



# Position Description

## Clinical Team Leader

**Wesley Mission Home & Residential Care  
September 2022**

### Agreement

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Name – Manager

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Name – Employee

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Signed – Manager

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Signed – Employee

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Date

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Date

**Do all the good you can**  
because every life matters



# Clinical Team Leader

## Wesley Mission Home & Residential Care

### 1 Purpose of role

The Clinical Team Leader, Wesley Home Care, leads the Clinical team in their region. The person appointed to this role will be accountable for safe and compliant delivery of clinical care in the region. They will lead their teams to deliver high quality assessments, care plans, budgets and reviews, so that Wesley Mission Home Care clients receive individualised care and supports to meet their goals.

The Clinical Team Leader will lead the Clinical team to deliver effective collaboration to optimise the clinical assessments and care offered to clients. They will deliver on targets for client utilisation of care approvals and will hold their teams accountable for accurate, timely and clear client communication and documentation.

The Clinical Team Leader will build effective working relationships with other team members, including the Team Leaders, Care Advisors and Home Care Coordinators, to monitor the quality of communication between teams to deliver on clinical care requirements. Another important relationship will be with the Quality, Risk and Compliance team. The Clinical and Care Team Leader will be accountable for effective responses to audit findings in relation to clinical care and the client experience, including the development and execution of Continuous Improvement plans.

### 2 Relationships

Reports to: Operations Manager

Direct reports: Registered Nurses, Allied Health Professionals

Key relationships: Team Leaders, Quality, Risk and Compliance team, Care Advisors and Home Care Coordinators

### 3 Major role responsibilities

#### 3.1 Our clients

- Educate and guide Clinical and Care teams to develop individualised care plans to achieve client goals, identify and manage clinical risks, and achieve compliance with quality requirements
- Implement regular reviews to confirm that clinical care is correctly adjusted as client needs change
- Clients express satisfaction with Wesley Mission Home Care clinical services
- Clients receive safe and effective care and supports with clinical oversight from AHPRA-registered health professionals

##### 3.1.1 Performance Measures

- Achieve targets for Home Care Package (HCP) utilisation set by Operations Manager
- Client documentation completed accurately and in a timely manner by Clinical teams, meeting the Quality Standards and following Wesley Mission processes, as measured by audits
- Meet Aged Care Quality Standards for relating to Clinical care for relevant Aged Care Planning Regions, as measured by audits
- Meet targets for client satisfaction in relation to Clinical services

### **3.2 Our people (our team)**

- Clinical team members demonstrate effective communication with clients to develop individualised clinical care plans and deliver upon the goals of clinical care
- Clinical team members identify changes in client needs and respond accordingly, referring to other health professionals as needed and in alignment with Wesley Mission processes
- Clinical team members conduct effective clinical assessments, contributing to comprehensive, safe and good quality care plans and services delivery
- Support non-clinical team members through education and collaboration, one to one and in team meetings, mitigating clinical risks and building the capability of the region to deliver safe, high-quality care
- Clinical team members are engaged with Wesley Mission and demonstrate a commitment to ongoing improvement

#### **3.2.1 Performance Measures**

- Staff survey results show target level of employee engagement achieved
- Retention targets met
- Employee Contribution and Development plans completed as required and these demonstrate continuous improvement in capability and performance

### **3.3 Our operations**

- Achieve and maintain compliance with Aged Care Quality Standards in all aspects of client care
- Identify opportunities for increased efficiency and effectiveness in area of responsibility and implement changes to achieve desired outcomes, in consultation with Operations Manager
- Be an advocate of the Wesley Mission brand, ensuring brand compliance and use of correct templates

#### **3.3.1 Performance Measures**

- Internal and external audits show compliance with clinical and care requirements (or acceptable progress towards targets where a compliance gap has been identified)

### **3.4 Our financials**

- Deliver growth targets set by Operations Manager for the region in all home care programs
- Deliver utilisation targets set by Operations Manager for HCP clients
- Manage team caseloads effectively to ensure growth strategy is achieved in a cost-effective manner

#### **3.4.1 Performance Measures**

- Growth targets achieved
- Utilisation targets achieved
- Staff costs contained within budget

## **4 Professional responsibilities**

- As directed, undertake other activities to support the delivery of Wesley Home Care programs and Wesley Mission Strategic Plan, as requested by your manager

- Be responsible under the Work Health & Safety Act for the health and safety of all persons you come into contact with during employment
- In relation to Wesley Mission and the Uniting Church in Australia, attend relevant functions, meetings, seminars, training courses as directed by your manager
- Participate on an annual basis in Wesley Mission's Employee Contribution and Development process
- Demonstrate responsible stewardship of all resources, and willingness to report impropriety in keeping with the values