

COMMUNITY TRANSPORT SERVICES TASMANIA

POSITION DESCRIPTION

Team Leader – Home Services

Overview

Business Area	Operations
Department	Home Services
Position Classification	Social, Community, Home Care and Disability Services Industry Award – Social and Community Services Employee Level 5
Number of direct reports	<4
Immediate Manager	Executive Manager Service Delivery
Manager-one-removed	Chief Executive Officer

About CTST

At CTST, our vision and purpose are to provide affordable services to support people to live well and connect with their community, we want to ensure that everyone has access to the community services we provide.

The needs and experience of each individual is our primary focus when making decisions about their services and the safety and wellbeing of our people and our consumers is our priority. We are cooperative and collaborative because we believe that collective impact gets the best result and we show our respect for our consumers, our people, and our partners by striving for the highest professional standards in everything we do.

Role purpose

The Team Leader Home Services works with a degree of independence and autonomy, operating under the general direction of the Executive Manager Service Delivery. The role is responsible to lead the Home Services team to deliver operational goals and objectives.

The Team Leader Home Services will create positive relationships with all internal stakeholders, including: CTST Managers, Operational and Business Support teams and consumers and will work collaboratively with external stakeholders, community groups and industry to develop networks and partnerships and promote CTST services.

The Team Leader Home Services contributes positively to the development and delivery of service KPI's, service efficiencies and CTST goals, vision, and objectives.

The role is practical and will directly support the team when required in the field and will work on delegated tasks from the Executive Manager Service Delivery



Legislative Knowledge and Understanding

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| <ul style="list-style-type: none">○ Fair Work Act 2009○ Aged Care Act 2024○ Aged Care Quality and Safety Commission Act 2024○ Aged Care Quality Standards○ Privacy Act 1998○ Personal Information Protection Act 2004○ Anti-Discrimination Act 1998○ National Disability Insurance Scheme Act 2013 and National Disability Insurance Scheme Amendment 2024 | <ul style="list-style-type: none">○ Workers Rehabilitation and Compensation Act Tasmania 1988○ Workplace Health and Safety Act Regulations 2011○ Poisons Regulations 2018○ Relevant Industrial Awards and Agreements○ Public Transport Operator Accreditation Regulations |
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Role Accountabilities

Leadership

- Promote CTST's core values to engage and empower employees, consumers, and key stakeholders
- Lead by example, act with professionalism and influence others to create and maintain a supportive culture
- Take site leadership for asset management issues and events
- Foster and further develop a strong consumer-centric service culture
- Embed equity and diversity principles through all areas of the organisation
- Demonstrate high standards of emotional intelligence and cultural awareness in all dealings
- Demonstrate ethical, authentic, adaptive, and transformational leadership

Technical

- Coordinate, and support staff, in the delivery of a timely, efficient, home maintenance and domestic assistance services.
- Review and evaluate the scheduling of individual client requests
- Assist in the ongoing review of service delivery seeking continuous improvements
- Train and support employees to ensure that CTST resources are scheduled and organised in the most cost effective and efficient manner including effective management of paid casual and volunteer resources
- Coach and support team coordinators to provide efficient and effective support to team members.
- Identify and report issues to ensure continual improvement of operational procedures and service delivery
- Review quality of services, investigating and responding to consumer experiences
- Effectively manage technology including the current fleet and mobility management software systems (Sensium and TRIPS)
- Liaise with CTST Fleet Services to ensure CTST vehicles and equipment are maintained in a safe operating condition
- Actively participate in leadership meetings and lead team meetings
- Coordinate and participate as required in the 'After Hours' support roster
- Ensure accurate and timely data reporting
- Develop and maintain a sound understanding of CTST operations service delivery policies and procedures



Health, Safety & Wellbeing

- Endorse the organisation's health safety and wellbeing policies and systems
- Actively promote and adhere to all CTST health, safety and wellbeing policies and procedures
- Create an environment where every employee is accountable and empowered to improve safety outcomes
- Apply a risk management approach to ensure that all risks are effectively managed
- Actively promote a positive approach in the workplace to enhance health and wellbeing

Financial

- Contribute to the management of organisational assets strategically to obtain optimal value
- Monitor budgets to achieve financial targets, and effectively participate in the budget forecasting process
- Utilise reporting and analysis to determine best use of resources

People

- Foster a working environment that supports and encourages creativity and innovation
- Nurture talent and engage in succession planning, coaching, and mentoring to professionally develop teams
- Provide operational oversight of direct reports to prioritise, delegate and effectively manage allocated workloads

Compliance

- Maintain an up-to-date knowledge of legislative and regulatory compliance to ensure that requirements are met, and identify any emerging issues of significance to the organisation
- Ensure that the organisations compliance requirements are reviewed and maintained through rigorous and regular audit processes
- Ensure CTST's ongoing compliance with Aged Care Quality & Safety Commission, and other essential quality standards
- Always ensure that the highest standards of privacy and confidentiality is maintained

Governance & Risk

- Provide timely information on incident investigations



ESSENTIAL

Technical Qualifications and Practical Experience

- A relevant trade qualification, or demonstrated practical experience in building, property maintenance, minor repairs, home maintenance, handyman services or a related field, will be highly regarded.

Knowledge, Skills and Experience

- Strong interpersonal, customer relations, written and verbal communication skills with the ability to liaise effectively with people at all levels.
- Demonstrated high level knowledge and skills in the use of Microsoft Office, web-based systems and databases.
- A well-developed ability to plan, coordinate and organise workload effectively, across team members, in an environment subject to change.
- Demonstrated ability to lead teams
- Demonstrated understanding of continuous improvement, client safety and risk management principles.
- Demonstrated practical knowledge of home maintenance, building maintenance, minor repairs, tools, equipment and safe work practices.
- Ability to provide practical, hands-on support to team members while also maintaining appropriate oversight, prioritisation and delegation.
- Sound judgement in assessing service requests, identifying risks and determining the most appropriate response.
- Ability to balance consumer service expectations with safety, compliance, quality and resource considerations.
- Demonstrated ability to apply compliance, policies, and procedures.
- Work efficiently and effectively as part of a team.
- Willingness to be flexible in work hours during times of need

DESIRABLE

- Experience in a similar position within the Home Care, community services, , property maintenance and/or not-for-profit environment

Licences/Other Requirements

- Provision of a National Police certificate that meets the suitability requirements for unsupervised work in accordance with the Aged Care Act
- Must hold a current driver's licence
- Must hold a current registration to work with vulnerable people
- Must be an Australian Resident or hold an Australian Working VISA
- Intrastate travel will be required

