

## Position Description

**Created: October 2018**

**Position Title:** Team Leader, Client Services

**EFT:** 1.0

**Department:** Client Services

**Location:** Rosemary House, Gold Coast

**Position reports to:** Manager, Client Services

**Position supervises:** Rosemary House Team Members

### Purpose of Position:

The Team Leader Client Services is responsible for providing leadership, support and mentoring the Client Services team members to ensure goals and objectives of Dementia Australia programs and services are accomplished. The position is also responsible for the development and delivery of client services and programs for people living with dementia, their families and carers and the wider community, in accordance with contractual and funding requirements

### Position Objectives and Responsibilities

#### Operational Management

- Lead, manage and support the client service team to ensure a coordinated and consistent approach to service delivery of the programs across relevant locations.
- Provide leadership of services to people impacted by dementia and ensure sensitive, responsive service delivery
- Coordinate activities of the programs to ensure optimum efficiency. Ensure that all resources are deployed efficiently and effectively
- Prepare/complete reports on program activities, progress, status, outputs against targets or other special reports for management and funding bodies
- Ensure all services and programs delivered accurately reflect funding and service agreements, with an emphasis on customer service and service standards
- Manage all day to day operations of the team with a focus on identifying client needs and providing a high level of client service and client satisfaction
- Assist with the implementation of administrative procedures that aim at enhancing the efficiency of program contractual requirements, including overseeing referral and intake processes.
- Evaluate and report on program outcomes in line with the relevant service agreements and the requirements of the funding bodies.

	<ul style="list-style-type: none"> <li>• Collaborate with the HR team to identify, manage staff issues, including building positive work environments</li> <li>• Identify and develop opportunities for flexible service provision to groups with particular needs, including culturally and linguistically diverse and Aboriginal and Torres Strait islander persons</li> <li>• Support the implementation of the Organisation's agreed quality framework, related policies, procedures and work processes</li> <li>• Identify compliance obligations and risks and suggest solutions to maintain compliance and mitigate risks</li> <li>• Conduct audits and surveys as directed</li> </ul>
<p><b>Team Leadership and Management</b></p>	<ul style="list-style-type: none"> <li>• Lead, supervise, support and develop staff so they undertake their work in accordance with organisational and program priorities, policy and procedures.</li> <li>• Ensure client services staff maintain knowledge and skill levels required for best practice and customer focused service delivery and that they have access to appropriate professional development, clinical support and formal clinical supervision as required</li> <li>• Conduct regular and meaningful performance reviews for client services staff including performance management when required</li> <li>• Develop strong team relationships, fostering positive relationships within Dementia Australia, national colleagues and across departments</li> <li>• Provide regular updates for staff, including through team meetings, encourage feedback and ensure that this is dealt with in an appropriate manner.</li> <li>• Monitor roster systems, work practices and procedures to improve work flow and efficiency</li> <li>• Lead by example, act as a role model for staff within the team</li> <li>• Provide a proactive supervision model to staff that identifies quality issues, provides feedback and coaching and ensure the identification of professional development opportunities.</li> <li>• Promote a client focused culture across all service delivery areas</li> </ul>
<p><b>Organisational Responsibilities</b></p>	<ul style="list-style-type: none"> <li>• Communicate and act in ways that are consistent with the organisation's values.</li> <li>• Encourage and maintain a collaborative working environment to ensure buy-in, and participation from staff members.</li> </ul>

	<ul style="list-style-type: none"> <li>• Support and promote the work of the organisation, maintaining a positive image of the organisation.</li> <li>• Apply and uphold the principles of a respectful, inclusive and diverse workplace, free from discrimination, harassment or bullying.</li> <li>• Represent Dementia Australia where appropriate at external meetings and activities</li> </ul>
<p><b>Policies and Procedures</b></p>	<ul style="list-style-type: none"> <li>• Adhere to, and comply with organisational policies, processes and procedures, using appropriate systems where required.</li> <li>• Model the organisation's values and play a role in raising the profile of these values and associated behaviours across the organisation</li> <li>• Demonstrate a strong commitment to a quality culture, implementing standards of excellence and a continuous improvement business focus</li> <li>• Support and promote a strong safety culture by ensuring all work activities are performed in compliance with the organisation's Work Health and Safety Policy</li> </ul>

**Qualifications:**

Relevant tertiary qualifications in a relevant discipline (management/health/allied health/social services sectors) and experience in a similar position

**Skills and Knowledge:**

1. Experience in team management including mentoring and developing people in a positive inclusive manner. \*
2. Extensive experience working with people with dementia as well as carers and families and an understanding of relevant Service Systems, including My Aged Care and the National Disability Insurance Scheme \*
3. Experience liaising with community organisations and other key stakeholders to collaborate on the clients' needs \*
4. A high level of verbal and written communication skills and interpersonal skills \*
5. Experience in overseeing a service delivery team in a community, health or disability service setting
6. Knowledge and past experience leading a quality improvement culture
7. Direct human service delivery experience and expertise in contemporary dementia programs
8. Ability to problem-solve and negotiate with others
9. Public speaking and presentation skills and experience

\* Key selection criteria

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**Key Competencies:**

- Demonstrated commitment to continuous improvement
- Exceptional organisation skills
- Ability to work within agreed timeframes and prioritise tasks effectively
- Strong communication skills, enthusiastic and energetic, flexibility, adaptability, and a collaborative mindset

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**Conditions of Employment:**

- A six month qualifying period applies to all new incumbents.
- Salary packaging is available.

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**Additional Requirements:**

The (prospective) employee will be required to:

1. Maintain a current driver's licence in the relevant state.
2. Provide evidence of entitlement to work in Australia, the maintenance of such entitlement being critical to continuance in the role.
3. Undertake a Police Check prior to being offered the position.
4. Be flexible in work hours at times to meet the reasonable demands of this position.
5. Be willing to undertake travel as may be required with the position.

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**Signatures:**

The employee's signature indicates:

- that the employee has read, understood and accepted this Position Description.
- that the employee is not aware of any condition (physical or psychological) which may negatively impact on his/her ability to carry out the duties as described.

**Employee:**

Name: \_\_\_\_\_

Sign: \_\_\_\_\_

Date: \_\_\_\_\_

**Manager:**

Name: \_\_\_\_\_

Sign: \_\_\_\_\_

Date: \_\_\_\_\_