	Dependent on qualifications
CLASSIFICATION	Dependent on qualifications
DATE OF CREATION/AMENDMENT	August 2025
CREATED/AMENDED BY	People and Culture/Director Community Care

“Caring for Our Community”

POSITION OBJECTIVES

The Support at Home Team Leader is responsible for coordinating and leading a team of Care Partners that manage community members' Support at Home Packages. In addition, the Team Leader will proactively market the service in the community, engage with consumers waiting for a Support at Home package and consumers with an approved package to select REDHS as their preferred Support at Home Program provider.

RESPONSIBILITIES & PERFORMANCE INDICATORS

- This role provides leadership, management and oversight to the Care Partners in partnership with the client and/or carer in receipt of a Support at Home Program.
- Be actively involved in the management of the Care Partners' caseloads and support growth in the Support at Home Program client numbers.
- Provide guidance and oversight for the Care Partners in the provision of consumer directed services within the Support at Home Program guidelines.
- Provide high quality case management and coordination of service by assessing, monitoring and reviewing the needs of REDHS Support at Home Program clients.
- Overseeing and reviewing relevant documentation including forms and client files, compliant with regulatory guidelines.
- Work collaboratively with clients and their families to undertake assessment, develop individualised service and care plans, coordinate services and manage budgets in accordance with client needs and goals, whilst ensuring regulatory compliance.
- Maintain regular contact with consumers and their family/carers to ensure that services continue to be of benefit, meet the consumers' needs and assist in achieving the consumer's goals.
- Ensure the documentation and management of the Support at Home Program complies with Aged Care Quality and Safety Standards and all organisational policies and procedures. The role is expected to lead processes and procedures for quality improvement in the team.
- Monitor the income and expenditure for individual programs, accuracy of clients' financial records & ensure services are provided within clients' budgets.
- Ensure all services delivered to clients meet the requirements of the Support at Home Program Operational Manual.
- Ensure accurate end of month and financial reporting to Community Care Business Support Officer and Director Community Care to allow for client invoicing, budget reporting and completion of monthly financial statements.
- Manage the acceptance and coordinate the discharge of clients, via the Aged Care Online Portal, to and from the Support at Home Program as per the Operational Manual.
- Review all referrals for the Support at Home Program through My Aged Care, liaise with the single assessment system teams as required and ensure all consumer information is kept up to date in the My Aged Care Portal.
- Liaise with other external providers in coordinating the care provided to REDHS' Support at Home program recipients. Ensure all external provider details are up to date on the aged care portal and

meet contractual obligations as prescribed in the Aged care act and Support at Home program manual.

Work closely with the Director Community Care, Community and In-Home Support Team Leader and Allied health team leader to expand the REDHS Support at Home Program.

QUALIFICATIONS

- Tertiary qualification in Nursing, Case Management or equivalent.

KEY SELECTION CRITERIA

Essential:

- Mandatory: Current registration as a Registered Nurse with the Australian Health Practitioner Regulation Agency
- Aged Care industry experience including Community Care is desirable
- Experience supervising staff with a demonstrated ability to provide leadership support in a proactive and engaging manner that develops team performance and capability.
- Extensive experience in the operation and management of Home care package program and good understanding of the upcoming changes with the introduction of Support at Home Program; in addition to high level knowledge of Aged Care industry, regulations and funding.
- Demonstrated high level experience in working with complex aged clients to ensure person centred approach to client services
- Highly developed written and verbal skills.
- Highly developed organisational skills and demonstrated ability to think strategically, establish work priorities and manage time.
- Demonstrated capacity to strategically liaise with a range of key stakeholders and service providers.
- A current Driver's license, National Criminal History Check, Working with Children's Check and NDIS Worker Screening Check.
- Influenza Vaccinations (FluVax)

NDIS WORKER SCREENING CHECK

This role has been identified as a "risk assessed role" under the NDIS (Practice Standards – Worker Screening) Rules 2018 and as such is subject to the provision of an NDIS Worker Screening Check prior to commencement. During their term of employment, all employees are required to notify REDHS via their manager if the NDIS Quality and Safeguards Commission issues:

- An interim bar;
- A suspension;
- An exclusion;
- The closure of an application for a worker screening clearance; or
- The revocation of a clearance.

OCCUPATIONAL HEALTH, SAFETY & WELLBEING

All REDHS employees have a responsibility to take all reasonable care to prevent incident or injury to themselves or to others in the workplace. Employees are expected to learn and follow approved policies and procedures that apply to their work.

All REDHS employees share responsibility for occupational health and safety (OH&S) with specific responsibilities and accountabilities allocated to positions with REDHS organisational structure.

