

Capability & Competency mapping - in Learning Management System

What is this?

- Beaumont Care outlined how key capabilities and competencies change, when people move from a frontline role (Lead Self) to a Team Leader role (Lead Others).
- Then in their online Learning Management System (LMS), Beaumont created a matrix of the key capabilities and competencies required in the Team Leader. There was a strong focus on behaviour – or what the role looks like in action.
- The following screenshots can give you a steer about the capabilities, competencies and behaviours to foster, as people transition into a Team Leader role.
- Mapping the capabilities and competencies into your LMS can also help you to provide relevant and holistic training, to help your Team Leads to excel in their new role.

Lead Others: Capability Progression from Care to Team Leader (Carer)

Lead Self

Supports team culture

- Shows respect and reliability
- Listens and communicates clearly
- Asks for help and escalates concerns

Lead others

Guides and coordinates others

- Coaches staff in daily practice
- Provides constructive feedback
- Supports handover and workflow coordination

Lead Service

Develops others and improves practice

- Builds capability in others
- Leads improvement conversations
- Mentors emerging leaders and reinforces standards

Business Capabilities & Core Beaumont Capabilities - mapped to Learning Management System



POSITION DESCRIPTION (PROJECT) – TEAM LEADER – DIRECT CARE

Department:	Residential Age Care		
Location	Beaumont Care Corporate Services	Refer to SuperPath – Team Leader- Direct Care	
Reports to:	Service Manager	Direct Reports	Care staff on shift indirectly report to this role
Purpose	The organisation delivers compassionate, holistic care tailored to residents' preferences. It aims to provide quality, value, and service while promoting independence and adopting a global, solution-focused approach.		
Scope	The Direct Care Team Leader is responsible for overseeing the day-to-day management of residents in the residential aged care service, ensuring the highest quality service is provided. Under the guidance of the Service Manager, and with consultation from the Clinical Nurse. This role works cooperatively with all facility staff to ensure the smooth operation of day-to-day resident activities		
ACCOUNTABILITIES/RESPONSIBILITIES		CAPABILITIES/COMPETENCIES	
Attend RN handover and provide carer handover Communicate with: - kitchen staff regarding resident meal attendance. - care staff to ensure residents are prepared and ready for daily activities, including appointments and outings Ensure staff are prepared to escort residents to appointments Oversee hospital transfers and prepare the room for the returning resident. Ensure completion of daily tasks Coordinate staff to complete and document tasks Communicate with kitchen staff about resident meal attendance, including their presence in the dining room during meal service. Coordinate with the admin, maintenance and cleaning staff to ensure room vacancies are prepared. Assist with clinical monitoring tasks/ activities such as completing weights/reweights and basic vital observations as directed by RN		Business Capabilities: - Service Excellence - Holistic Living - Adaptability - Leadership Core Beaumont Capabilities: - Communication - Deliver Results - Critical Thinking, Problem Solving & Decision Making - Accountability Functional Role Competencies: - Records Management - Business Partnering - Performance management - Person-centred care and Advocacy - Care Delivery Excellence - Lean approach	
WHAT DOES SUCCESS LOOK LIKE?		QUALIFICATIONS AND EXPERIENCE	
- Increased Resident satisfaction - Streamline resident experience and support a smooth workflow - Ensure all direct care staff tasks are completed and documented. - Responds to family queries - Assists with new admissions and helps residents settle in. - Seeks opportunities to improve efficiencies across tasks.		- Minimum Certificate III - NDIS Worker Screening clearance - Strong problem-solving skills, resilience and ability to communicate professionally - Previous experience in Aged Care - Knowledge of Aged Care Standards	

PD - Team Leader - Direct Care



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	Lead Self	Lead Others
	the ability to advise on strategic options for the business. This includes formal responsibility for colleagues and their actions, and that their decisions have a wider impact.	core business competencies and includes responsibility for implementing and achieving results through one's own actions rather than through others.
Holistic Care	Behaviours Demonstrates warmth, compassion, and a commitment to holistic, person-centred care. Upholds values that promote dignity, independence, and quality of life for residents.	Behaviours Supports team members to deliver holistic care that meets residents' physical, emotional, cognitive, social, spiritual, and sensory needs.
Leadership	Behaviours Ensures team members understand how their activities align with business objectives and affect overall performance.	Behaviours Links team performance goals to team/unit goals to ensure implementation of business strategy.
Communication	Key Skills Communication - Leah Methner BEGINNER Communication - Leah Methner INTERMEDIATE Behaviours Demonstrates self-awareness by recognising personal strengths, blind spots, and impact on others. Continuously reflects and adapts behaviours to align with values and goals	Key Skills Communication - Leah Methner ADVANCED Communication Skills - Conflict Resolution ADVANCED Communication Skills - Conflict Resolution INTERMEDIATE Communication - Leah Methner INTERMEDIATE Behaviours Communicates with clarity, empathy, and active listening to build trust. Creates psychological safety by fostering inclusion and valuing diverse perspectives. Demonstrates active listening skills, using techniques contributing to a deeper understanding.

Screenshot from LMS

Business Capabilities & Core Beaumont Capabilities - *continued*

Adaptability ^ The ability to change and change quickly & remain effective in new work situations & times of uncertainty. ☐ Apply effective planning, coordination & control methods. ▼	 Key Skills Change - Leah Methers INTERMEDIATE Change Management INTERMEDIATE  Behaviours Contributes to developing basic change materials and approaches and demonstrates an understanding of the change curve. Resilient in the face of change, can manage reactions to change and adapt to a change program.	 Key Skills Change Management ADVANCED  Behaviours Drives and leads the development of the change approach for the business. Provides coaching and leadership in times of uncertainty and difficulty for staff.
Accountability Effectively communicate with residents, families, and healthcare teams to provide clear information and support.	 Behaviours Adjust workloads proactively when priorities change Accepts responsibility for mistakes and takes corrective action. Adjusts behaviour in response to constructive feedback.	 Behaviours Shares lessons learned from own mistakes openly. Delegates tasks with clear accountability for outcomes. Ensures accountability conversations are respectful and evidence-based
Deliver Results Achieve results through efficient use of business knowledge, resources and a commitment to quality outcomes.	 Behaviours Takes initiative and responsibility for the quality and timeliness of the team's work products. Completes tasks under guidance, on time and to the required standard.	 Behaviours Set high standards and challenging goals for self and others. Delegates responsibility appropriately and provides support. Gives team members appropriate flexibility to decide how to do the job.
Critical Thinking Uses critical thinking to analyse and consider the broader context to develop practical solutions to solve problems and make decisions.	 Behaviours Develop solutions and suggestions and use the appropriate problem-solving tool to address the problem. Uses logic and various problem-solving tools to develop workable solutions to problems.	 Behaviours Involves diverse perspectives in testing thinking, solutions, and problem-solving. Assess and lead fact-based decisions in high-risk situations; coach others; accordingly, and take accountability for the final decision outcome.

Functional Competencies - mapped to Learning Management System

Records Management



The process of collecting, organising, storing, obsolescence and providing access to documentation/records in line with set policies and procedures.



Business Partnering

Supports the business and ensure it makes the best use of its people and people opportunities.

Performance Management

Provide learning solutions and advise others on how to perform, improve, and succeed by producing the best results.

Behaviours Examines requests to access documentation and gives access privileges	Behaviours Writes documentation in a user- friendly format.
Behaviours Understands the roles that individuals play within the business and knows who the key stakeholders are. Provides HR guidance to line managers, clearly explaining HR implications on business performance Develops productive and consultative partnerships within the Beaumont Care business, building credibility and confidence in HR's ability to add value.	Behaviours Demonstrates a thorough understanding of the way HR interacts with the business and makes changes to improve interactions. Draws upon knowledge of the business and associated value chains to provide HR guidance to internal customers. Establishes and manages HR frameworks, systems, processes, and technology applications to anticipate, identify, review and address HR issues within the business.
Behaviours Seeks, provides and successfully incorporates feedback into future behaviour. Aware of the need and value of learning. Takes ownership of career pathway.	Behaviours Identifies and communicates strengths and development areas in others; ensures development plans are implemented. Ensures development plans are implemented. Balances the needs of the business and career needs for individuals; leads the talent management for the department; and leads learning and development solutions. Facilitates the succession planning process to optimise business growth and effectiveness.

Care Delivery Excellence

Refer to Skills Matrix for breakdown of knowledge, skills for Job grade.

Achieves best practices to meet resident needs. Ensures customer

Lean Approach

Applies lean concepts, tools and processes to eliminate waste and continuously improve business processes.

Person-centred Care & Advocacy

Refer to the Duties Plans Skills Matrix for a breakdown of knowledge and skills for the Job grade in all interactions

Behaviours Understand the implications of non-compliance on safety and service quality. Adapts quickly to changes in the care environment within the current work area and across other areas to support care delivery requirements.	Behaviours Ensures employees understand and comply with standard operating procedures for quality, WHS and HR policies. Identifies and reduces non-value-added work. Understands Beaumont Care's service delivery processes and ensures they meet current and future standards." Identifies and reduces service risks
Learn about Lean Concepts and Tools by working with a Lean Coach Key Skills Lean tools BEGINNER Behaviours Demonstrates a basic understanding of Lean processes and tools and knows the value to the business. Uses lean behaviour when doing their own job Solves standard problems using day-to-day lean problem-solving tools with resident requirements in mind.	Behaviours Understands Lean concepts and philosophy and the importance of using processes and standards to drive results and improvements. Seeks to grow Lean capability.
Behaviours Demonstrates respect, empathy, and dignity Reflects on own practice to ensure alignment with person-centred values and advocacy principles. Seeks feedback from individuals, families, and colleagues to strengthen care and advocacy efforts.	Behaviours Guides and mentors colleagues in person-centred and advocacy-focused practices. Promotes a team culture that values dignity, independence, fairness, and inclusion. Addresses gaps in practice that compromise rights, choice, or quality of care.