



Position Description

Team Leader – Healthy Mothers Healthy Babies Program

Agreement:	Dependant on Qualifications
Classification:	Dependant on Qualifications
Directorate:	Allied Health & Community Development /Service Delivery
Reports to:	Program Manager
Direct Reports:	Team Members

Our vision is ensuring the health and wellbeing of our community.

Our values are:

Persistence	Integrity	Compassion	Respect	Responsiveness
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Role Description

This position contributes to the day to day success of DPV Health through the operational management, leadership and delivery of the Healthy Mothers Healthy Babies Program, which offers a range of services to expectant mothers including midwifery, Social work and Allied Health Assistance.

The Team Leader will lead by example to provide day to day coaching, clinical leadership, support and direction to foster and develop a strong, engaged and effective team. The position will collaborate across relevant functions of the organisation to optimise clinical and business outcomes within a growth, developmental and future orientated environment.

Reporting to the Program Manager Community Development & Outreach services and in conjunction with the other Team Leaders, this position has collective responsibility for the delivery of exceptional evidence-based, cost effective, innovative and efficient care to DPV Health clients in line with the organisational strategic and program business plans.

This role provides senior clinical leadership and supervision to the Healthy Mothers Healthy Babies team and other members of the multidisciplinary team as required within the Team Leader's scope of practice.

Roles Key Accountabilities

Service Delivery

- Lead and manage a high quality and integrated sustainable service that aligns with best practice standards
- Ensure effective management of operational procedures, clinical resource allocation, and diary management, case allocation, triage etc to maximise service provision for clients
- Monitor leave requests, work patterns and staffing of program to ensure there is consistency and continuity in service delivery
- Ensure services provided are client-centred, quality driven, outcomes-focused and regularly evaluated
- Coordinate and/or provide monthly supervision to individual team members

Doc no:	Doc Name:	Doc Owner: Human Resources
Effective:	Review Due:	Version No V1

- Provide ongoing feedback, mentoring, advice and coaching to direct reports, supporting skill development, continuous improvement and increased competencies through an effective performance management framework
- Identify and address non-performance or inappropriate conduct of team members
- Provide senior clinical leadership to the team, assisting and advising where required with complex clients
- Provide reports to Program Managers and General Managers as requested
- Formally review the team performance on a regular basis ensuring that productivity and targets are met as required.
- Ensure that the team members support and implement DPV Health policy and procedures including adhering to the code of conduct
- Supervise and assist in the training of students, volunteers and other stakeholders as required.
- Lead regular peer clinical review sessions
- Support and demonstrate collaborative interprofessional practice across the organisation and manage positive relationships with internal and external stakeholders
- Identify opportunities for service growth and development, quality improvement and innovation
- Actively promote DPV Health and its services within the community.
- Participate in annual team planning

Reporting, System and Analytics

- Maintain regular, timely and accurate statistical input into relevant systems and databases including TrakCare, ensuring clinicians enter data in a timely manner.
- Contribute to the design of systems and processes to improve health information management and statistical reporting
- Ensure regular timely and ad hoc reporting and data analysis are undertaken to provide insight into the performance of the organisation and individual clinicians
- Continually review data reports to inform on service performance and opportunities for improvement
- Actively use and promote the use of DPV Health systems such as TRAK, eCase, VHIMS, My Bookings, ESS, e3, Gemba, Trim and others

Financials, Budgets, Target, Funding

- Identify opportunities to enhance and grow the financial sustainability of the Healthy Mothers Healthy Babies program Ensure that all financial transactions are undertaken in line with approve DPV Health policy and delegations
- Achieve productivity targets/budgets for the Healthy Mothers Healthy Babies team
- Identify additional funding and service opportunities for the team/Program

Clinical Expectations/Competencies (where applicable)

- Clinicians and Clinical Supervisors are expected to retain (or be eligible for) appropriate registration relevant to their profession

- Clinicians and Clinical Supervisors are expected to provide and/or support delivery of high quality clinical care
- Clinicians and Clinical Supervisors are expected to keep abreast of recent evidence-based therapies and/or treatments/practices/guidelines/frameworks related to practice/support/supervision
- Clinicians and Clinical Supervisors are expected to keep abreast of current research and identify relevant opportunities for innovation & research.

