

POSITION DESCRIPTION

NDIS ECEI Team Leader

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

POSITION:	NDIS ECEI Team Leader
DEPARTMENT:	National Disability Insurance Scheme (NDIS) Early Childhood Early Intervention (ECEI) Service
REPORTS TO:	ECEI Service Delivery Manager
DIRECT REPORT ACCOUNTABILITY:	Team of Senior ECEI Coordinators

POSITION SUMMARY:

Reporting to the ECEI Service Delivery Manager, the ECEI Team Leader is responsible for service provision and supporting the ECEI team 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 ECEI Coordinators 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 is to ensure that children receive the supports required according to their individual need. The role implements the ECEI approach which delivers a family centered practice.

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

POSITION ACCOUNTABILITY:

The Team Leader will support the ECEI Services Delivery Manager and provide quality proactive leadership in line with the ECEI program aims, service agreement guidelines and the vision and values of Link HC.

Link HC NDIS ECEI Program has offices located in the Inner Eastern Melbourne, Outer Eastern Melbourne, Southern Melbourne and Inner and Outer Gippsland regions. A primary site is allocated, however in order to meet service demands, travel between site offices locations is a requirement.

Primary services provided include by will not be limited to:

- Provide the ECEI team with leadership and support of best practice service delivery by overseeing day-to-day activities

- Provision of operational supervision and mentoring to the ECEI team
- Provision of ongoing guidance to the ECEI team to maintain client information, enable timely reporting and ensure confidentiality, security and integrity requirements
- Complete allocations to ECEI Coordinators and monitor service delivery workflow. Manage ECEI Coordinators caseloads to ensure that deliverables and timelines as outlined in the NDIA Service Statement of Requirements (SoR) are met.
- Work collaboratively with the management team regarding program initiatives and key performance targets for service delivery and quality
- Support the ECEI Service Delivery 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
- Monitor and report appropriately to identify clinical and organisational risk by applying the organisations Risk Management Frameworks to minimise risk exposure for areas of responsibility
- Support the Manager to deliver a high-quality service, ensuring policies and procedures reflect the SoR and are regularly reviewed
- Support the ECEI Service Delivery Manager to investigate, manage and respond to complaints relating to the service in accordance with organisation and NDIA policies and procedures
- Manage and maintain a case load which includes complex case management where required
- As delegated, support the on-boarding of staff and manage the probationary review process to ensure ECEI service requirements are met
- As delegated, support workforce management activity to maintain a proactive workforce
- Identify areas for continual improvement in service delivery and drive change
- Monitor and mentor staff to ensure workflow and service delivery is effective, efficient and to quality standards
- Other duties as directed by the ECEI Service Delivery Manager or NDIS General Manager

PERFORMANCE MEASURES:

- Proactively lead the team to deliver high quality program and services
- Collaborate with Managers and other team leaders to meet service deliverables
- Support team to ensure all clients records are completed in accordance with standards and associated organisational policies
- Contribute to business development initiative to ensure organisational sustainability
- Work proactively with all stakeholders for service development and best practice service delivery
- Demonstrated commitment and ability to maintain an ethical, inclusive and non-judgemental attitude towards clients, families and staff
- Leads a team of multi-disciplinary professional and promotes a transdisciplinary model
- Works collaboratively with other Team Leaders and Managers within the NDIS services and as appropriate with Link HC teams
- Works collaboratively across the organisation and is a key contributor to leadership of exceptional service delivery

ORGANISATIONAL CONTEXT

Link HC is a multi-sited community health service, providing a comprehensive range of health and welfare services primarily to people in the East and South-East of Melbourne and Eastern Victoria.

Link HC provides quality services in line with the program aims, funding guidelines and the Vision and Values of Link HC.

VISION

Link Health and Community's vision is healthier people participating in their communities.

VALUES

Link HC organisational 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

OCCUPATIONAL HEALTH AND SAFETY

The position holder has a duty to take reasonable care for the health and safety of themselves and others in accordance with Occupational Health & Safety legislation.

QUALITY AND RISK MANAGEMENT

The position holder has a responsibility to Identify continuous quality improvement opportunities; participate in the development of quality procedures and contribute to internal and external program reviews and audits as required.

The position holder will respond to risk management procedures to minimise any major areas of identified risk and to comply with Link HC OH&S Risk Management Plan.

POLICIES AND PROCEDURES

The position holder will uphold and adhere to Link HC's Code of Conduct and policies and procedures.

QUALIFICATIONS AND EXPERIENCE REQUIRED

Essential

- Accredited Allied Health or Education professional with relevant qualification
- 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

- 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 qualification in management and/or public health
- A sound knowledge of community health principles
- Experience in multi-disciplinary service delivery in children, youth or disability services
- Experience in the use of data reporting

Mandatory Requirements

- Current National police check
- An International police check, if the position holder has worked overseas for a period of 12 months in the last 10 years
- Working with Children check
- Disability Worker Exclusion Scheme (DWES)
- Australian Tertiary qualification (as determined) or documentation pertaining to an overseas tertiary qualification stating Australian equivalency
- Credentialing requirements
- Registration with a regulatory body or equivalent professional membership (as determined)
- Working rights within Australia
- Victorian Driver Licence
- A reliable vehicle
- First Aid Certification inclusive of CPR
- Disclosure of any pre-existing injuries or disease that might prohibit your ability to fulfil the inherent requirements of the role

Approved:



Debra Inverarity
NDIS ECEI, General Manager

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

Signed:

Employee

Name:

Date:

Link HC is committed to living our organisations values and ensuring a safe environment for our staff, people using our services and people visiting our locations. We are a child safe and equal employment opportunity employer We encourage individuals of diverse backgrounds including but not limited to those from the Aboriginal and Torres Strait Islander peoples, Culturally and Linguistically Diverse backgrounds and the LGBTIQ community to join our workforce. Link HC will adhere to Equal Employment Opportunity and Gender Equity principles. To this end, Link HC will not discriminate on the basis of age, sex, gender identity, sexual orientation, marital status, disability, physical features, Aboriginal and Torres Strait Islander status, cultural background, country of birth, religious beliefs, political beliefs, carer status, pregnancy or breastfeeding.