

Position Title: Team Lead – Assessment Delivery	Entity: Independent Living Assessment Inc (iLA)
Reports to: Assessment Delivery Manager	No of Direct Reports: 6 to 12
Industrial Instrument / Job Level: Common Law Contract - Tier Specialist	Primary Location: East Perth (or other approved site)
Position Requirements	
<p>Primary Purpose</p> <p>iLA’s Aged Care Assessment Team conduct face-to-face home support and comprehensive assessments (from July 2025) with older people who seek to access aged care services. iLA operate from an enabling and wellness approach, working in partnership with the person requesting support to identify their needs, priorities, personal goals, planning and support. iLA supports the personal choice and control of older people through information provision, advice, guidance, and referral to appropriate services.</p> <p>Reporting to the Assessment Delivery Manager, the Team Leaders of Assessment Delivery will be responsible for the day-to-day operations of the Single Assessment Aged Care service including the supervision of staff, leadership and team development, service delivery planning, development, coordination, meeting and reporting against contractual KPIs. Team Leads may be required to travel to rural areas in WA and lead and support a remote team across the state.</p>	
<p>Key Accountabilities/Responsibilities</p> <p><u>Health Safety Wellbeing & Environment</u></p> <ul style="list-style-type: none"> • Demonstrate leadership in, role model and comply with all health, safety and hygiene policies, systems, and OH&S legislation to maintain an appropriate working environment • Adopt and integrate into daily work routines all safety related work processes, guidelines and checks which support lone worker practices and the health and safety of themselves and others • Ensure all incidents, accidents, injuries, hazards or property damage are reported and managed. Identify and implement safety improvements working collaboratively with the Work Health and Safety program. • Contribute to developing and nurturing a culture that supports wellbeing. <p><u>Functional</u></p> <ul style="list-style-type: none"> • Lead a team of Assessors to deliver on iLA’s state-wide Aged Care Assessment Service, ensuring high client satisfaction and a work environment conducive to productivity, safety, continuous improvement, and employee engagement. • Coordinate, oversee, plan, deliver and evaluate Aged Care Assessment Service activities and undertake regular review of quality management processes to support continuous improvement of the service. • Undertake and provide professional leadership and expertise in wellness/enabling assessments, reviews, recommendations and support plans and care coordination with consumers, carers and their family members in person and via phone/telehealth. • Manage the implementation and application of relevant policies, legislation and service guidelines of assessment service provision. • Develop and implement procedures and work instructions to support service standards, continuous improvement and quality assurance systems. • Conduct Aged Care Assessments using the Integrated Assessment tool (IAT) if required based on team utilisation and FTE allocation. Provide backup to cover Assessor leave or increase in assessment and support plan review allocation. 	

- Undertake Aged Care Assessment Delegate and Triage duties if required based on assessment demand and team availability.
- Ensure the team practices culturally sensitive assessments for specific groups such as those who may identify as; Aboriginal and Torres Strait Islander, CALD background, the LGBTIQ+ community or vulnerable groups such as Homeless or those with sensory, cognitive, mental health barriers .
- Co-ordinate and supervise the activities of team members, including mentoring and coaching, development and training, recruitment, allocation of duties and evaluation.
- Regular online supervision meetings (fortnightly) with Assessors via Microsoft TEAMS or other online channels.
- Potential travel across Western Australia to provide face to face supervisory support and training to Assessors working in these regions and quality assurance assessment.
- Foster, develop and leverage from relationships with third parties which have capacity and experience to support iLA's workforce effectively deliver services in remote locations.
- From time to time undertake other duties as agreed with Assessment Delivery Manager or General Manager.

