



Position Description

Community Care Manager

Applications Close:
Opened until filled

Position Title

Community Care Manager

Position Number

WSC0023

Department

Community Services

Classification/Pay Scale

Level 7, dependent upon experience, Queensland Local Government Industry (Stream A) Award 2017 and Winton Shire Council Enterprise Bargain Agreement 2023.

Terms of Employment

Permanent Full Time

Supporting documents

Employee Code of Conduct

Workplace Health & Safety Responsibilities

Winton Shire Council Drug and Alcohol Policy

Organisational environment

Winton Shire Council's Mission Statement is:

"Through meaningful engagement, implement a range of strategies that cater to people from all walks of life, our community needs and aim to enrich our lifestyle and preserve our heritage".

Winton Shire Council's Vision is:

"To grow our community and explore exciting, new and innovative opportunities which will retain existing and attract new people with whom we can share our unique lifestyle and rich heritage".

Winton Shire Council's Corporate Values are:

Accountability:

The ethical concept associated with responsibility, enforcement, blameworthiness, transparent process, liability, and other terms associated with being answerable for the trust that is bestowed by those whom we serve.

Effectiveness:

The idea of carrying out a program or process that is entirely adequate to accomplish the purpose that has been identified as a goal or aspiration.

Efficiency:

The concept that in the process of pursuing or effecting any program, procedures, or task where all wastage is minimised.

Sustainability:

Is the capacity to maintain a certain process or state indefinitely? When applied in an economic context, a business is sustainable if it has accepted its practices for the use of renewable resources and is accountable for the environmental impact of its activities.

Meaningful Community Engagement:

Encompasses the principle of seeking the views and opinions of the Community. This is to be through an effective committee system and public consultation process as part of Council's decision making methodology.

Good Governance:

This describes the process of decision-making and the process by which decisions are implemented (or not implemented), hereby, public institutions conduct public affairs, manage public resources, and guarantee the realisation of human rights. Good governance accomplishes this in a manner essentially free of abuse and corruption and with due regard for the rule of law.

Ethical and Legal Behaviour:

Ethical behaviour is characterised by honesty, fairness, and equity in all interpersonal relationships. Ethical behaviour respects the dignity, diversity and rights of individuals and groups of people. When coupled with legal behaviours there is an expectation that there will be a penalty for conduct that breaches any law statute or regulation.

Organisational relationships

Reports to:

Executive Manager Community Services

Supervision of:

Client Care Coordinator, Community Care Services Admin Officer.

Internal Liaisons

All Council Departments as required.

External liaisons

Winton Shire Community at large, committees relating to Aged, Disability and Community Service stakeholders and other Business, Government and Semi-Government Organisations as required

Position objectives

This position is responsible for the development, implementation, and coordination of the Community Care Services function of the Winton Shire Council ensuring that Aged and Disability consumers receive services that meet their individual and collective needs in a community setting.

Organisational commitment

Corporate

All Local Government employees are required to comply with relevant Acts and regulations, Council's policies and procedures as amended from time to time.

Confidentiality and improper use of information

All Council documents and information are treated with complete confidentiality. Information gained during employment with Local Government must not be used to gain advantage, or to cause detriment to the Local Government.

Continuous quality improvement

All employees are encouraged to embrace the concept of Continuous Quality Improvement (CQI) within the workplace. This will encourage creativity and innovation and identify and implement improved ways of doing things through this structured process.

Workplace Health and Safety

All employees have a duty under the *Workplace Health and Safety Act 2011* Section 28. Workers and any other person includes Council employees as well as contractors, sub-contractors, labour hire workers, trainees, apprentices, work experience students, volunteers and visitors. Workers and any "Other Person" who enters Council workplace must apply the WHS Duty of reasonable care.

Reasonable care

This includes:

- Taking reasonable care for his or her own health and safety
- Taking reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons
- Complying, so far as the worker is reasonably able, with any reasonable instruction that is given by an authorised officer of Council to allow the person to comply with a WHS requirement
- Cooperating with any reasonable policy or procedure of Council relating to health or safety at the workplace

Worker Responsibilities include:

- Attending and participating in pre-start meetings as required, to identify any potential WHS issues and implementing control options to eliminate or minimise any risks before commencing work.
- Inspecting plant and equipment before using it to ensure that it is safe for use.
- Reporting any defective or damaged plant, tools and equipment to the Supervisor as required.
- Taking personal responsibility for the safety of themselves and others that may be affected by work conducted by themselves as a worker of Council.
- Complying with any Policies or Procedures and complying with any work directions and/or instructions that are provided.
- Monitoring and assessing WHS hazards and risks while conducting any work, and reporting any issues to the relevant supervisor as required.
- Consulting with the supervisor and WHS Safety Representative for their designated work group on any safety issues as required.
- Monitoring the safety conduct of co-workers including Contractors and reporting any concerns immediately to the contractor or the Supervisor.
- Stopping work and notifying the Supervisor if there is imminent risk of injury.

Directors/General Managers/Managers Responsibilities include:

1. Provide adequate resources and support for the promotion of Council WHS Management System and ongoing effective management of the WHS Management System Plan
2. Involvement in the development of health and safety objectives, targets, performance indicators and action plans.
3. Assisting responsibility to ensure objectives, targets and plans.
4. Monitoring the progress of health and safety objectives, targets and plans.
5. Providing support and authority to supervisors to ensure they are able to meet their 'duties' in accordance with the requirements of the WHS legislations, plans, policies and procedures.
6. Attending WHS committee meetings as required.
7. Participation in site safety observations and investigations.
8. Ensuring all contractors engaged provide documented evidence of safe systems of work before being engaged to perform work.
9. Ensuring that suppliers provide products in accordance with any legislative requirements (e.g. Australian Standards or Codes of Practice).
10. Implementing and monitoring consultative arrangements for management of WHS within the Directorate, in particular team meetings, WHS Representative meetings,

- within the Directorate, in particular team meetings, WHS Representative meetings, WHS committee meetings and discussing WHS at management meetings.
11. Supporting workers in stopping work where there is imminent risk of injury and notifying relevant senior management members and the corporate safety team.

Qualifications/Licences/Tickets required

Mandatory

- Current Senior First Aid Certificate with CPR.
- Clear Australian Federal Police Check.
- Statutory Declaration for Workers in Aged Care.
- National NDIS Worker Screening.
- Positive Working with Children Blue Card and/or Advice of Positive Notice Exemption Notice.
- Qualifications in Aged Care not limited to governance and/or risk management.
- Hold and maintain a "C" Class Manual drivers licence with the ability to drive in rural and remote locations.

Desirable

- Qualifications of Certificate IV in Workplace Trainer.
- Certificate IV in Aged Care or Certificate IV in Disability or equivalent.
- Certificate IV and/or Diploma of Community Services.
- Registered or Enrolled Nursing qualifications.

Additional requirements and working conditions

The following requirements and working conditions will be necessary in this role:

- Internal training for specific areas relating to the position is required.
- Attendance at relevant Seminars/Workshops relation to the position is required.
- Ongoing training in aged care, communities and disability services is required.
- Coordinate In-Service training of employees and volunteers.
- Travel and overnight stays away from may be required.
- Council will supply a mobile phone for business related calls.
- Out-of-hours weekend work in emergency situations.
- The nature of the work requires some out-of-hours duties and time in lieu (no overtime) is the normal arrangement.

Statement of key responsibilities and duties

The following key responsibilities may be modified from time to time to ensure the expected outcomes are coordinated with Council's operational and corporate plans. The key responsibilities of the position are:

- Plan and coordinate the operations and programs with the relevant managers/coordinators in line with the operational plan and in accordance with funding agreements where applicable, quality, risk, and budget requirements.
- Meet the outcomes within the current Service Agreements between the Department of Communities, Department of Health, other funding bodies and the Winton Shire Council.
- Provide effective leadership, supervision, training and development to staff, trainees, and volunteers to implement the operations and activities of the Community Care Service functions of Council.
- Develop and review operational systems and processes to achieve statistical, quality and risk management reporting requirements as required.
- Undertake marketing and public relations tasks to promote programs and facilities provided by the Community Care Service Functions of Council.
- Provide high quality customer service with respect to the diversity and complexity of user needs in accordance with Councils customer service standards.
- Facilitate, coordinate, and integrate a broad range of support service and key community stakeholders with a view to supporting positive ageing and social inclusion.
- Comply with the Workplace Health and Safety Act, Regulations, Codes of Practice, Australian Standards and Council's Workplace Health and Safety System Implement project quality control methods to ensure completion of works to relevant standards.
- Assist with strategic planning for future works, including providing advice on maintenance and renewal programs and asset management plans.
- Develop and implement and review relevant policies and procedures to meet the Aged Care Quality Standards and NDIS Practice Standards.
- Carry out duties impartially and with integrity, and with the overall aim of enhancing the reputation of Council.
- Deliver agreed outcomes, on time and in accordance with best practice principles.
- Ensure effective communication of corporate decisions, policies, and directions to staff.
- Efficiently administer all home care services and to cater for the needs of consumers. This involves organising, supervising, and monitoring employees, including Client Care Coordinator.
- Maintain close contact with the human and community care organisations serving the locality to ensure maximum sharing of available expertise and resources.
- Maintain data on consumers and as per the requirements of the Commonwealth and State service agreements.
- Compile financial statements and prepare budget projections.
- Undertake all mandatory training within the allocated timeframe and apply for relevant training for personal development when applicable.
- Administer the home care services according to the Shire's Strategic Plan and within State and Federal Service Agreements for each service.
- Responsible for the review, monitoring, and implementation of relevant industry practices.
- Responsible for the setting and monitoring of service budgets, checking of time sheets and authorising payments.
- Ensure processes and pathways for care planning, monitoring, and review of client care service to achieve the optimum level of care within the existing constraints of resources.
- Prepare reports to Council and relevant Government Agencies; ensure reporting requirements to Government Departments are completed in a timely manner;

- Attend relevant functions, meetings, workshops, seminars, and training courses as directed or relevant to upskilling and job requirements.
- Ensure processes are in place to provide holistic approach to client care such as case management by recognising and liaising with all stakeholders.
- Any other duties as directed by senior staff, relevant to the position and within the capabilities of the officer.

Key selection criteria

The applicant's suitability for this role will be assessed against the following competencies:

Selection Criteria 1

Demonstrated experience in achieving results within a community development framework.

Selection Criteria 2

Demonstrated experience in stakeholder engagement and networking including marketing and promotion skills for the benefit of the service and our consumers.

Selection Criteria 3

Demonstrated ability to supervise, mentor and monitor staff and the ability to analyse problems and difficult situations and seek solutions.

Selection Criteria 4

Qualifications or demonstrated experience in health or social/community services or significant and pertinent experience in the fields.

Selection Criteria 5

Proven ability to rapidly acquire knowledge of policies, procedures and practices of Winton Shire Council's Aged Care, Community and Disability Service Streams.

Selection Criteria 6

An understanding of quality assurance, and relevant program standards.

Selection Criteria 7

Demonstrated management and coordination skills; eg. including control and monitoring of budgets, time management and general office procedures.

Selection Criteria 8

Demonstrated excellent communication skills, both verbal and written, characterised by patience, clarity, empathy and understanding.

Other relevant information

- The selected applicant will be subject to a criminal history check – undertaken and paid for by Council.
- The selected applicant will be required to undertake a pre-medical assessment to prove that they are medically fit to carry out the duties and responsibilities of the position with Council covering the cost.
- This position will be subject to a minimum probationary period of three (3) months. The applicant's employment will undergo a review at the end of the probationary period and a recommendation will be made to the Chief Executive Officer regarding permanent employment in the position.
- The selected applicant may be required to provide Winton Shire Council with a recent photograph of the person, at the time of the person's induction, for the purpose of creating a Winton Shire Council Employee Identity Card. Under (s138A) of the Queensland Local Government Act 2009 the employee has a legal obligation to hand any such identity card/s back to the employer within twenty-one days of termination of employment, unless the employee has a reasonable excuse.

In the event of organisational change or restructure, Council may require employees to undertake other roles for which they are qualified and capable of performing.

Authorisation

(This section to be completed with the successful applicant upon completion of the recruitment process)

By signing this authorisation, the successful applicant acknowledges that they have read this Position Description and understand the responsibilities associated with the position.

I,

accept the position of **Community Care Manager** with the Winton Shire Council and the details as outlined in the Position Description.

I have been given an opportunity to ask questions about the contents and I understand the terms and conditions outlined in this document.

Signature:

Date

Recruitment process

Candidates should lodge their applications in accordance with the directions outlined in “How to Apply for the Position” below.

How to apply for the position

We invite you to lodge a formal application which MUST include a:

- **Resume,**
- **Cover letter, and**
- **Response to the Selection Criteria**

Completed applications are to be forwarded to: jobs@winton.qld.gov.au

Shortlisting and interviews

The Shortlisting of all applicants will be undertaken by a Selection Panel within five (5) working days after receipt of a completed suitable application. Interviews may be conducted face to face, or via video-conferencing or tele-conferencing, depending on the location of candidates and the technology available at the time.

Further information

For further information in relation to this position please contact Winton Shire Council, on 07 4657 2666.