



## Position Description

### Team leader Paediatric Allied Health

<b>Agreement:</b>	<b><u>Public Community Health Sector Enterprise Agreement 2012-2016 dependant on discipline</u></b>
<b>Classification:</b>	Grade 3 –Senior Clinician
<b>Directorate:</b>	Disability and Client Experience
<b>Reports to:</b>	Program Manager, Child Youth and Family
<b>Direct Reports:</b>	Team Members

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

Our values are:

Persistence	Integrity	Compassion	Respect	Responsiveness
-------------	-----------	------------	---------	----------------

### Role Description

This position contributes to the success of DPV Health by operating as a Team Leader within the **Paediatric Allied Health team**.

This is a leadership position within the Child, Youth and Family Services Team.

The leadership team comprises of two Team Leaders Paediatric Allied Health, four Team leaders responsible for the operations of BIG Steps Early Childhood Intervention and Adolescent Services DPV Health and the Program Manager, Child, Youth and Family Services. From time to time, project officers are also part of this team for specific, time limited projects.

Working with the leadership team, the Team Leader is responsible for supporting the development, implementation and evaluation of our integrated approach to achieving positive outcomes with our customers. The Team leader is also responsible for providing appropriate supervision and professional support to staff members as well as establishing/maintaining effective partnerships with local organisations.

### Roles Key Accountabilities

#### Leadership and 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 customers
- Monitor leave requests, work patterns and staffing of program to ensure there is consistency and continuity in service delivery
- Ensure services provided are customer-centred, quality driven, outcomes-focused and regularly evaluated
- 

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

- Coordinate and/or provide monthly supervision where appropriate to ensure all staff have access to internal or external clinical supervision as per DPV Health clinical guidelines
- Provide senior clinical leadership to the team, assisting and advising where required with complex clients
- Lead regular peer clinical review sessions where appropriate
- promote a culture of learning and development within the teams
- 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
- Formally review the team performance on a regular basis ensuring that productivity and targets are met as required.
- Support and demonstrate collaborative inter professional practice across the organisation and manage positive relationships with internal and external stakeholders
- in collaboration with the Program Manager support the management of budgets and related customer outcomes, ensuring expenditure targets are achieved through effective monitoring of resources and expenditure
- 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.
- Identify opportunities for service growth and development, quality improvement and innovation
- Actively promote DPV Health and its services within the community
- Participate (Facilitate and coordinate?) in annual team planning
- Provide reports to Program Managers and General Managers as requested

### **Reporting, System and Analytics**

- Actively use and promote the use of DPV Health systems such as TRAK, eCase, VHIMS, MyBookings, ESS, e3, Gemba, Trim and others
- Maintain regular, timely and accurate statistical input into relevant systems and databases such as TrakCare, ensuring clinicians enter data in a timely manner
- Continually review data reports to inform on service performance and opportunities for improvement
- Lead, oversee and implement objectives, actions, key performance measures and timelines included within the Child, Youth and Family business plan that are relevant to the team
- Ensure regular timely and ad hoc reporting and data analysis are undertaken to provide insight into the performance of the organisation and individual clinicians
- Develop measuring for outcomes framework for annual review and evaluation of services
- Contribute to the design of systems and processes to improve health information management and statistical reporting
- Continually review the ability of the team members to work effectively within a multidisciplinary team environment celebrating positive outcomes

### **Financials, Budgets, Target, Funding**

- Identify opportunities to enhance the financial sustainability of the Child, Youth and Family services

- Ensure that all financial transactions are undertaken in line with approved DVP Health policy and delegations
- Achieve productivity targets/budgets for the **Paediatric Allied Health** team
- Identify additional funding and service opportunities for the **Paediatric Allied Health** team
- Ensure that regular reports are provided to the Program manager in a timely manner

#### **Clinical Expectations/Competencies (where applicable)**

- Clinicians and Clinical Supervisors are expected to meet their continuing professional development requirements and retain (or be eligible for) additional appropriate registration relevant to their position and 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
- Support peers to develop the culture and values of the Child Youth and Family Services team
- Actively participate in and promote all required training, inductions and development, including ensuring your team completes all required training and demonstrates skills learnt
- Initiate, complete and promote the value of regular supervision, annual work plans and undertake annual performance reviews
- Initiate team meetings and attend organisationally required meetings in a positive constructive manner. Offering balanced views and seeking solutions
- Manage the team to ensure productivity is maximised include work force planning, employment arrangements and leave
- Develop team members by taking a genuine interest in their career goals
- Actively supports and demonstrates inclusive behaviour with a zero tolerance for any bullying, harassment and inappropriate conduct

#### **Health and Safety**

- Comply with relevant Occupational Health and Safety laws, standards, safe work practices, policies and procedures and attend all safety initiatives, improvements & training
- 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.
- 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 client care and services within the team
- 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**

---

- |  |  |
|--|--|
| <ul style="list-style-type: none"> <li>• Current Victorian Drivers Licence</li> <li>• Disability Worker Exclusion Check</li> <li>• Travel and working at DPV Health sites is required</li> </ul> | <ul style="list-style-type: none"> <li>• Valid Working With Children Check</li> <li>• Satisfactory Policy Check</li> </ul> |
|--|--|

---

#### **Authority**

---

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

---

#### **Key Selection Criteria**

---

##### **Required**

- A current and legally accredited undergraduate tertiary qualification
- Registration with the relevant professional body
- Experience managing a team including performance management, monitoring and review
- Extensive clinical experience in the management of complex customers in a community setting

##### **Desirable**

- First aid certificate

#### **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
- Demonstrates adequate problem solving skills and an ability to lead and participate in change and innovation
- Experience and understanding of Allied Health Assistance practice and scope

#### **Customer, Quality and Commercial Focus**

- Builds customer relationships and demonstrated responsiveness to customer needs and wants. (Internal and external)
- Ability to understand the customer 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 NDIS and MBS delivery
- 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 with staff and higher management
- Openness to suggestions and constructive criticisms from others
- Ability to work under pressure, remain calm, and work and motivate people through ambiguity and the stages of change