Strategic

- Participate actively, and work closely and constructively, with colleagues in the leadership team to deliver integrated business outcomes
- Develop and maintain constructive working relationships with stakeholders, consumers, primary health, specialist health and aged care service providers to meet service delivery objectives
- Contribute to the creation and implementation of iLA's overall long-term strategy and operational plans.
- Contribute to, and demonstrate by example, the vision, mission and values
- Lead, participate and/or engage in all activities that relate to iLA's strategic initiatives and key issues
- Identify and implement improvement opportunities within iLA participate in continuous improvement of the wider organisation by recommending sensible changes and communicating issues that may affect the organisation
- Participate in team development and training activities as required including shadowing and mentoring activities of developing assessors.

People & Culture

- Embed organisational vision, purpose, and values ensuring behavioural competencies of the team align with iLA's desired culture.
- Role model, mentor, coach and supervise the activities of team members including development and training, recruitment, allocation of duties and evaluation of performance working with the State Manager on any performance improvement concerns.
- Ensure cultural optimisation through engaging in fit-for-purpose cultural programs and embedding these within iLA.
- Role model positive leadership to employees
- Respect and value the diversity of the workforce by helping to prevent and eliminate discrimination in the workplace

Budgeting, Administration and Reporting

- Assist with budget monitoring, planning and tracking of adequate workforce resources.
- Capture and analyse Aged Care Assessment KPI performance data in accordance with DOH contractual requirements and iLA requirements
- Participate in annual business planning and iLA budgeting
- Ensure delivery of services and support within agreed budgets



- Ensure all operational and administrative processes are undertaken in accordance with established policies and procedures and documentation and associated processes are maintained and accessible in appropriate formats and designated locations

Key Performance Indicators & Measures

Indicators of effective performance in the position. KPI's are to be SMART goals. They are identified in the PDR to be specific to the individual teams and the position in a specified point in time. .

Key Relationships

Key positions or groups with whom the individual will interact to perform the work of the position.

Internal

- Leadership team and other Team Leaders
- Assessment Team
- All Other Teams

External

- Older People, their carer and/or family members
- Government departments
- Sector peers/competitors, Peak bodies
- GP's, allied health professionals and specialist services
- Aged Care Service providers

Key Behaviours

Behavioural competencies or 'behaviours' are effectively attributes we display as we carry out our work, and 'how'. Below identifies **KEY** competencies (**6-12 key to the role**) integral to the success of this position and the organisation. For this job classification level key competencies critical for success will be primarily be in Operational Behaviours.

<u>Strategic Behaviours</u>	<u>Leadership Behaviours</u>	<u>Operational Behaviours</u>
<input type="checkbox"/> Aligning Performance for Success <input type="checkbox"/> Analytical Thinking <input type="checkbox"/> Critical Thinking <input type="checkbox"/> Building Strategic Working Relationships <input type="checkbox"/> Change Management <input type="checkbox"/> Innovation & Creativity Leading through Vision & Values Strategic Decision Making	<input type="checkbox"/> Adaptability/ Agile Approach <input type="checkbox"/> Building Customer Loyalty <input type="checkbox"/> Building Partnerships <input checked="" type="checkbox"/> Leading the Team – people centric <input checked="" type="checkbox"/> Coaching/developing others <input type="checkbox"/> Delegating Responsibility <input checked="" type="checkbox"/> Decision Making <input checked="" type="checkbox"/> Information Monitoring <input type="checkbox"/> Influencing /Negotiation <input type="checkbox"/> Managing Conflict <input type="checkbox"/> Project Management <input type="checkbox"/> Digital capability <input type="checkbox"/> Business Acumen <input type="checkbox"/> Growth mindset <input type="checkbox"/> Stakeholder engagement <input checked="" type="checkbox"/> Stress Tolerance/Resilience	<input type="checkbox"/> Applied Continuous Learning <input type="checkbox"/> Marketing & Comms <input type="checkbox"/> Build Trust <input checked="" type="checkbox"/> Communication <input type="checkbox"/> Client Liaison Demonstrates Initiative <input type="checkbox"/> Energy <input type="checkbox"/> Formal Presentation <input type="checkbox"/> Gaining Commitment <input checked="" type="checkbox"/> Legislative & Industry Standards <input checked="" type="checkbox"/> Organisation & Self -Management <input checked="" type="checkbox"/> Quality & Work Standards (including clinical or/ and technical) <input checked="" type="checkbox"/> Results Focused <input checked="" type="checkbox"/> Safety & Environmental Excellence <input type="checkbox"/> Teamwork <input type="checkbox"/> Tenacity

