

POSITION DESCRIPTION

Team Leader – Children’s Services

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

POSITION:	Team Leader – Children’s Services
DEPARTMENT:	Health & Wellbeing
REPORTS TO:	Manager – Health and Wellbeing
DIRECT REPORT ACCOUNTABILITY:	A multidisciplinary team of Allied Health and Counselling professionals

POSITION SUMMARY:

The principle objective of this position is to provide exceptional leadership to the Children’s Services Team. Children’s Services provide a range of allied health services and programs to priority populations under the Community Health Program. The Children’s Team engage with the community, stakeholders and referrers.

The Team Leader is responsible for overseeing the day-to-day service delivery; lead quality improvements; support program planning in line with funding and service agreements; represent and advocate for the team within the organisation and collaborate with external stakeholders. Team Leader will provide clinical supervision and support clinicians working with vulnerable children and families, within their scope of practice.

POSITION ACCOUNTABILITY:

- Provide leadership to the team in their delivery of services to clients.
- Maintain day-to-day delivery of client services without compromising quality and Link HC values.
- Collaborate with the team to identify, plan, action and evaluation quality improvements.
- Regularly communicate with the team to maintain up to date operational information.
- Facilitate and document team and working group meetings.
- Require and reinforce the use of electronic health records, supporting team members to maintain confidential and accurate records.
- Monitor team and individual performance against deliverables outlined in service agreements.
- Represent and advocate for the team within the organisation and in the community.
- Coordinate student placements.
- Assist with recruitment of new employees.
- Provide and support orientation and induction processes for new team members.
- Support employees to identify training needs and support professional development.
- Conduct annual performance reviews and support employees to develop and work toward achieving their individual work plans.

- Complete timesheet and associated payroll documentation.
- Process finance administration according to delegated level of authority.
- Maintain recency of practice by managing a flexible case-load of clients.
- Be willing to assume higher duties when called upon.
- Other duties within the scope of practice of the position holder.

PERFORMANCE MEASURES:

- Clients are satisfied they receive appropriate access to service that reflects Link HC values.
- Keep client records accurate and maintained in line with Link HC health records policies and procedures.
- Ensure funding and service agreement requirements are recorded and achieved.
- Quality standards are met and improvements identified, planned and actioned.
- Identify and achieve continued professional development to sustain quality and contemporary service delivery.
- Promote and demonstrate a positive team culture that that reflects Link HC values.

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. The underpinning principles in achieving this vision is that Link HC:

- Recognises 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 employee engagement in all aspects of our activities are 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 and use sign language as their primary mode of communication
- Link HC is committed to partnering with other organisations to offer integrated health and wellbeing services that are consistent with state-wide health needs and social priorities

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

- Recognised tertiary qualifications in Allied Health, Counselling or Nursing
- Demonstrated experience leader using contemporary change management approaches
- A minimum of seven years' experience in delivery of high quality health and community services and programs,
- 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
- Accreditation and experience as a clinical supervisor
- 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
- A positive and proactive approach to leadership in a busy multi-disciplinary health service

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
- Current Working with Children check
- 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
- Disclosure of any pre-existing injuries or disease that might prohibit your ability to fulfil the inherent requirements of the role

Approved:  _____

Sheree Phillips

Acting General Manager, Health & Wellbeing

I acknowledge and agree that the above position description is an accurate reflection of the Team Leader – Children’s Services.

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 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.