All REDHS employees also have responsibility to the National Safety and Quality Standards (NSQHS) ensuring the effective and safe delivery of healthcare services.

Any employee who fails to meet their obligations concerning health and safety may, depending on the circumstances, face disciplinary action up to, and including dismissal.

Employees have a responsibility to comply with all relevant OH&S management system Policies, Procedures and programs. This includes REDHS Injury Management Policy and Procedure.

Specific employee responsibilities include:

- Looking after their own health and safety and of others in the workplace.
- Following safe work practices and using personal protective equipment as required.
- Participate in OH&S consultation and OH&S training initiatives.
- Report any accidents, incidents, injuries, 'near miss incidents, safety hazards and dangerous occurrences, assist with any investigations and the identification of corrective actions.
- Cooperate with managers and supervisors so that they can meet their OH&S responsibilities.
- Don't willfully interfere with or misuse anything provided in the interest of health and safety or willfully put anyone at risk.
- Perform only those tasks for which they have received appropriate training and instruction.
- Ensure that they understand and comply with those responsibilities which apply to them while performing their duties at the workplace.
- Participate in emergency evacuation exercises.

To ensure a healthy and safe work environment for employees and our clients, smoking is not permitted on hospital grounds, in buildings and offices, or in any vehicle.

HEALTH SERVICE POLICIES AND PROCEDURES

It is every employee's responsibility to access and have knowledge of the relevant policies and procedures that relate to their employment. All REDHS policies and procedures can be accessed on the intranet site.

'THIS IS ME'

'This is Me' is a philosophical approach to how we provide care to patients and interact with other customers, including colleagues. 'This is Me' is based on the principles of respect, value of the individual, and the need to deliver service in an environment that supports peoples' physical, emotional, social and psychological needs utilising Montessori actions. 'This is Me' is underpinned by a culture of collaboration and partnership and all staff of REDHS are required to adhere to these principles.

RISK MANAGEMENT

REDHS supports an Organisational philosophy that ensures risk management is an integral part of corporate objectives, plans and management systems. Staff are to be accountable for risk management through organisational, team and individual performance objectives that are within their span of control.

PERFORMANCE REVIEW AND DEVELOPMENT

It is a condition of employment that employees participate in the Performance Review and Development program.

QUALITY IMPROVEMENT

All REDHS employees must participate in REDHS integrated risk management and quality improvement systems by being aware of their responsibility to identify, minimise and manage risks and identify opportunities for continuous improvement in the workplace through communication and consultation with managers and colleagues.

EMPLOYMENT PRINCIPLES

REDHS is committed to the employment principles that reinforce the public sector values. These principles ensure:

- Employment decisions are based on merit and employees are treated fairly and reasonably
- Employees have a reasonable avenue of redress against unfair or unreasonable treatment
- Equal employment opportunity is provided
- Human Rights are upheld in accordance with the Charter of Human Rights and Responsibilities Act 2006

VALUES & BEHAVIOURS

Employees are required to comply with REDHS Values. The way we behave in the workplace and the manner in which we undertake our job is as important as how we perform the tasks for our role. We expect that all employees will embrace the REDHS Values and demonstrate these in their daily work.

R	Reliability	Being trustworthy and performing consistently well
E	Engagement	Working collaboratively with people to address issues and create opportunities to bring about positive change
D	Diversity	Understanding that each individual is unique and respecting our individual differences
H	Hospitality	Receiving and treating all people in a warm, friendly, generous way
S	Sustainability	Meeting our current needs without compromising the ability of future generations to meet their needs

ADDITIONAL REQUIREMENTS

This position description is subject to review and amendment at any time, as appropriate and approved by the relevant Manager. Any such amendments will be made in consultation with the affected employee(s).

Appointment is subject to a satisfactory Staff Immunisation clearance and a satisfactory Police Records Check, Working With Children Check and where required an NDIS Worker Screening Check prior to commencement.

Statements included in this Position Description are intended to reflect the general duties and responsibilities of this position and are not to be interpreted as being all inclusive.

An interim performance development and review discussion will occur with the employee's manager within three months from the commencement date and annually thereafter. Performance reviews are intended to be a positive discuss, outlining the key roles and responsibilities in the Position Description. The performance review discussion provides an opportunity to clarify the role, revise key performance activities and identify any objectives or goals for the year ahead.

ACCEPTANCE OF THE POSITION

I understand, agree to and accept the role as outlined in accordance with this position description.

Tip: You can use the Fill & Sign function in Adobe to complete this form.

Name		Date
Signature		