



West Wimmera Health Service Position Description

Position:	TAC (Transport Accident Commission) House Leader - Nhill
Location:	Based at Nhill but may be required to work across all sites as mutually agreed upon
Reporting to:	NDIS/TAC Coordinator
Division:	Community Health
Award:	Social, Community, Home Care and Disability Services Industry Award 2010
Level:	Level dependent on qualifications and experience as per Award

Overview of West Wimmera Health Service

Our community is the heart of West Wimmera Health Service (WWHS). We are committed to delivering the highest quality health services and ensuring our services meet the needs of our population.

We deliver services across a 22,000 square kilometer region, which is home to nine rural townships including Nhill, Gorokey, Jeparit, Kaniva, Rainbow, Natimuk, Minyip, Murtoa and Rupanyup.

Our Purpose – *Great care, every person, every time.*

Our Strategic Goals

Our people – Inclusive, Respectful, Productive

To be a great place to work where everyone contributes and everyone belongs.

Our Care - Safe, Effective, Innovative

To fully embrace new technologies and processes that 2 enable world class rural healthcare.

Our Community - Connected, Informed, Healthy

To be fully engaged with the communities we serve, supporting people to live longer, healthier and happier lives.

Our Future - Environmentally Responsible, Economically Secure

To maintain financial sustainability and develop an Environment, Social and Governance (ESG) strategy to align 4 the service's operations with established ESG principles.

Our Values



TOTAL CARE

Delivering care that is safe, effective and person-centred, always.



SAFETY

Providing a safe workplace and services free from avoidable harm.



UNITY

Working well together in a great place to work.



ACCOUNTABILITY

Doing the right thing by our stakeholders and ourselves.



INNOVATION

Using our imagination - if there's a better way we will find it.

West Wimmera Health Service acknowledges the Wotjobaluk, Jaadwa, Jadawajali, Wergaia and Jupagalk Nations as Traditional Owners of country and pay our respects to Elders past and present.

We celebrate, value and include people of all backgrounds, genders, sexualities, cultures, bodies and abilities.

Position Relationships:

Key Internal Relationships	Key External Relationships
<ul style="list-style-type: none"> • Employees, including Community Care staff • NDIS/TAC Coordinator • Community Operations Manager • Executive Director of Community Health • Community Care Rostering Staff • Support Worker Supervisor 	<ul style="list-style-type: none"> • Transport Accident Commission (TAC) Nhill Client, Carers and Families • External stakeholders associated with the care for TAC client (I.e. Occupational Therapist and Physiotherapist)

Position Overview:

The Transport Accident Commission (TAC) House Leader Nhill is responsible for the support of staff and client wellbeing to contribute to the effective and efficient operation of services through active participation as a member of the Community Care Team.

Key responsibilities:

The Transport Accident Commission (TAC) House Leader Nhill maintains the following primary responsibilities:

- Assist the NDIS/TAC coordinator to provide comprehensive administration services and support for the effective operation and delivery of TAC Services in Nhill with a commitment to continuous improvement and delivery of quality, customer focused service.
- Undertake on-call duties on a rotational basis.
- Ensure POLIXEN is completed by staff regularly in a professional manner.
- Facilitate Nhill TAC staff meetings – organise agenda and staff meeting minutes for all relevant meetings and record meeting minutes.

- Advocacy of TAC Nhill client and ensure effective communication between client, staff and management is maintained.
- Employ professional, appropriate communication in a range of contexts; uses a range of techniques to elicit and provide information when working with clients and colleagues.
- Manage self to maintain effectiveness, inclusive of a commitment to continual professional learning and growth.

