

Position Description

Position Title:	Team Leader	Approval Date:	Feb 2024
Authorised By:	CEO	Review Date:	Feb 2025

healthAbility and Healthy Bite Dental are operating divisions of Nillumbik Community Health Service Ltd. They operate quality, accredited, non-profit health services under the governance of its own Board of Directors.

Our Vision: Inspiring People and Communities to be Healthier and Inclusive

Our Values:

Respect	Equity, fairness, dignity and respect underpin all interactions.
Integrity	We are honest, fair and inclusive.
Collaboration	We work together to inspire both our colleagues and the community in which we serve.
Accountability	We are accountable to all stakeholders by engaging in inclusive service planning and evaluation.
Responsiveness	Everyone who interacts with us is given a timely and informed response.
Innovation	We inspire through creating new and effective ideas, processes and methods to meet the needs of the community we serve.

All Employees must behave in accordance with our vision and values.

Position Overview

Job Purpose	<p>The Team Leader is responsible for supporting the Counselling Service which is made up of a multi-disciplinary team comprising of General Counselling, private counselling and Family Violence counselling.</p> <p>The Service follows a policy of encouraging the principles of self-help, empowerment and advocacy in all its service provision, and works closely with relevant health and welfare services within the services and across the regions.</p>
Team leader Duties and Responsibilities	<p>Actively lead an engaged and connected culture, providing day-to-day management, leadership and troubleshooting in the delivery of program services that are high quality, efficient and effective.</p> <p>Coordinate staff leave, rosters, resources and program coverage.</p> <p>Identify and manage clinical risks, as part of the service's risk management framework.</p> <p>Monitor waiting list management, staff performance against targets and outcomes and data collection and reporting.</p> <p>Attend relevant networks and working groups as required.</p> <p>Assist with staff and student recruitment and orientation.</p> <p>Assist the Program Manager to identify and manage training and professional development needs to build program capacity to respond to consumer needs.</p>
Qualifications	<p>Mandatory Qualifications</p> <ul style="list-style-type: none"> • A relevant tertiary qualification including a Bachelor of Social Work, Psychology or equivalent • Experience in supporting service delivery and teams <p>Desired qualifications and experience</p> <ul style="list-style-type: none"> • Postgraduate qualifications in relevant field • Demonstrated ability and experience in providing family violence counselling and support
Skills and experience	<p>Leadership skills and experience in supporting teams to deliver services that are high in quality, efficient, and effective</p> <p>Understanding the achievement of identified targets (funder and organisational)</p>

	<p>Engagement and interpersonal skills. Demonstrated capacity to establish, manage and maintain stakeholder relationships</p> <p>Strong initiative and a can-do attitude</p> <p>Well-developed problem-solving, negotiation, conflict resolution and mediation skills</p> <p>Strong written and verbal communication skills</p> <p>Demonstrated ability to be flexible and responsive to change, with an interest in ongoing learning</p> <p>Exposure to change management and ability to build a strong and positive focus with your team and our existing staff</p> <p>An understanding of and willingness to embrace the organisational values of Collaboration, Integrity, Equity and Innovation</p> <p>Excellent organisation, time management and problem-solving skills</p>
Key Selection Criteria	<p>Visionary Leadership: Ensure staff are committed in their roles by providing a clear understanding of how they contribute to the organisational vision.</p> <p>Communication: The capacity to adapt their manner to a particular situation while being consistently professional, concise and engaging. To ensure their messages are understood and that input from others has been heard and the ability to present well-constructed written communication.</p> <p>Teamwork: The ability to collaborate with colleagues to seek solutions that are beneficial to all groups as well as forge successful teams among individuals with diverse perspectives and skills.</p> <p>Behavioural Flexibility: The capacity to make decisions in sometimes ambiguous circumstances.</p> <p>Action Management: Ensure the timely delivery of services and programs, and prioritise issues based on their importance and urgency.</p> <p>Interpersonal Relations: Understand the importance of fostering positive relationships with co-workers and relevant external organisation.</p> <p>Client Focus: A constant focus on both data-driven client analysis and</p>

	opportunities, and the delivery of a consumer journey that exceeds expectations.		
KPIs/Performance Goals	Staff are engaged and contribute to positive workplace culture Program targets and KPI's are achieved Programs and Services offered are of high quality and client-centred Clinical practice, performance or behaviour issues are raised with the Program Manager and proactively dealt with Services meet contractual obligations Services are provided within clinical framework Organisational compliance is met Risk and Clinical risk are identified and managed		
Service/Program	Mental Health and Counselling		
Reports	Job reports to ... Sharon Alexander, Program Manager Mental Health and Counselling	Direct reports ... General Counselling Team. 8 Staff (4.1 FTE)	
Award/EBA	SACS		
Classification	TBC – Dependant on experience		

Requirements:

- A Police Record Check is required for all roles
- A Working with Children Check, other credentials and role specific requirements (such as NDIS) and checks will be required in accordance with government funding requirements and legislation.
- All employees must provide 4 forms of identification upon commencement.
- All employees must be permanent residents of Australia or hold a current, valid visa.
- A current Victorian Driver's Licence (where driving is a component of the role)
- A probationary period of 6 months applies unless otherwise stipulated.
- All employees must abide by the organisations Policies & Procedures.
- All employees may be required to work across any of the organisation,
- 's sites.
- All employees are required to take reasonable care for their own health and safety and that of other employees who may be affected by their conduct.
- All healthAbility employees are required to complete the level of MARAM training relevant to their role to appropriately and effectively identify, assess and manage family violence risk. The Framework has been established in law under a new Part 11 of the Family Violence Protection Act 2008.