



POSITION DESCRIPTION

Early Childhood Early Intervention (ECEI) Team Leader

This position description describes the scope and skills required of the Early Childhood Early Intervention (ECEI) Team Leader at Link Health and Community (Link HC) a Community Partner of the National Disability Insurance Scheme (NDIS). The position description may be subject to periodical reviews.

POSITION: Early Childhood Early Intervention (ECEI) Team Leader

REPORTS TO: ECEI Manager

LOCATION: Based at a Link Health and Community site
NDIS ECEI Program site office locations in the Inner East, Outer East, Southern and Inner and Outer Gippsland areas. A primary site is allocated but there is a requirement to travel to other sites to meet service demands.

ORGANISATIONAL CONTEXT:

Link Health and Community (Link HC) is a multi-sited community health service providing a comprehensive range of health, early childhood and community services.

Link HC is the NDIS ECEI Community Partner for Inner and Outer Eastern Metro, Southern Melbourne and Inner and Outer Gippsland areas. Link HC delivers the ECEI approach which helps children with developmental delay or disability, and their families, to achieve better long-term outcomes.

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 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
- We are a **sustainable** organisation, financially, socially and environmentally.

POSITION OBJECTIVE

Reporting to the ECEI Manager, the ECEI Team Leader is responsible for supporting the ECEI team and service provision within the designated service area. In addition, the role supports connection to community and mainstream services and builds awareness of inclusion.

The role provides leadership to a transdisciplinary team of Practitioners delivering a high-quality service that assists families who have a child with a disability/developmental delay. The ECEI team works collaboratively with existing specialist and universal services within a child's local community to maximise opportunities for inclusion and participation for the child and family. A focus of this approach is to ensure that children receive the supports required according to their individual need. The role implements the ECEI approach which delivers a family centred practice.

The ECEI Team Leader will provide subject matter expertise to the ECEI team and work with the team to ensure that the needs of children, family and carers are met, and services are innovative, collaborative, integrated and person-centred.

DUTIES AND RESPONSIBILITIES

The Team Leader will provide quality proactive leadership in line with ECEI the program aims, service agreement guidelines and the vision and values of Link HC. The services provided include, but are not limited to:

1.0 Service Delivery

The ECEI Team Leader will support the ECEI Manager to lead the provision of quality service delivery in line with program aims, service agreement, and best practice guidelines.

Primary duties include but are not limited to: -

- 1.1 Provide the ECEI team with leadership and support of best practice service delivery by overseeing day-to-day activities.
- 1.2 Provision of operational supervision and mentoring to the ECEI team
- 1.3 Provision of ongoing guidance to the ECEI team to maintain client information, enable timely reporting and ensure confidentiality, security and integrity requirements.
- 1.4 Complete allocations to practitioners and monitor service delivery workflow and the management of practitioner caseloads to ensure that practitioners meet deliverables and timelines as outlined in the NDIA Service Statement of Requirements (SoR).
- 1.5 Work collaboratively with the management team regarding program initiatives and key performance targets for service delivery and quality.
- 1.6 Support the ECEI Manager with development and maintenance of collaborative partnerships with internal and external service providers and other community agencies to enhance family experience and strengthen the Link HC business to deliver service in accordance with the standards and requirements within the SoR.

- 1.7 Monitor and respond appropriately to identify clinical and organisational risk by applying the organisations Risk Management Frameworks to minimise risk exposure for areas of responsibility.
- 1.8 Support the ECEI Manager to deliver a high-quality service, ensuring policies and procedures reflect the SoR and are regularly reviewed.
- 1.9 Support the ECEI Manager to investigate, manage and respond to complaints related to the service in accordance with organisation and NDIA policies and procedures
- 1.10 Manage and maintain a case load which includes complex case management where required.
- 1.11 As delegated, support the on-boarding of staff and manage the probationary review process to ensure ECEI service requirements are met.
- 1.12 As delegated, support workforce management activity to maintain a productive workforce.
- 1.13 Identify areas for continual improvement in service delivery and drive change
- 1.14 Monitor and mentor staff to ensure workflow and service delivery is effective, efficient and to quality standards.