Statement of duties:

Professional Practice:

- Liaise with Nhill TAC staff and work cooperatively in a team environment.
- Liaise with relevant staff regarding Nhill TAC client where appropriate.
- Professionally interact with West Wimmera Health Service staff and members of the public.
- Promote positive community attitudes in relation to disability, ageing and inclusiveness.
- Maintain administrative processes to support legislative and regulatory compliance.
- Maintain effective and efficient administration procedures.
- Apply efficient, effective procedures in accordance with policy, procedures and work practices.
- Comply with the requirements of guidelines related to quality and standard of service.
- Regularly report to the Support Worker Supervisor regarding administrative improvements, matters and issues.
- Attend and participate in meetings and staff training as required.
- Positive approach to furthering own professional development.
- Provide frank, impartial and timely advice to the organisation; high quality services to the organisation, community; and identify and promote best practice.
- Treat others fairly and objectively; ensuring freedom from discrimination, harassment and bullying; and the improvement of outcomes on an on-going basis. Maintain confidentiality and recognise the rights, dignity and independence of all people.
- Work with clear objectives in a transparent manner; accept responsibility for decisions and actions; seek to achieve the best use of resources; and submit to appropriate scrutiny.
- Ensure familiarity with the expected standards of performance in the role and actively contribute to own personal development.
- Honesty, openness and transparency in dealings; use powers responsibly; report improper conduct; avoid any real or perceived conflicts of interest; and strive to earn and maintain public trust.
- Make decisions, and provide advice on merit and without bias, caprice, favouritism or self-interest; act fairly by considering all relevant facts and fair criteria; and implement policies equitably.
- Deliver services in accordance with the identified needs of the community. Provide accurate, appropriate and up-to-date information and strategies.
- Maintain a good working knowledge of and adherence to standards and legislation relevant to the role and actively promote compliance to any such standards and legislation.
- Comply with all relevant WWHS policies and procedures and any program specific guidelines.
- Attend all required staff meetings and trainings.
- Work in accordance with West Wimmera Health Service's Code of Conduct and demonstrate commitment to the Service's core values.
- Recognise, respond and escalate changes in the patient's condition.
- Perform other duties delegated as reasonably required by NDIS/TAC Coordinator, or Executive Director Community Health.

Quality, Safety and Risk Management:

- Ensure you are aware of the West Wimmera Health Service's emergency procedures.
- Ensure compliance at all times, with mandatory education competencies completed by the due date in accordance with WWHS policies and protocols.
- Ensure and take all reasonable care for your personal safety and the safety of patients, consumers, volunteers and colleagues.
- Participate in relevant quality improvement activities as directed by the Management.
- Actively participate in relevant accreditation processes.
- Identify and report relevant risks including those relating to human resource management, workplace culture and industrial relations and actively work other staff as appropriate to effectively manage such risks.

Communication:

- Maintain a professional and friendly approach in all interpersonal communication with patients, consumers, volunteers and colleagues.
- Ensure effective and open lines of communication with other Community Care team members, customers, volunteers) and WWHS management staff.
- Maintain confidentiality as per West Wimmera Health Service Policy and in accordance with relevant privacy and health records legislation.
- Demonstrated capacity to effectively give and receive constructive feedback and/or criticism.
- Demonstrated capacity to effectively manage conflict at a personal level and to appropriately escalate matters beyond a personal level.
- Establish, develop and maintain trust and confidence with line managers and direct reports.
- Work effectively consistent with policies and procedures to and agreed performance and behavioural expectations.

Key Selection Criteria:

Essential:

1. Leadership experience.
2. Effective communication and organisational skills.
3. Competence in using and operating computer software packages including Microsoft Office – Outlook, Word, and Excel.
4. Demonstrated ability to learn and use other software.
5. Ability to multi-task and be able to prioritise tasks.
6. Ability to work autonomously as well as within a team.

Desirable:

1. Competence in using POLIXEN.

Pre Requisites:

1. NDIS Worker Screening Clearance
2. Working with Children Check
3. Fully vaccinated for COVID-19 as per current Department of Health Directive.
4. Flu Vaccination
5. Australian Driver's License

Internal Direct Reports:

Community Care Support Workers (TAC Nhill Program)

External Direct Reports:

N/A

Appraisal:

- Initial appraisal – 3 months after appointment
- Thereafter – 12 monthly.

Certification

We hereby agree that the details contained in this document are an accurate statement of the primary requirements of the position.

Authorised By: Executive Director of Community Health
Name: Rhys Webb
Signature: _____ Date: _____

Position Incumbent Name:
Signature: _____ Date: _____