

## Field Team Supervisor

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**Position Title:** Field Team Supervisor  
**Reporting:** Field Operations Manager  
**Location:** Nambour, Flaxton, Maleny, or Gympie  
**Status:** Full Time

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### **The Organisation**

Blackall Range Care Group is a Not-for-Profit Aged Care provider. We are recognised as Leaders in the Community for the delivery of exceptional Aged Care and Disability Services. Working in the Community with the Community.

Services include:

- Personal care and domestic assistance
- Community Access
- Nursing and Allied Health care
- Social Centres
- Flexible Respite Options
- Home Maintenance and Home Modifications
- Transport
- Aids and Equipment

### **Functions of the Role**

The Field Team Supervisor plays a pivotal role in the daily operations of the field team and providing support to the Field Operations Manager. Key responsibilities include ensuring the efficient delivery of services according to organisational standards. Under the Field Operations Manager's guidance, the Field Team Supervisor coordinates daily tasks, monitors and reviews team performance, tracks key metrics, identifies individual training needs, and collaborates with the Field Operations Manager to implement these training needs. Additionally, the Field Team Supervisor provides regular field reports and highlights areas needing attention.

### **Roles and Responsibilities**

#### **Organisation**

- Works within the role and responsibilities for the position and complies with all organisational policies, regulations and standards, and the Code of Conduct;
- Maintains professional and technical knowledge by participating in training and development activities;
- Collaborates, cooperates, and provides support to other teams when required;
- Contributes effectively to team effort by accomplishing related results as needed;
- Always maintains a high level of professionalism.

#### **Duties and Tasks**

- Manages allocated team members within the field team by providing day-to-day support, guidance, and leadership;
- Maintains a presence through regular visits to team members both in the field and in the office to provide support and perform basic informal check-ins;
- Manage the processes of recruitment, selection, orientation and on-boarding procedures of Field Team Members ensuring the allocated areas are met;
- Manages travel and time variation reporting;

- Manages investigations and reviews of incidents, hazards, and complaints, when requested by the Field Operations Manager. If required, work with other Team Managers and Senior Executive Managers, to take appropriate action;
- Manages team planning, evaluation, performance monitoring processes;
- Assists Field Operations Manager to plan, communicate, and coordinate educational and professional development opportunities;
- Drives continuous improvement in team efficiency to support with client outcomes;
- Liaises with other teams such as Scheduling, HR, Finance, and Care Services Team to ensure the field team are supported and clients receive quality service provision;
- Supports with disciplinary discussions and investigations with field team members. Escalate formal disciplinary actions to Field Operations Manager where necessary;
- Organises, co-ordinates, and conducts monthly Field Team Meetings, including record keeping and monitoring team member attendance;
- Follows all work instructions relevant to the role of Field Team Supervisor;
- Ensures all field team members are informed and comply with up-to-date organisational policies, procedures, processes, implemented changes, and expectations under the guidance of the Field Operations Manager;
- Provides mentoring and coaching to 'Buddies' throughout the onboarding process;
- Manages unplanned leave and supports scheduling with covering team member absences;
- Attends regular meetings with the Field Operations Manager and other Field Team Supervisors to ensure consistency in processes within the Field Team structure, and build strong relationships with other Team Supervisors.

**Other**

- Ensures a strong client service focus through promoting responsive, effective client engagement;
- Contributes effectively to organisational events and activities;
- Where required provides leave relief to other Field Team Supervisors and the Field Operations Manager;
- Performs other related duties as assigned by the Field Operations Manager and ensures all deadlines are met.

**Key Relationships**

- Field Operations Manager
- Field Team Supervisors
- Field Team Members
- Scheduling Team
- Operations Manager
- Team Members, Clients, Community, and Stakeholders

**Key Selection Criteria**

- Minimum of two years' relevant professional experience;
- Ability to demonstrate a high level of effective team management;
- Ability to work effectively as a member of a team and contribute to a positive and successful work environment in a collaborative environment;
- Ability to demonstrate exceptional time management and communication skills;
- Current National Criminal History Record Check;
- Current Queensland drivers' license;
- Access to a registered motor vehicle which is able to be used for business-related purposes.