



POSITION DESCRIPTION

Team Leader – Health & Wellbeing

This position description describes the scope and skills required of the Team Leader – Health & Wellbeing at Link Health and Community (Link HC). The position description may be subject to periodical reviews.

POSITION: Team Leader – Health & Wellbeing

REPORTS TO: Manager Health & Wellbeing

LOCATION: Based at Link Health and Community; various sites
Travel to home and community settings as required

ORGANISATIONAL CONTEXT:

Link Health and Community is a multi-sited community health service, providing a comprehensive range of health and community services in Melbourne's East and South East.

The Link HC Vision is to have: healthier people participating in their community.

Underpinning principles in achieving this vision are that Link HC:

Recognises that the health of individuals and the community is influenced by social and environmental factors as well as individual's access to health services and plans and delivers our services accordingly

Recognises that client, community and staff engagement in all aspects of our activities is essential for effective governance

Strives to provide quality services, in a professional, timely manner, to clients from culturally and linguistically diverse backgrounds and to clients who are hearing impaired who use sign language as their primary mode of communication.

Link HC is committed to partnering with other organisations to offer integrated health and well-being services that are consistent with state-wide health needs and social priorities.

Link HC actively places the individual at the centre of their care so they can take part in their community. This is done by providing information and supporting the development of skills to help consumers make their own decisions and formulate their own goals; helping them to stay motivated, foster independence, health and wellbeing.

The Link HC Guiding Values are:

- We **care** for our community and for the people who use our services
- We **listen** to people who need our services and we advocate for our community
- We provide **accessible**, innovative, and high quality services and programs
- We **partner** with other organisations to ensure the development and delivery of better services

POSITION OBJECTIVE

The principal objective of this position is to provide exceptional leadership to a team of mental and allied health professionals and support staff; facilitate operational and clinical supervision; collaborate with stakeholders to develop and deliver high quality programs and services across a range of funding streams and a diversity of service users; and represent Link HC in a positive and professional manner at all times and in all situations.

DUTIES AND RESPONSIBILITIES

The position holder will provide quality proactive leadership in line with the program aims, funding guidelines and the vision and values of Link HC combined with contemporary and flexible service delivery.

1.0 Service Delivery

The position holder will lead the provision of quality service delivery underpinned by robust service delivery frameworks.

Primary duties conducted include but will not be limited to: -

- 1.1 Leadership and support of integrated service access and delivery
- 1.2 Development and maintenance of collaborative partnerships with internal and external medical, allied and mental health service providers and other community agencies to enhance client experience and strengthen the Link HC business
- 1.3 Monitor and respond appropriately to identified clinical and organisational risks
- 1.4 Provide advocacy and support for clients, the team and the organisation
- 1.5 Collaborate with the management team regarding program initiatives and funding targets
- 1.6 Provision of operational supervision and support to team and clinical supervision within scope of practice

2.0 Administration

- 2.1 Ensure up to date records according to quality standards and contribute to ensuring safe custody and confidentiality of all records
- 2.2 Facilitate team meetings and represent the team at organisational and external meetings, workshops or events as delegated
- 2.3 Conduct annual performance reviews, and support staff to set annual work plan in line with organisational performance planning cycle and provide regular support and feedback to individual team members
- 2.2 Support team to complete self audits and reflective practice, strengthening a culture of continuous improvement
- 2.2 Prepare and maintain appropriate statistical data, reports and analysis activities as required
- 2.3 Supervise students and volunteers as required, or as appropriate
- 2.4 Communicate with Manager Health & Wellbeing inline with professional expertise to assist or lead program development
- 2.5 Work collaboratively with service providers in Link HC teams and in the broader service system to ensure that Link HC provides integrated services
- 2.6 Encourage and support professional development and identify training needs that align with existing and future program development and are inline with best practice
- 2.7 Communicate team members leave and other staff absences in a timely and appropriate manner
- 2.8 Complete timesheet and associated payroll documentation, including leave applications, in a timely manner in liaison with the Manager to delegated level of authority
- 2.9 Process finance documentation in a timely manner according to delegated level of authority
- 2.9.1 Assist with recruitment and lead orientation and induction of new staff members

3.0 Health Promotion

- 3.1 Contribute to Link Health and Community health promotion activities and collaborate with identified stakeholders in the maintenance or development of relevant programs and projects in line with Link HC's Health Promotion Plan.
- 3.2 Work collaboratively with other teams in developing a comprehensive multi-disciplinary health promotion approach

4.0 Quality Improvement and Professional Development

- 4.1 Provide leadership in the development and maintenance of an organisational culture, which promotes continuous improvement and innovation.
- 4.2 Contribute to the QIP Accreditation Process, including identifying, developing, implementing and evaluating quality improvement activities.
- 4.3 Participate in identifying professional development and training needs, both for the individual and the team and attend professional development activities as required.
- 4.4 Assist in developing policies and procedures for the team and Link HC more broadly as appropriate.

