



# **Neighbourhood Teams Handbook**

# NEIGHBOURHOOD TEAMS HANDBOOK

# Welcome to the Neighbourhood!

**This handbook has the basics you need to begin your journey in an Avivo Neighbourhood Team.**

It will give you an overview of why Avivo is embracing Working Locally and what that means for you.

# What is a Neighbourhood Team?

A Neighbourhood Team consists of community-based employees who support customers within a particular locality. Each team has up to 12 members. Members share the tasks and responsibilities.



# Why Neighbourhood Teams?

**Avivo continues to adapt itself to be true to the organisation's purpose, vision and values. The organisation is transforming into a network of teams because:**

## **It's better for us and our colleagues**

We know that being connected is vital for our well-being. Being part of a Neighbourhood Team means that you have colleagues to connect with. Your fellow team members are there to support you, challenge you and help you grow.

## **It's better for our customers and their families**

The relationships we have with our customers and their families form the heart of our work. They've told us that being matched with the right support workers makes a difference. Neighbourhood Teams help us provide our customers and their families with consistent and reliable support.

Neighbourhood Teams are based in the community and have a good understanding of what the community has to offer – resulting in support that is truly based on our customers' lives.

## **It's better for Avivo**

Avivo supports active citizenship. This means supporting everyone to have a good life that is rich in purpose, connections and contributions. Neighbourhood Teams open the doors to opportunities to connect with one another and our community.

# How will Neighbourhood Teams work?

## **Teams will be guided by the same principles**

Avivo's overarching principle of teams is that we work things out together. We will demonstrate this by:

- \* Respecting and valuing differences
- \* Problem solving together and seeking advice
- \* Active listening and considering perspectives other than our own

## **Members will meet for regular meetings**

Team meetings are vital to a team's success and all members should actively participate in them. Teams are encouraged to meet every month at a minimum.

## **Members will have specific roles**

Team Roles help the team function. Depending on the number of people, members may choose to take on more than one role. Members are encouraged to rotate roles so that everyone gets a chance to take on different responsibilities. (Note that these roles do not reflect all the tasks that a team will undertake.)



Team Role	Suggested Responsibilities
<b>Chatterbox</b>	Connection within the team and across teams. Making members aware of events happening in the local area.
<b>Tech Talker</b>	Willingness to provide some technical assistance to team members e.g. supporting the use of Microsoft Teams.
<b>Social Champion</b>	Supports emotional well-being of the team. Welcoming new members and bringing them into the team.
<b>Lifeguard</b>	Watch out for quality and safety in working with customers and within the team.
<b>Motivation Mate</b>	Exploring efficiencies for the group. Ensure that the team works together based on the Team Agreement.
<b>Admin Warrior</b>	Organising and scheduling team meetings, and booking of rooms.
<b>Money Guru</b>	Team budget and considering the team's needs e.g. supplies, recognition and rewards, learning and development, resources.

# Support and Resources for Neighbourhood Teams.

We understand that it will take time to adjust to working in a Neighbourhood Team. This is why there are various types of support and resources available to help you through this transition.

## **Coaches**

Coaches will support you and your team in developing the knowledge and skills you need to function effectively as a team.

## **Coordination Teams**

You will continue to receive support from Team Facilitators, Service Coordinators, and Resource Teams.

## **Other teams**

Teams also have access to back-office teams such as Finance, HR, IT, and Mentors as well as teams offering specialised services such as Nurse Consultants and Behavioural Support.

There is the Working Locally Team, whose primary role is to support the transition to Neighbourhood Teams. The Working Locally Team aims to ensure teams have the tools and information they need to provide great services as an informed and functional team.





## **Mobile Phones**

Each member will be given a mobile phone. Your Avivo-phone is a key component of how we're supporting our Neighborhood Teams.

We value technology's ability to connect people, streamline processes, and ensure that ideas and information flow throughout the organisation. This is the way we're working into the future.

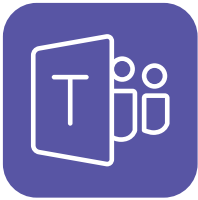
### **The benefits of your Avivo-phone include:**

- \* Keeping you safe and secure on the job
- \* No cost to you for text, calls or internet use
- \* Being able to check on your payslips and leave
- \* Increased privacy because you won't need to share your personal number with customers
- \* Managing your work-life balance by switching off at the end of the day

Please note that employee profiles will use your Avivo-phone mobile number for all organisational communication, and no reimbursements or support can be provided for personal mobiles.

**For support call IT Helpdesk on 9442 7222.**

# Support and Resources for Neighbourhood Teams.



## **Microsoft Teams**

Microsoft Teams is a tool that enables you and your team to work together and collaborate through a common workspace via team conversations, messaging, and video, and it allows access to shared documents. Members will be invited to join their neighbourhood team site.

You'll also be able to access the Toolkit will available via Microsoft Teams. The Toolkit is a collection of useful resources available to support you and your team in both functioning as a team and in providing quality support to customers. It comprises a set of tools in various forms, relating to key documentation, policies and procedures.



### **Individual support**

We know it's important for you to have time to consider your own personal development and growth. Traditionally one-on-one catch ups have been called supervision, but we don't believe people need to "supervised".

Rather, we believe that everyone needs to be supported. Members may opt for one-on-one meetings when a discussion might be personal or confidential in nature.

# Our Journey to Neighbourhoods Teams.



## Team Mapping

Data is collected from the different areas and is sorted according to where customers are and where employees are.

Your Coordination Team analyses the data and works out where it's most logical to have Neighbourhood Teams.

## Team Selection

You will be invited to attend a team selection meeting where you will be given the opportunity to state which team you prefer to be part of.

You can continue to work where most of your current work is, work close to home or work in a new place that has many available hours.

## Building Foundations

Good teamwork doesn't just happen. Conscious effort is needed to help individuals work together as a team. We believe in investing in every team member and the team itself to ensure that everyone works together well.

To make this happen, teams will be supported to complete the Team Development Program by the Coaches. The sessions in the program offer opportunities for members to get to know each other, build trust, work with different personality styles and manage conflict.

Coaches will provide on-going guidance and support to teams and individuals as they continue their journey.

## Develop and Grow

After members settle into their Neighbourhood Teams, development and growth opportunities will be identified.

Teams will be supported to hone the skills they need or to further utilise their expertise.

Over time, team members will be able to access information relating to the team to measure their performance.





**Do you have questions about working in an Avivo Neighbourhood Team?**

Bring them up at your first Development Program session or email the Working Locally Team at [working.locally@avivo.org.au](mailto:working.locally@avivo.org.au).