

Position Description

Role Title:	Intake Team Leader
Employment Status:	Full-time
Reports To:	Manager, Advocacy Services
Location:	Geebung
Award Classification:	Social, Community, Home Care and Disability Services Industry Award 2010 – Level 6.

Purpose of Role

The Intake Team Leader leads and supervises a team of Intake Advocates to support and improve the wellbeing of ADA's clientele across all service areas through information, support and referral.

The role reports to and works closely with the Manager, Advocacy Services and maintains a collaborative and productive working relationship with the Executive Management Team and all other staff within ADA Australia.

The Team Leader is responsible for ensuring all information and services provided are consistent with the purpose, vision, and values of ADA Australia and comply with relevant legislation, quality standards, contemporary research and practice wisdom.

Key Position Duties

- Supervise and support Intake Advocates to provide information and individual advocacy support to eligible people, within funded catchment areas, who have issues related to:
 - Commonwealth funded aged care services.
 - State and Commonwealth funded Disability services.
 - Care finder matters
 - Elder abuse
 - Legal, guardianship or tribunal matters.

Support the Manager Advocacy Services by:

- leading weekly team meetings and assigned projects.
 - providing Intake Advocates with complex case management support and referral to Lead Practitioners for specialty support.
 - coordinating, drafting reports and assuring delivery of intake duties in accordance with grant requirements.
 - resolving concerns and complaints about intake services contributing to the management of stakeholder relationships and quality management activities, and
 - providing input to program management policy and external submissions.
- Set clear performance expectations, monitor, and analyse key performance indicators (KPI's), identify areas for improvement and provide regular feedback to team members with regular 1:1's.

- Coordinate training and continuous learning initiatives aimed at enhancing team members' skills and knowledge, while ensuring adherence to all relevant policies, procedures, and regulatory requirements.
- Lead the recruitment, selection and induction of new intake staff.
- Develop and maintain relationships with key local staff within organisations including but not limited to, the Aged Care Quality and Safety Commission, Services Australia, My Aged Care and with local organisations to facilitate effective referral for clients related to their need for advocacy.
- Provide targeted information, support and referral to ADA's consumers.
- Develop directory of referrals and resources for intake team.
- Provide direct feedback to local service providers about their services and how they can be improved to increase consumer understanding.
- Collate, analyse and utilise call statistics to manage and improve performance of team.
- Contribute to the reporting of consumer perspectives and trends across all service types.
- Report on quarterly key performance indicators to the Manager Advocacy Services.
- Promote and support reflective practice in all ADA Australia staff and demonstrate commitment to continuous quality improvement.
- Provide backup support with intake duties as required.
- Ensure that all statutory requirements are being met or exceeded (eg. state legislation, federal legislation, funding agreements, other relevant legislation and regulations).
- Assist through AS/NZS ISO 9001:2015 quality certification processes.
- Participate and contribute in Workplace, Health and Safety activities to ensure a safe work environment for clients, staff, visitors and the community.
- Identify continuous improvements for all policies and procedures.

Key Selection Criteria (please address the following):

- A tertiary qualification in human services / leadership / management or equivalent combination of relevant experience, education and/or training.
- Demonstrated leadership skills with the ability to develop, mentor and supervise staff to foster a cohesive team.
- Strong problem-solving skills to address challenges and roadblocks, fostering a solutions-oriented approach that contributes to the overall success of the team.
- An understanding and experience in call centre, advocacy or consumer education initiatives.
- High level written and oral communication skills with the ability to communicate complex information in a clear and simple manner.
- Sound knowledge of aged care and disability programs, the service provider system and related programs funded by the Commonwealth and State government or the ability to quickly acquire.
- Demonstrated ability to understand and apply legislation, policies and procedures.

Essential Requirements

- A valid Queensland Driver's licence.
- Current or willingness to obtain Covid 19, Influenza vaccination and any other vaccination requirements in line with current Public Health Directives and organisational policy. Proof of vaccination status will be required prior to commencement.
- Current (less than three (3) years old) pre-employment National Criminal History Certificate (ongoing renewal every 3 years at employee's expense).
- Valid NDIS Worker Screening Clearance (paid workers) at employee's expense.
- Valid Working with Children – Blue Card (paid workers) at employee's expense.