Culture, Engagement, Diversity – People Experience

- Demonstrates behaviours aligned with DPV Health Values and Code of Conduct
- Create and implement a culture of trust, collaboration and ownership
- Initiate, complete and promote the value of regular supervision, annual work plans and undertake annual performance reviews
- Actively participate in and promote all required training, inductions and development. Including ensuring your team completes all required mandatory training and demonstrates skills learnt.
- Initiate team meetings and attend organisationally required meetings in a positive constructive manner offering balanced views and seeking solutions.
- Develop team members by taking a genuine interest in their career goals.
- Manage the team to ensure productivity is maximised include work force planning, employment arrangements and leave management
- Actively supports and demonstrates inclusive behaviour with a zero tolerance for any bullying, harassment and inappropriate conduct
- Participate in the handling and response of service users' feedback

Health and Safety

- Take reasonable care to ensure no risk of harm to self and others in the workplace. This includes immediately reporting any incidents, near miss, hazards and injuries.
- Comply with relevant Occupational Health and Safety laws, standards, safe work practices, policies and procedures and attend all safety initiatives, improvements & training.
- Act as a role model by demonstrating safe work behaviours and conducting work in accordance with our safety management system.

Risk Management and Compliance – Quality and Accreditation

- Ensure documentation supports both quality and departmental standards
- Provide useful performance data and feedback to the direct reports and relevant committees and engage staff in identifying and taking appropriate action in response
- Actively identify, monitor and manage areas of key risk and lead appropriate escalation and response
- Actively monitor, audit and improve the quality and safety of their care and services
- Identify risks as they emerge and proactively address new and known risks
- Be involved in the review of all incidents within program contributing to the analysis/improvement identification.

This position description contains the key responsibilities and associated performance indicators for this position. The list of key requirements is not intended to be complete. Other tasks will be

assigned from time to time to meet the needs of the service and organisation. Specific actions and objectives of this role will be outlined through the individual goal setting and review process.

DPV Health Requirements

- Current Victorian Drivers Licence
- Disability Worker Exclusion Check
- Travel and working at DPV Health sites is required
- Valid Working With Children Check
- Satisfactory Policy Check

Authority

The occupant of this position has authority as per the delegation manual.

Key Selection Criteria

Required

- A current and legally accredited tertiary qualification
- Registration as a Nurse/Midwife with AHPRA and as a Social Worker with Australian Association of Social Workers (AASW) (or eligible for)
- Experience managing a team including performance management, monitoring and review.
- Extensive clinical experience in the management and support of complex pre and post-natal clients
- Extensive knowledge in diagnostic report writing.
- Knowledge and experience in prevention of family violence space.
- Experience/knowledge of Child Protection/Kids First.

Desirable

- First aid certificate
- Maternal & Child Health post graduate qualification
- Experience and understanding of the Roadmap to Reform Strong Families Safe Children agenda
- Experience of CALD and refugee service provision

Experience & Skills

Leading a team

- Demonstrated experience managing allied health and community services in a not-for-profit primary care setting
- Substantial experience in a team management role
- Provide clear direction and support. Manages time, resources, tasks and competing priorities
- Creates a culture and team environment where people are motivated to be their best and help the organisation achieve.
- Ability to set measurable objectives. Planning well in advance and effectively manage timelines, resources, and costs to execute.
- An ability to lead and participate in change and innovation

Client, Quality and Commercial Focus

- Builds client relationships and demonstrated responsiveness to client needs and wants. (Internal and external)

- Ability to understand the client needs and delivery the required service considering costs and funding/revenue
- Demonstrated knowledge and application of quality improvement, risk management and accreditation processes and reporting requirements
- Experience and understanding of the Roadmap to Reform Strong Families Safe Children agenda
- Ability to foster and grow external stakeholder relationships

Communication and an Interpersonal Approach

- Excellent written and verbal communication skills that communicates with a diverse range of audiences in an informative, engaging and persuasive manner.
- Excellent at developing, establishing and sustaining interpersonal relationships.
- Ability to work under pressure, remain calm, and work and motivate people through ambiguity and the stages of change.