General Assessed

Impact	Technical / Professional Knowledge	Job Fit	Organisational Fit
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Work Related Requirements

Knowledge, Skills and Attributes

The knowledge necessary to effectively perform in the position. Specific skills or equipment that the person needs to be able to use. Personal attributes/qualities that are important to the success of this position

- Demonstrated experience in team leadership, supervision and mentoring in a professional setting, influencing culture and leading change to achieve successful outcomes
- Advanced knowledge of and experience in working in the community care sector with people living with a range of diverse needs, including disabilities, ageing, mental health, cultural diversity and/or complex care needs.
- Adaptable and responsive team leadership which adapts to changing industry sector and customer needs
- Knowledge of and/or experience in working in a wellness and reablement approach to assessment and support planning in a consumer driven environment understanding customer relationship management.
- Demonstrated experience and proficiency in client database systems, statistical records and office suite applications with proficiency in data entry and typing
- Knowledge of general legislative requirements and aged care sector reform relevant to role
- Capability to build relationships, effectively negotiate and influence others and liaise with senior leaders and key stakeholders both internally and externally
- Ability to think and act strategically, exercising sound judgement
- Ability to prioritise and meet deadlines, sometimes working with incomplete information
- Ability to follow direction, work independently, and as part of a team.
- Excellent communication skills with a variety of stakeholders, including care recipients, families and residential aged care home staff and managers.
- Ability to recognise and manage risks to the client and themselves in undertaking Assessments.
- Ability to sensitively undertake and communicate clearly and effectively with a diverse client group including care recipients with sensory, cognitive, dementia and mental health conditions.
- Ability to engage and conduct culturally sensitive assessments for people from diverse backgrounds, alternative service needs and vulnerable people such as the following groups first nations, homelessness, CALD, LGBTI+ and other complex and vulnerable cohorts in accordance with Aged Care Diversity Framework

Personal Attributes

- Passion and enthusiasm with the ability to take initiative and make things happen.
- Openly share knowledge and encourage innovation, collaboration, and thought leadership.
- Self-awareness with the ability to listen, respect, and take on board the divergent perspectives of other people.
- Demonstrated high level of integrity.

Work Experience

The type and extent of previous work experience that is necessary to perform in the position

- Role/s in similar position and/or industry, with exposure to most functional areas
- Operational and/or change management experience
- People management/Team Management experience
- Delivery of services in aged care setting (minimum one year)
- Current Aged Care Assessment experience (minimum one year)

Qualifications, Clearances and Licences

- Tertiary qualification in Nursing, Social Work, Occupational Therapy, or a related health field.
- Registration with relevant professional bodies (e.g., AHPRA for nurses and occupational therapists)
- Up to date Vaccination record in line with Department of Health and Aged Care contractual requirements.



- NDIS Workers Screening Check
- Unrestricted driver's licence

Upon commencement in the role of Team Lead - Aged Care Assessment Services

- Ability to complete Delegate training, transition training and meet training requirements as specified under MAC Workforce Learning Strategy 2023 (or as amended)

Extent of Authority

Authority to act within the scope of your position to perform the objectives and requirements of your position as identified within this Position Description and as directed by your Leader. The extent of the authority may alter from time-to-time at the direction of your Leader.

Prepared & Approved By: Kristy Harper

Date Reviewed/Modified: 11/10/2024

*All PDs should be sent to P&C for approval and uploading to sharepoint

Related Documents: **PD Work Instructions, Behaviours Guide**

HR Use Only

Risk Assessed Role (NDIS Worker Screening Check) No, not NDIS risk assessed role

Date the role was assessed: 12/08/2024. Assessed By: Lisa Karabin, People & Culture Manager

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