



# Position Description

---

<b>Position Title:</b>	Team Leader - Disability
<b>Award/classification:</b>	Manager and Admin Grade 5
<b>Directorate:</b>	<b>Service Delivery</b>
<b>Reports to:</b>	Program Manager
<b>Direct reports:</b>	Team Members
<b>Effective date:</b>	March 2019

---

## Overall Position Purpose

---

This position contributes to the day to day success of DPV Health's programs through the management and delivery of the disability and older persons programs.

The aims of these programs are to support social inclusion, capacity building and community access. This team will focus on creating programs and activities which support participants to learn new skills, maintaining current skills, including self-help, independence, current and new relationships and engage in community activities.

Leading by example to provide day to day coaching, support and direction to foster and developing an engaged and effective team who deliver quality, flexible and individual services in response to each participant's needs.

This role has the overall responsible for the delivery of community access, re-enablement and restorative care programs and NDIS supports and programs undertaken in our community and centres. These programs operate in an individualised way according to a person's goals and plans.

## Duties and Responsibilities

---

### Service Delivery - Client Experience

- Partner with participants and their families to co-design a tailored program that deliver quality outcomes as defined by the participant and/or family
- Ensure our service supports the participant in achieving choice and control in order to achieve their goals outlined in their Service Agreement /individual plan
- Support and contribute to service delivery growth and development opportunities
- Support the delivery of the program quality improvement plan
- Identify and continually improve service delivery from a client, quality and organisational view
- Establish and maintain effective communication and positive working relationships with the clients, families and other stakeholders to support your team
- Ensure the service supports clients and participants to engage with social networks and the broader community
- Coordinate participant referrals and needs assessments and reporting according to their NDIS Service Agreement
- Ensure medication processes are monitored and in line with policies and procedures.
- Attend relevant internal and external stakeholder meetings
- Ensure your team accurately record, maintain and keep participant files securely
- Ensure your team accurately maintains and support billing processes according to funding guidelines

### Reporting, Systems and Analytics

Doc: No	Doc Name: Position Description –	Doc Owner: Human Resources
Effective: Aug 2018	Review Due	Version No V1

---

- Provide high quality concise and timely reports for (Board, Sub Committees, Executive, Program Manager, External parties).
- Actively use and promote the use of DPV Health systems to support delivery of high quality care
- Ensure the team undertakes data collection and recording in line with quality frameworks and legal requirements.
- Monitor and report on restrictive interventions and behaviour management strategies
- Report and respond to all incidents ensuring they are all reported in line with organisational, NDIS and departmental Quality and Safe guarding requirements

### **Financials, Budgets, Targets, Funding**

- Contribution to your teams budget including expected expenses and projected revenue
- To understand a person's NDIS plan and ensure the correct amount of hours are being delivered
- Identifying opportunities to enhance the financial sustainability of your service
- Ensure that all financial transactions are undertaken in line with approved DPV Health policy and delegations
- Achieve targets and the budget for your team
- Contribute to the development of funding submissions, sponsorships, project proposals and research to enhance service resources and delivery

### **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
- Initiate team meetings and attend organisationally required meetings
- 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**

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

## **DVP Health Requirements**

---

- Current Victorian drivers licence
- Valid Working with Children's Check (valid for 5 years from the date of issue)
- Disability Workers Exclusion Scheme clearance
- Satisfactory Police Check (valid for 3 years from the date of issue)

Doc: No	Doc Name: Position Description –	Doc Owner: Human Resources
Effective: Aug 2018	Review Due	Version No V1

---

- Occasional after hours and weekend work may be required
- On-Call: shared responsibility
- Travel between sites is required
- 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 the delegation manual.

## Qualifications Required or Desirable:

### Required

- A tertiary qualification relevant to Disability Services and demonstrated relevant experience in the coordination of Disability services.
- Significant experience in Day Service coordination including staff rostering and management, client activities and individualised services.
- Demonstrated experience in complex communication and or behaviours of concern including behaviour support plans
- Excellent knowledge of relevant Disability legislation and the State Disability Plan including a comprehensive understanding of NDIS.

## Work Experience, Skills and Behaviours:

In order to succeed in this position, it is expected that you will have:

- As a Community Health organisation, our customers place their trust in us. You appreciate a culture of risk management and mitigation. You are committed to maintaining a high standard and quality of work and ethics. You are motivated to do what is right legally and morally.

### Being a Leader and an influencer

- Has personal impact and ability to lead and influence, and create buy in to ideas and projects.
- Ability to manage competing priorities.
- Excellent communicator and negotiator with the capacity to develop and implement key strategic projects and plans

### Leading a team

- Ability to collaboratively lead a team to success and agreed timelines.
- Interact with empathy and responsiveness and towards common goals.
- Creates a culture and team environment where people are motivated to be their best and help the organisation achieve.
- Ability to set measurable objectives. Plans projects and activities well in advance and effectively manage timelines, resources, and costs to execute.

### Leading Change and innovation

- Ability to work under pressure, remain calm, and work and motivate people through ambiguity and the stages of change.
- Not content with the status quo and see barriers as opportunities for innovation.

### Customer Focussed

- Builds customer relationships and builds a culture where best for the customer guides decision making
- Ability to deliver results and meet and exceed your customer expectations.
- Excellent at developing, establishing and sustaining interpersonal relationships.

Doc: No	Doc Name: Position Description –	Doc Owner: Human Resources
Effective: Aug 2018	Review Due	Version No V1

---

**Quality and Commercial Focus / Planning and being Organised**

- Strong business/commercial acumen
- Excellent understanding and knowledge of the funding changes impacting the sector
- Analyse and present complex information in an easily understood and accessible format.
- Success in attracting funding for new and existing programs
- Demonstrated experience managing large scale projects and planning timelines, activates, resources and costs.
- Understand the challenges and complexity of providing consistently high-quality care and support through a culture of safety, transparency, accountability, teamwork and collaboration

**Communication and an Interpersonal Approach**

- Excellent written and verbal communication skills.
- Sensitivity to issues related to the provision of services in a community of high cultural diversity
- Communicates with a diverse range of audiences in an informative, engaging and persuasive manner.

Doc: No	Doc Name: Position Description –	Doc Owner: Human Resources
Effective: Aug 2018	Review Due	Version No V1

---