

Position Description

Position Title:	Team Leader
Award/classification:	SACS
Location:	Initially home location is Broadmeadows. Due to site space and service demand the role may be relocated to another Dianella site
Branch / Team:	Allied Health and Community Services
Reports to:	Program Manager
Direct Reports:	Team members
Effective date:	September 2016

Position Purpose

- To provide leadership and management support for a multi-disciplinary team
- To lead, develop, implement and evaluate a suite of services/programs to address the identified client needs and gaps in service
- Achieve performance, financial and Key Performance Indicators (KPIs) as outlined in the Annual Performance Review
- Achieve team performance as indicated in the annual team Business Plan
- Support and lead the team in an environment of health sector change in particular National Disability Insurance Scheme and Aged Care reforms

Duties and Responsibilities

Team Leadership

Under the supervision and support of the Program Manager;

- Lead and manage the team in a rapidly changing environment
- Lead and manage a high quality, integrated and sustainable service
- Provide monthly supervision to individual team members
- Identify and address non performance or inappropriate conduct of team members
- Provide verbal and written reports as requested
- Support the Program Manager with administrative and operational issues
- Formally review the team performance on a regular basis
- Ensure that the team members support and enact Dianella's policies and procedures and adhere to the Dianella Health Code of Conduct
- Supervise and support junior staff as required
- Direct, supervise and assist in the training of students, volunteers and other stakeholders as required.
- Provide reports to the Program Manager or General Manager on service delivery as requested

Clinical Leadership

Under the supervision and support of the Program Manager;

- Lead high quality and sustainable clinical practice that aligns with evidence based practice
- Lead regular peer clinical review sessions
- Lead individual client services

Individual client services:

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- Commitment to the human rights of people with disability and the principles of participation and inclusion
- Demonstrated experience in Client Directed Care environment with planning, support and case co-ordination facilitation. This would include people with disabilities, mental health and other significant support needs.
- Co-design individualised plans and source support programs with participants, carers and relevant stakeholders that will meet the agreed outcomes of their (costed) care plan.
- Support a coordinated approach by working with a range of stakeholders to improve health and wellbeing outcomes as agreed with participant
- Provide feedback to other service providers as outlined in Service Agreements.
- Ensure participant file documentation supports the standards for documentation and the quality improvement requirements within the agency
- Work with staff, clients, carers and other stakeholders to minimise the potential for “Failure to Attend” clinical appointments

Reporting and service development

- Plan, develop, implement and assess services in partnership with other team members
- Regularly participate in designated meetings
- Maintain regular, timely and accurate statistical input into relevant client databases
- Lead quality improvement processes, ensuring the right service for the right client at the right time
- Liaise with external partners as appropriate
- Support financially sustainable and viable business approaches to delivering services
- Identify opportunities for innovation and business development or improvement

Additional Information

- Travel between sites may be required including outreach work within the Dianella catchment.
- Occasional after hours and weekend work may be required.
- The position is subject to available funding and Dianella financial status
- Specific tasks and functions of this role will be detailed through objectives and key performance areas

AUTHORITY

The occupant of this position has authority as per Delegation Manual

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Key Selection Criteria

Essential Qualifications, Experience and Registrations:

- Degree in social sciences, health or other relevant professional field
- Current Victorian drivers licence
- Valid Working with Children's Check (valid for 5 years from the date of issue)
- Satisfactory Police Check (valid for 3 years from the date of issue)
- Extensive experience working in a community setting including work with CALD, vulnerable clients and those with a disability
- Extensive experience in the application of mandatory reporting and vulnerable children's principles and practices in a clinical setting
- Experience leading and managing a team or program
- A demonstrated ability to drive and implement change
- Demonstrated knowledge of Client Directed Care principles and frameworks

Desirable Qualities/Experience and registrations:

- Post graduate qualifications in a relevant field
- Experience or understanding of the MBS allied health initiatives, National Disability Insurance Scheme and/ or the Aged Care reforms
- A relevant community language
- Experience teaching students
- Knowledge of community support services

Key Capabilities

The ability to;

- Write clear, concise and informative reports
- Work independently and respond to a rapidly changing work environment
- Demonstrated "can do" attitude
- Develop project management skills
- Problem solve, be solution focussed and display innovation in work practice
- Manage time, resources, tasks and competing priorities
- Communicate with a diverse range of audiences in an informative, engaging and persuasive manner
- Excellent communication skills including an ability to work within a inter-professional framework and collegiate manner
- Understand client needs and provide an excellent service
- Make decisions and escalate when required
- Negotiate and influence

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Demonstrate;

- Commitment to excellence through reflective practice, upgrading of skills and continuous quality improvement
- Integrity and the ability to uphold client and staff confidentiality
- Dianella's values of Professionalism, Respect, Integrity, Compassion and Excellence
- Competent computer skills

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PERFORMANCE INDICATORS

<i>Essential Requirements - the standards required for effective performance</i>	<i>Measurement of Performance - the measures for evaluating performance</i>
<ol style="list-style-type: none"> 1. Undertake duties and responsibilities as outlined in the position description 2. Satisfactory completion of roles and goals allocated in the annual team business plan 3. Achievement of service delivery, financial and performance targets as outlined in Annual Work Plan 4. Delivery of high quality care 	<ol style="list-style-type: none"> 1. Annual goal review indicates duties and responsibilities carried out 2. To be identified as per goal setting and review 3. Targets and goals achieved 4. Annual client feedback, achievement of QICSA or other quality requirements of position.

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