



Position Description

Team Leader - Population Health

Agreement:	Managers and Admin
Classification:	Grade 5
Directorate:	Service Delivery
Reports to:	Program Manager – Client Experience
Direct Reports:	8-10 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

DPV Health provides health and medical services, supported by health promotion and prevention programs to improve the health of communities in the City of Hume and City of Whittlesea.

The Team Leader will manage, inspire and provide direction to the Population Health Team. Providing innovative and creative ideas with an entrepreneurial vision, the Team Leader will strive to establish a team of high achievers, who are motivated to explore new channels and methods to create programs and messages that deliver impact.

On a day to day basis the Team Leader will lead and coach the Population Health Coordinators and Support Team, to build and execute effective and sustainable programs that influence community behaviour and attitudes. Ensuring projects are delivered according to the IHP plan timelines while being evaluated and measured according to the standards set by DHHS and the guiding principles of impact, sustainability and scalability, is of high importance.

Team Leader will be a driver and communicator of DPV Health Programs and Services through the establishment of internal and external networks and client referrals.

Roles Key Accountabilities

Service Delivery

- Provide a level of excellence in service delivery that propels DPV Health as a leader within the Primary Health Care industry and fully engages the support of internal stakeholders
- Provide inspiration and motivation to staff to explore new ways of integrating, influencing and communicating with the community
- Explore and challenge current methodologies and practices to find new innovative ways to promote preferred behaviours and health outcomes
- Investigate and/or instigate opportunities that may lead to the future provision of DPV health promotion projects and programs
- Provide appropriate supervision and guidance to a staffing group with broad ranging competencies and responsibilities
- Encourage staff involvement and ownership of the health promotion planning and reporting process particularly in their area of responsibility

Doc no: PDS022	Doc Name: Team Leader – Population Health	Doc Owner: Human Resources
Effective: April 2019	Review Due: April 2020	Version No V1

- Foster a multi-disciplinary team approach to the delivery of DPV Health IHP Plan
- In collaboration with Human Resources and the Client Experience Manager, manage staff recruitment for the Health Promotion Team
- Make decisions in conjunction with Client Experience Manager within established policy regarding workload, resources, management and safety
- Engage in relevant networks across the Health Promotion Industry
- Utilising appropriate community development and evaluation frameworks, engage with local community members and groups in order to encourage participation in the planning, co-design and, where appropriate, delivery of projects and programs
- Contribute to Corporate plan review

Reporting, System and Analytics

- Ensure program implementation is supported by an appropriate evaluation cycle utilising an evaluation framework and a range of data collection methods.
- Prepare Health Promotion team reports on a monthly, quarterly and annual basis
- Facilitate and develop strategies for DPV Health staff and the local community to have input into the development of evidence based health promoting planning and delivery tailored to local requirements
- Facilitate and develop strategic alliances with external agencies in order to progress the joint planning and facilitation of health promoting activities and projects for the local community
- Ensure completion of all statistical, accounting and statutory information and reports in accordance with funding body, organisational and legal requirements
- Actively participate with the managers and coordinators across the Organisation to facilitate operational management of the service
- To meet and strive to exceed personal and workgroup targets for Key Performance indicators as set from time to time by DPV Health and/or funding bodies in areas such as Quality, Safety, Efficiency and Effectiveness, amongst others.
- Actively use and promote the use of DPV Health systems such as TRAK, eCase, VHIMS, MyBookings, ESS, e3, Gemba, Trim and others

Financials, Budgets, Target, Funding

- Identify opportunities to enhance the financial sustainability of the Population Health Team
- Ensure that all financial transactions are undertaken in line with approved DVP Health policy and delegations
- Achieve targets/budgets for the Population Health Team

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 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
- Actively supports and demonstrates inclusive behaviour with a zero tolerance for any bullying, harassment and inappropriate conduct

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 department 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 and improve the quality and safety of their care and services
- Identify risks as they emerge and proactively address new and known risks.

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 organisation. Specific actions and objectives of this role will be outlined through the goal setting and review process.

DPV Health Requirements

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| • Current Victorian Drivers Licence | • Valid Working With Children Check |
| • Disability Worker Exclusion Check | • Satisfactory Policy Check |
| • Travel and working at all DPV Health sites may be required | |

Authority

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

Key Selection Criteria

Qualifications

- Tertiary qualification to a degree level in health promotion, social sciences or other relevant fields
- Desirable: Qualifications and/or course work in entrepreneurship

Experience & Skills

Leading a team

- Creates a culture and team environment where people are mentally and physically challenged and motivated to be their best.
- Demonstrated experience managing health and community services
- Substantial experience in a team management role
- Provide clear direction and support. Manages time, resources, tasks and competing priorities
- Ability to set measurable objectives. Planning well in advance and effectively manage timelines, resources, and costs to execute.

Leading Change and innovation

- An ability to lead and drive change and innovation
- Ability to work under pressure, remain calm, and motivate people through ambiguity and the stages of change.

Client Focussed (internal and external)

- Excellent at developing, establishing and sustaining interpersonal relationships.
- Builds client relationships and demonstrated responsiveness to client needs and wants. (Internal and external)

Quality and Commercial Focus / Planning and being Organised

- Ability to understand the client needs and deliver the required service considering costs and funding/revenue
- Demonstrated knowledge and application of quality improvement, risk management and accreditation processes and reporting requirements

Communication and an Interpersonal Approach

- Excellent written and verbal communication skills.
- Communicates with a diverse range of audiences in an informative, engaging and persuasive manner.