5.0 Occupational Health & Safety (OHS)

- 5.1 Proactively support a range of activities in accordance with Occupational Health & Safety legislation obligations and in line with the Link HC Risk Management Program.
- 5.2 Support and participate in the Link HC OH&S Risk Management Plan and implement the plan at a team/organisation level.
- 5.3 Demonstrate leadership in maintaining a safe work environment by reporting incidents of unsafe work practices, sites/areas or equipment and responding appropriately at delegated level of authority
- 5.4 Report injuries in accordance with organisational policies.
- 5.5 In the event of a workplace injury occurring, cooperate fully with the nominated Return to Work Coordinator, treating medical practitioners and health professionals to facilitate an early return to work and access to an appropriate rehabilitation program.

6.0 Equal Employment Opportunity

The position holder:

- 6.1 is required to observe and practice the principles and obligations of Equal Employment Opportunity, which include:
 - A workplace which is free from harassment;
 - Ensuring that activities and practices prevent and eliminate unlawful discrimination
 - Promote merit and equity in the workplace.
- 6.2 will contribute to the successful management of diversity in the workplace.
- 6.3 will, if and when required, co-operate with any relevant enquiry into complaints
- 6.4 will provide great leadership in the delivery of supervision, team and performance management meetings.

7.0 Community Engagement and Consumer Participation

Link HC values collaboration with consumers and community members to improve the way our services are developed, planned and delivered. We are committed to community engagement and consumer participation and as such support ways in which the community's health can be optimized and its strengths are recognized and built upon by encouraging all staff to:

- Support and contribute to the goals and objectives of the Community Engagement and Consumer Participation Policy.
- Actively participate in recruiting consumers, carers, and the community to participate in all aspects of the organization.
- Promote awareness that Link HC encourages consumer, carer, and community participation at all levels of the organisation.

Provide leadership and work collaboratively with other staff, the community and consumers to plan, implement and evaluate services, projects and programs

8.0 Organisation Policies & Procedures

- 8.1 Maintain currency of knowledge and practice with Link HC specific Regulations, Policies and Procedures as applicable to the position and as amended from time to time.

REPORTING RELATIONSHIPS

This position:

- Reports and is accountable to the Manager Health & Wellbeing
- Is the team leader for a multi-disciplinary team of allied and mental health professionals and support staff
- Works collaboratively with other team leaders and managers within the Health & Wellbeing team
- Works collaboratively across the organisation and is a key contributor to leadership of exceptional service delivery

Performance Review:

Criteria:

Participation in regular performance appraisal based on a documented individual work plan with stated performance indicators including output targets is expected. The work plan and outputs will be negotiated in accordance with a regular cycle of review.

QUALIFICATIONS AND EXPERIENCE REQUIRED

Essential

- Accredited Mental Health Social Worker or Allied Health Professional
- Relevant university qualifications
- Demonstrated experience as a dynamic change leader using contemporary change management approaches
- A minimum of seven years experience in delivery of high quality health and community services and programs,
- Current Victorian Drivers License
- A Police Record Check
- A Working with Children's Check
- A positive and proactive approach to leadership in a busy multi-disciplinary health service
- Demonstrated ability to work collaboratively
- Well developed interpersonal, written and verbal communication skills
- Well developed skills in the use of Microsoft Office suite

Desirable

- Additional qualifications in management, health promotion, community or public health
- A sound knowledge of community health principles
- Experience in multi-disciplinary service delivery is highly desired
- Experience in the use of electronic health records and data reporting

KEY RESULT AREAS

- KRA 1 Proactively lead your team to deliver high quality programs and services**
- KRA 2 Collaborate with Managers and other team leaders to meet funded targets**
- KRA 3 Support teams to ensure all client records are completed in accordance with health record standards and associated organisational policies**
- KRA 4 Contribute to business development initiatives to ensure organisational sustainability**
- KRA 5 Work proactively with all stakeholders for service development and best practice service delivery**

SERVICE VALUES

The values of Link HC will be demonstrated by:

Caring for our community and for the people who use our services

Listening to people who need our services and who we advocate for our community

Providing **accessible**, innovative, and high quality services and programs

Partnering with other organisations to ensure the development and delivery of better services.

Approved:

Vanessa Jones
Manager Health & Wellbeing
Link Health and Community

I acknowledge and agree that the above position description is an accurate reflection of the

[Click here to enter text.](#)

Signed:
Employee

Name:

Date: