

## Field Team Leader

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**Position Title:** Field Team Leader  
**Reporting to:** Field Team Manager  
**Location:** Flaxton, Maleny & Nambour  
**Status:** Full Time

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### The Organisation

Blackall Range Care Group Ltd. is a not-for-profit organisation that provides high quality aged care and disability services in the Sunshine Coast region. Services include:

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

### Functions of the Role

The Field Team Leader will act as a mentor for new Care Support Workers and Domestic Assistants. This role wears various hats such as providing assistance to the Field Team Manager, supporting Field Team Members, and liaising with Schedulers and Service Coordinators regarding staffing and strategies for challenging clients.

### 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;
- Represents the organisation as the first point of contact via a range of communication methods;
- Contributes effectively to team effort by accomplishing related results as needed;
- Maintains a high level of professionalism at all times;
- Ensures discretion and confidentiality of information is maintained at all times.

#### **Duties and Tasks**

- Provides support, guidance and direction to the field workforce;
- Achieves results by communicating roles, responsibilities, accountabilities, and expectations to direct care staff, effective staff planning, monitoring, and appraising job results;
- Promotes a team culture of inclusivity and safety;
- Participates in investigations and reviews of incidents, hazards and complaints, and works with other Team Managers and Senior Executive Managers, to take appropriate action;

- Conduct other tasks as directed by the Field Team Manager.

#### **Staff Supervision**

- Participates in the recruitment, selection, orientation and on-boarding procedures for Field Team Members;
- Supports direct reports through supervision of their work, providing recommendations for training and staff development opportunities;
- Performs coaching, counselling and disciplinary procedures for employees within the scope of the role;
- Participates in the development of work plans and schedules;
- Organises training days.

#### **Other**

- Ensures a strong client service focus through responsive, effective client engagement;
- Contributes effectively to organisational events and activities;
- Where required provides managerial relief to the Field Team Managers.

#### **Key Relationships**

- Operations Manager
- Field Team Managers
- Field Team Members
- Staff, Clients, Community, and Stakeholders

#### **Key Selection Criteria**

- Minimum of two years relevant professional experience;
- Current Queensland drivers' licence;
- Access to a registered motor vehicle which can be used for work related purposes;
- National Criminal History Record Check;
- Ability to effectively lead a team;
- Ability to work effectively as a member of a team and contribute to a positive and successful work environment;
- Well-developed communication skills.