2.0 Administration of service

- 2.1 Ensure up to date and accurate records are kept according to quality standards and contribute to ensuring safe custody and confidentiality of all records.
- 2.2 Facilitate team meetings where appropriate 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, feedback and supervision to individual team members.
- 2.2 Support team to complete self-audits and reflective practice, strengthening a culture of continuous improvement to deliver high quality performance outcomes.
- 2.2 Prepare and maintain appropriate statistical data, reports and analysis activities as required
- 2.3 Supervise staff and work with the management team to engender a culture of effective teamwork to ensure variable service demands are met effectively and efficiently. This may include participation in after-hours program service activity if required to meet the needs of the client.
- 2.4 Communicate with the ECEI Manager in line with professional expertise to assist or lead program development.
- 2.5 Work collaboratively with Link HC teams and in the broader service system to ensure that Link HC provides integrated services and good working relationships are maintained with relevant services, groups and sectors.
- 2.6 Encourage and support professional development and identify training needs that align with existing and future program development and these are in line with best practice.
- 2.7 Manage team members leave and other staff absences in a timely and appropriate manner in line with service delivery requirements and in accordance with policy and procedure and liaising with the ECEI Manager to delegated level of authority.
- 2.8 Complete timesheet and associated payroll documentation, including leave applications, in a timely manner and liaising with the Area Manager to delegated level of authority.
- 2.9 Process finance documentation in a timely manner according to delegated level of authority.
- 2.10 Assist with recruitment and lead orientation and induction of new staff members.
- 2.11 Prepare and analyse reporting on service delivery and productivity of team.
- 2.12 Other duties as directed.

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 Risk Management Programs.
- 5.2 Support and participate in the OH&S Risk Management Plans 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, 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 optimised and its strengths are recognised 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 organisation.
- 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 and NDIA 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 ECEI Manager
- Leads a team of multi-disciplinary professionals and promotes a transdisciplinary model.
- Works collaboratively with other Team Leaders and Managers within the NDIS service and as appropriate with Link HC teams and in the broader service system.
- 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 Allied Health or Education Professional.
- Relevant tertiary qualifications.
- Citizenship or evidence of working rights in Australia.
- Demonstrated experience as a dynamic leader using contemporary management approach in workforce management and managing workflow practices.
- Demonstrated experience in leading a team and delivering high quality paediatric services and programs within a transdisciplinary model
- Demonstrated case load management experience including management of complex cases.
- Current Victorian Driver Licence.
- Registered Motor Vehicle.
- A National Police Record Check (no more than 12 months old) and if applicable an International Police Check.
- A current Working with Children Check.
- Demonstrated ability to work collaboratively.
- Well-developed interpersonal, written and verbal communication skills.
- Well-developed skills in the use of Microsoft Office suite. In particular; excel, word and access.
- Membership to relevant professional association.

Desirable

- Additional qualifications in management and/or public health.
- A sound knowledge of community health principles.
- First Aid and CPR certificate.
- Experience in multi-disciplinary service delivery in Children, Youth or disability services are highly desired.
- Experience in the use of electronic record keeping and data reporting.

KEY RESULT AREAS

- KRA 1** Proactively lead the team to deliver high quality programs and services.
- KRA 2** Collaborate with Managers and other team leaders to meet service deliverables.
- KRA 3** Support teams to ensure all client records are completed in accordance with 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.
- KRA 6** Demonstrated commitment and ability to maintain an ethical, inclusive and non-judgemental attitude toward client, families and staff.

Approved:

Danielle Vitacca
General Manager NDIS
Link Health and Community

I acknowledge and agree that the above position description is an accurate reflection of the Team Leader – NDIS ECEI Community Partner role.

Signed:
Employee

Name:

Date: