

Field Team Leader

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| Position Title: | Field Team Leader |
| Reporting: | Field Team Manager |
| Location: | Nambour, Flaxton, Gympie |
| Status: | Full Time |

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 Leader plays a pivotal role in supporting the daily operations of the field team and assisting the Field Team Manager (FTM). Key responsibilities include ensuring the efficient delivery of services according to organisational standards. Under the FTM's guidance, the Field Team Leader coordinates daily tasks, monitors team performance, tracks key metrics, identifies individual training needs, and collaborates with the FTM to implement these training needs. Additionally, the Field Team Leader provides regular operational progress 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.
- Collaborative and cooperative team member providing support to other teams when required.
- Contributes effectively to team effort by accomplishing related results as needed.
- Always maintains a high level of professionalism.
- Participates as an active member of the field leadership team.

Duties and Tasks

- Provides day-to-day support, administration, guidance and leadership to the field workforce.
- Conduct regular site visits for probation reviews and general check-ins.
- Complete and submit detailed site visit reports.
- Promotes a team culture of inclusivity and safety.
- Manage unplanned leave and support team member absences.
- Manage travel and time variation reporting.

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- Participates in investigations and reviews of incidents, hazards and complaints, and works with other Team Managers and Senior Executive Managers, to take appropriate action.
- Participate in team planning, evaluation, performance monitoring processes as requested by the FTM.
- Assist FTM with recruiting and onboarding new team members.
- Drive continuous improvement in team efficiency and client outcomes.
- Liaise with other teams such as Scheduling, HR, Finance and Care Service Team to ensure clients receive quality service provision.
- Organise, co-ordinate and conduct monthly Field Team Meetings, including record keeping.
- Conduct other tasks as guided by the FTM.
- Follow all work instructions relevant to the role of Field Team Leader.

Team Member Supervision

- Assist the processes of recruitment, selection, orientation and on-boarding procedures of Field Team Members as directed by the FTM.
- Supports direct reports through supervision of their work, providing recommendations for training, staff development opportunities, and required recruitment.
- Perform coaching and counseling for employees within the scope of the role.
- Report all identified team member training needs to FTM.

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 FTMs.

Key Relationships

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

Key Selection Criteria

- Minimum of two years' relevant professional experience.
- Current Queensland drivers' license.
- Access to a registered motor vehicle which can be used for business-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.