Position Description

Position	Aged Care Sector Support and Development Lead
Employer	Blue Sky Community Services
Reports to	Manager: Aged Care Assessment Service
Responsible to	Executive Manager: Service Delivery and Quality
Organisational Team	This position sits within the service delivery stream of the organisation within the aged care team.
Positional Context	Blue Sky Community services is a not-for-profit, values-based social purpose organisation, delivering a range of capacity-building services for people and communities within our geographic footprint. We have an enviable and kind workplace culture where every staff member, and the work they do, matters. Our vision of supporting people to thrive and creating communities where everyone belongs, is applied to our workforce and workplace, as well as to the people we provide service to. This position supports and develops the Mid North Coast and Far North Coast aged care service sector.
Position Overview	The Sector Support and Development Lead support and develops the Mid North Coast and Far North Coast aged care service sector, including through delivery of Mid North Coast sector support and development activities and line management of Sector Support and Development staff based in the Far North Coast. This position plays a pivotal role in the delivery of a range of targeted activities that build the knowledge, skills and capability of the aged care services sector to deliver high quality services, to enhance the coordination and collaboration of the service system, and to assist services to adapt to aged care reforms.
Qualifications and Experience	Relevant qualifications, skills and/or experience that are transferable to performing the role to a high standard.

Blue Sky Community Services places high value on creating a workplace where everyone belongs and is valued. We are committed to social inclusion and acknowledge and value diversity. We believe that the makeup of our workplace should reflect the diversity of the communities we work within. We therefore strongly encourage people from diverse backgrounds and cultures, and people who have lived experience of disability, to work with us.

Organisational Competencies

Organisational Alignment

Values and Culture Alignment	Demonstrates behaviour, attitudes and practice that are in strong alignment with the organisation's vision, values and code of conduct.
Compliance	Complies with organisational policies, procedures, delegations of authority and systems.

Professionalism

Professional Standards and accountability	Demonstrates professional behaviour, standards and accountability.
Professional Obligations	Demonstrates a sound understanding of, and complies with, professional obligations and duty of care, including complying with privacy obligations.

Effective Working Skills

Record Keeping and Reporting	Complies with positional record keeping, documentation and reporting obligations to required timeframes.
Time and Resource Management	Demonstrates very good organisational, prioritisation, time and resource management skills.
Technology	Demonstrates confidence and competence in using the technology required in the role.

Safety and Risk Management

Work Health and Safety Compliance	Consistently complies with work, health and safety and risk management obligations, instructions, policies and procedures and systems.
Workplace Safety	Demonstrates a zero tolerance of bullying, harassment and discrimination.
Child Safety	Adheres to Child Safe Standards, practices and national Child Safety principles.

Effective Communication

Communication	Demonstrates very effective communication skills.
Emotional Management	Demonstrates very good emotional intelligence and emotional regulation.

Relationship Management

Internal Relationship Management	Demonstrates very good relational, interpersonal and teamwork skills.
External Relationship Management	Builds and maintains strong, positive and beneficial stakeholder relationships.

Participant Relationship Management	Establishes and maintains effective and professional working relationships and boundaries with participants.
Customer Service	Demonstrates excellent customer service.

Continual Improvement and Development

Continual Learning and Development	Demonstrates continuous learning and development.
Continuous Quality Improvement	Demonstrates continuous quality improvement.
Feedback and Complaints	Demonstrates effective complaints and feedback handling.
Service Evaluation	Actively contributes to organisational and service evaluation and feedback processes.
Change Adaption	Keeps abreast of changes, and proactively and positively adapts to change.

Knowledge and Practice

Evidence-based Knowledge and Practice	Demonstrates sound working knowledge of underpinning knowledge and practice of service being delivered.
Inclusive Knowledge and Practice	Demonstrates a strong commitment to human rights. Fosters inclusion. Demonstrates cultural competence.
Outcome and Output Achievement	Achieves or exceeds positional outcomes and outputs and key performance indicators to required timeframes.

Positional Competencies: Sector Support and Development Delivery

Output and Outcome Achievement	- Achieves required service outcomes and outputs (as outlined separately and as varied from time to time) to a very good standard of quality to required timeframes.
Reporting Compliance	- Works effectively, efficiently and productively to achieve key performance indicators (as promulgated from time to time) to required timeframes including but not limited to: - Completes annual plans to timeframes - Provides monthly progress reports to Manager to timeframes - Provides annual report to Manger to timeframes - Drafts as need be funding reports for submission to Manager - Provides as need be reports to Line Manager as requested.
Resourcing	- Resources line manager with information, reports, data and other support as requested.

Practice Alignment	- Is cognisant of, and demonstrates the application of, relevant standards, practice guidelines and other guiding information within work performed.
Evidence-based Practice	- Demonstrates a sound understanding and application of the underpinning service evidence base within work performed. - Collates, analyses and reports service evaluation data. Makes and implements recommendations for improvement.
Cultural Practice	- Ensures services are culturally accessible, safe and appropriate for diverse populations.

Community Development	- Participates in community events and activities to enhance community knowledge, create community connection and to enhance service outcomes - Organises, or assists in organising, community events and activities to enhance community knowledge, create community connection and raise awareness of salient social matters - Resources communities with information and opportunities via the organisation's information sharing conduits.
Sector Support and Development	- Develops, maintains and utilises strong and extensive aged care/aged care services, relationships and knowledge to achieve beneficial sector outcomes - Consults with aged care/aged care services and other stakeholders to identify salient matters, needs, gaps and strengths to inform planning processes and sector development activities - Participates in a broad range of sector networking and information sharing forums to enhance sector knowledge - Organises and facilitates aged care/aged care services forums/networks to enhance information sharing and collaboration and to assist aged care/aged care services to adapt to macro change - Builds the knowledge and skills of aged care/aged care services through the delivery of targeted training workshops and other learning forums. Promotes other professional development opportunities to the sector - Resources aged care/aged care services with information, resources and opportunities via the organisation's information sharing conduits.
Budget Management	- Participates in budget planning within positional scope and delegation. - Lawfully and effectively expends monies to budgets to required timeframes within positional responsibility. - Complies with financial controls, delegations and authorities. - Achieves relevant non-funding income generation budget targets. - Uses monies only for the purposes they are intended and to achieve service outcomes. - Identifies, reports and redresses financial variances within positional scope. - Ensures value for money and probity in purchasing.

Positional Competencies: Line Management

Output and Outcome Achievement	Leads and supports the team to: – Work effectively, efficiently and productively within a high-volume environment to achieve key performance indicators (as promulgated from time to time) to required timeframes. – Achieve a very high level of customer satisfaction.
Knowledge	– Leads and supports the team through holding and communicating very good knowledge and commitment to the aged care legislation

	and standards with the aim of developing team member's understanding and knowledge.
Reporting	− Ensures own and team member's reporting compliance, including compliance with administrative requirements of own and team member's roles. − Assists with the collation and analysis of data and statistics when requested. − Monitors and reports on the achievement of sector support and development Activity Work Plans
Community Engagement	− Ensures the team build and maintain excellent positive relationships with local external stakeholders, community organisations, services and agencies.
Administration	− Maintains accurate and up-to-date staff support notes. − Maintains data for the purposes of monitoring, reporting and evaluation of the services provided. − Other administrative duties of the role as required.
Leadership	− Demonstrates strong, effective and values/culture aligned leadership. − Demonstrates behaviour that is exemplary as a role model for staff and as a professional and positive ambassador for the organisation. − Demonstrates leadership behaviour that is empowering, inspiring, influencing, kind, participatory, courageous and visionary and that supports team member's values and culture alignment. − Acts as a practice expert/leader within the team, supporting the team with best practice service responses to meet complex needs. − Professionally develops the team and individual team members, providing mentoring, coaching and training to assist staff to be successful in their roles, and supports on-boarding, training and developing of new staff. − Leads and supports the team to work effectively, efficiently and productively within a high-volume environment to achieve key performance indicators (as promulgated from time to time) to required timeframes. − Leads and supports the team to achieve a very high level of customer satisfaction. − Leads and effects the organisation's strong commitment to inclusion, ensuring services are culturally appropriate and safe for diverse people. − Facilitates effective and respectful teamwork. − Plans and leads relevant team meetings and reflective practice sessions. − Supports the organisation in ensuring a culture of safety is in place and maintained within the team; that team members comply with their Work, Health and Safety obligations and organisational safety instructions; and, that effective risk identification and control occur across the team.

	– Supports the organisation in ensuring team members work in an ethical and lawful manner including but not limited to ensuring strong compliance with applicable laws, and with organisational systems, policies and procedures, and other guidance and instructions. – Demonstrates positive, supportive and professional collegial relationships within own team, other teams and the organisational team and participates in and makes a positive contribution to team meetings and organisational activities. – Reports and assists staff to manage and respond effectively to low to medium level complaints. Supports the Executive Manager in managing and responding effectively to medium to high level complaints.