

Position Description: Team Leader – Rural & Remote Home Care Services

Organisation: Ravenshoe Community Centre Inc.

Location: 3 Bolton Street, Ravenshoe QLD 4888

Employment Type: Permanent Part-Time (20 hours per week)

Award Classification: SCHADS Award (level will be dependant on experience)

Reports To: Program Manager – Rural & Remote Home Care and Respite Services

Supervises: Cluster Team Leaders, Home Care Support Workers, Volunteers

About the Role

Ravenshoe Community Centre's Rural and Remote Home Care Services is seeking a dynamic and organised Team Leader to support the delivery of high-quality home care and respite services for frail aged individuals, younger people with disabilities, carers, and veterans. This role is central to coordinating service delivery, supervising staff, and supporting the Program Manager in administrative and operational functions.

Our service currently supports more than 200 clients across the Atherton Tablelands—extending north to Julatten, west to Mount Garnet and Chillagoe, and south to Millaa Millaa—delivering services through multiple funding streams with the support of over 35 dedicated staff.

Key Responsibilities

Leadership & Supervision

- Provide formal and informal supervision to Cluster Team Leaders.
- Support and guide staff and volunteers to build capacity and independence.
- Undertake recruitment of Home Care Support Workers.
- Organise training events in collaboration with the Program Manager.

Client Services & Coordination

- Coordinate the intake process and maintain documentation for referrals received from My Aged Care, Veterans' Home Care, the NDIS, the Queensland Community Care Scheme, and other referral sources.
- Manage intake through Sandwai (CMS) creating and pre-populate client Care Plans and service level assessments.
- Coordinate and support client reviews and support assessment and referral processes.

Administration & Reporting

- Provide practical support to the Program Manager, Finance Manager, Cluster Team Leaders and Admin Assistants.
- Maintain referral portals, corporate calendar, and information kits.
- Ensure accurate timesheet and mileage record keeping.
- Submit monthly reports to the Program Manager.

Workplace Health & Safety

Implement Work Health and Safety (WHS) strategies, conduct risk assessments, coordinate mandatory staff training as required, and promote WHS initiatives in consultation with the Program Manager.

General Duties

- Comply with RCC Inc. policies, including Privacy, Confidentiality, WH&S, and Strengthened Aged Care Quality Standards and other relevant industry standards guidelines and legislation.
 - Attend mandatory training and meetings.
 - Maintain all required certifications.
 - Perform other reasonable duties as requested by the Program Manager or Management Committee.
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Selection Criteria

Essential:

- Demonstrated experience in aged care, community care, or disability services.
- Strong leadership and staff supervision skills.
- Excellent organisational and administrative capabilities.
- Ability to manage referrals and client documentation.
- Knowledge of CHSP, SCHADS Award and relevant legislation.
- High-level communication and interpersonal skills.
- Proficiency in digital systems and web-based portals.
- Direct experience in delivering frontline care is essential.

Desirable:

- Familiarity with My Aged Care, DVA, NDIS, and QCSS systems.
 - Demonstrated understanding of Work Health and Safety (WHS) principles.
 - Clinical experience is highly regarded
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How to Apply

Please submit your resume and a cover letter addressing the selection criteria to:

 manager@ravcom.org.au

 For enquiries, contact the RnR Program Manager on (07) 40644241

Applications close Wednesday, 5 November 2025; however, the position may be filled earlier or remain open until a suitable candidate is appointed.