

Position Description

Position	Team Leader
Division	Allied Health Services
Responsible To	General Manager - Allied Health
Award	St Giles Allied Health Enterprise Agreement Level 3

Role

The applicant must be a member of the multidisciplinary team, hold a tertiary level qualification in their relevant field of work and have current accreditation/registration relevant to their qualification. The Team Leader is a Level 3 position. This position is a fixed term appointment for 12 months.

The Team Leader is responsible for operational management and day to day support of their multidisciplinary team. The Team Leader works closely with the GM Allied Health, Practice Leaders and other relevant departments to make decisions, plan, implement and evaluate service delivery within their team, as part of the Allied Health team as a whole.

The Team Leader has demonstrated leadership skills and/or potential, excellent communication skills and experience working within a multidisciplinary approach.

Responsibilities

The Practice Leader is required to and responsible for:

- Contribute to the development of, and implementation of an annual operational plan.
- Manage team waitlist, staff caseloads and claimable hours targets.
- Support and respond to requests by intake requests.
- Provide general day to day support for multidisciplinary service provision.
- Actively support staff to complete their role, while balancing the needs of the team.
- Monitor data collection (e.g. monitoring Goldcare entries) *to ensure compliance with data collection needs, reporting on grants such as DSS, and to support accuracy in relation to NDIS claiming.*
- Provide operational supervision to team members.
- Provide support and accountability to staff in completion of individual action or project plans.
- Coordinate the day to day operations of the team
- Develop and maintain a positive workplace culture and team dynamic.
- Be a key point of contact for, and/or support staff to respond to, queries from NDIA, Support Co-ordinators or other external providers.

- Support team to adhere to relevant internal and external practice standards, policies and procedures, *(for example NDIS practice standards, St. Giles policies & procedures, Department of Communities policies, client protection, etc.)*
- Be responsible for managing complaints, comments and compliments related to the team.
- Maintain strong relationships with relevant mainstream services.
- Provide information and general promotion of the team/service to families, referrers, external bodies, etc.
- Maintain a minimum of 50% FTE clinical caseload.
- Coordinate any other duties delegated that are relevant to the operational support of the team.

Liaise with Practice Leaders to:

- Develop and oversee service delivery models.
- Contribute to continued quality improvement, implement evidence-based practice, and support a multidisciplinary approach.
- Coordinate clinical outcome measurements.
- Make operational decisions that support clinical service delivery.
- Approve applications for Professional Development.
- Manage staffing changes in your team, including reallocation of caseloads.

Liaise with GM Allied Health to:

- Advise of staffing issues and needs, (such as notifying re resignations, significant leave, [e.g. maternity or long service], workload issues, FTE needs, staffing balance within the team, etc.)
- Improve relevant policies and procedures to support service delivery.
- Manage routine evaluation of service.

Liaise with relevant St. Giles departments to:

- Maintain compliance with relevant bodies, (e.g. child-safe, working with vulnerable people, etc.)
- Maintain compliance with St. Giles policies/procedures related to QMS, WHS, QIR, etc.
- Complete reporting associated with the NDIS Quality & Safeguards Commission.
- Manage issues related to performance, behaviour and people management.

Level of Responsibility

- Responsible for working within the established framework of policies and procedures of St Giles Society
- Responsible for the leadership of a Multidisciplinary Allied Health team for St Giles.
- Expected to exercise independent professional judgement to resolve problems and utilise specialist advice when required.

Direction/ Supervision Received

- Accountable to and work under the general supervision of the General Manager – Allied Health
- A probationary performance review to be conducted prior to three months service, and supervision to be provided as per policy.

Qualifications/ Requirements

Essential

- Graduate of an approved training school of their discipline, and if an overseas graduate, has met Australian entry requirements.
- Registered to practice as an allied health professional in Tasmania.
- Relevant post graduate experience.
- Demonstrated leadership skills, and ability to direct and supervise staff to ensure consistency of service delivery.
- Demonstrated ability to plan, organise and develop own workload independently and manage service area.
- Proven ability in time management and workload prioritising and monitoring in an environment subject to work pressures and change.
- Current driver's licence

Desirable

- Demonstrated ability to apply current allied health best practice.
- Hold, or progress towards, relevant post graduate qualification, or evidence of specialisation in relevant allied health clinical practice.
- Demonstrated competencies in specialist clinical skills, and sound contemporary knowledge of current relevant theory and practice in community and disability related settings.
- Proven ability and willingness to work effectively in multidisciplinary team situations.
- Knowledge and understanding of application of family centred practice principles in clinical and community settings.
- Highly effective written and oral communication skills.
- Demonstrated capacity for critical analysis and innovative problem solving, including the demonstrated ability to analyse information, legislation and policy directions and to decide upon, or recommend, appropriate action.
- Understanding of, and commitment to, continuous quality improvement, customer service and quality in the workplace.

Personal and Professional Qualities

- Ability to work independently and as part of a team
- Strong time management and planning skills
- Ability to ask for help and to seek advice and support
- Ability to think creatively and to promote innovation
- Strong problem-solving skills with the ability to consider and evaluate a range of solution
- Commitment to evidence based, person-centred and family-centred practice.
- Openly seeks and gives feedback
- Values diversity in all aspects of their work, including valuing the background, experiences, skills and preferences of our participants and families, and in seeking the varying perspectives, styles and opinions of a diverse and multi-disciplinary team.