

# Eastern Health

## POSITION DESCRIPTION

<b>Position Title:</b>	Team Leader Community Health
<b>Award Classification:</b>	Grade 3 Allied Health
<b>Award / Agreement Name:</b>	Victorian Public Health Sector (Health Professionals, Health and Allied Services, Managers & Administrative Officers) Multiple Enterprise Agreement 2021-2026 Or Victorian Public Health Sector (Medical Scientists, Pharmacists and Psychologists) Single Interest Enterprise Agreement 2022-2026. Or <i>Nurses and Midwives (Victorian Public Sector)(Single Interest Employers) Enterprise Agreement 2021-2026</i>
<b>Position Reports to:</b>	Manager Community Health

### EASTERN HEALTH – GREAT CARE, EVERYWHERE, EVERY TIME

Eastern Health is one of Melbourne's largest metropolitan public health services. We provide a comprehensive range of high quality acute, sub-acute, palliative care, mental health, drug and alcohol, residential care, community health and statewide services to people and communities that are diverse in culture, age and socio- economic status, population and healthcare needs





## **1. POSITION PURPOSE**

The Team Leader will be a senior health professional with a relevant clinical background demonstrating excellent interdisciplinary leadership skills. The Team Leader is expected to operationally lead and develop individuals within Community Health, Care@Home program at Eastern Health. The Team Leader is to have currency of professional knowledge, skills and external influences within the community and public health environments. The Team Leader will work with the Manager (Community Health) Care @ Home Program to guide the professional performance of the multidisciplinary team and ensure key performance indicators and targets are achieved. The Team Leader will promote an integrated service that is consistent with the strategy and values of Eastern Health and will role model and promote the values at all times.

## **2. MAJOR DUTIES AND/OR RESPONSIBILITIES**

### **Provide High Quality Clinical Leadership**

- Demonstrate clinical expertise in relevant areas through knowledge of research, new developments and evidence based practice in discipline specific and interdisciplinary areas of practice.
- Initiates and promotes innovative service delivery.
- Understand Eastern Health policies and legislative requirements which impact on wider clinical issues and practices
- Acts as a role model for staff in promoting professional values and ethics in practice.
- Ensures personal and unit compliance with relevant Acts, Agreements and Eastern Health Directions, Standards, Policies, Practice Guidelines, and EH Staff Code of Conduct.

### **Deliver High Quality Accessible and Coordinated Health Care**

- Ensure the delivery of a high standard of service and clinical practice, including accessible and coordinated care.
- Ensure services meet key performance indicators and targets set by the Organisation, Manager and Department of Health. Devise/implement appropriate quality improvement strategies as required
- Ensure services are aligned with National Safety and Quality Health Service standards, the National Standards, and the Aged Care Quality Standards, and ensure appropriate actions are effectively implemented to address areas of under-performance.
- Engage with key internal and external stakeholders and consumers when evaluating and planning activities
- Ensure the efficient management of intake processes and procedures and endeavour to achieve a consistent and equitable approach to service access within Community Health services
- Participate in the planning and development of a flexible, consistent and accountable service provision within the programs
- Promote a culture of evidence based practice and research

### **Achieving Operational Effectiveness**

- Demonstrate a sound understanding of programme guidelines and funding models.
- Ensure the smooth and efficient operation of the stream and undertake the day to day oversight of the team onsite including safe practice and procedures and site emergency coordination (as rostered)
- Actively contribute to the planning, implementation and evaluation of internal policies, guidelines and standards pertaining to the service and the broader Program as delegated, in order to optimise effective utilisation of resources.
- Manages and provides assistance to others in prioritisation and completion of tasks such as data entry and completion of necessary statistics.
- Ability to organise staffing, programs and special projects, as delegated.
- Demonstrates ability to understand and apply human resources policies in management of staff.
- Demonstrates advanced verbal and written communication skills
- Demonstrates the capacity to liaise with internal and external peers, stakeholders and clients.
- Demonstrates proven ability to negotiate conflict resolution

### **Providing Effective Team Leadership**

- Create and maintain a culture of trust
- Recognises and facilitates the process of change within the team
- Implement a coaching approach with team members by engaging individuals in developing and committing to action plans that target specific behaviours, skills or knowledge needed to ensure performance improvement or prepare for success in new responsibilities
- Identify and leverage opportunities to accelerate results and build capacity
- Ability to reflect on own performance and behaviour, respond well to feedback and implement recommended changes in a prompt manner
- Be able to provide timely performance feedback to staff in a professional manner that promotes a positive culture within the workplace setting, including leading individual staff performance appraisal and performance management processes.
- Undertake and ensure the participation of others in formal operational and clinical supervision processes and maintain records of such processes.
- Undertake recruitment processes utilising a values-based approach, as delegated by the Manager.

## **3. SAFE PRACTICE AND ENVIRONMENT**

### **Occupational Health and Safety**

Eastern Health is committed to provide and maintain a working environment for all staff that is safe and without risk to health. All staff are to take care of their own health and safety and the health and safety of any other person who may be affected by your acts or omissions at the workplace. Understand responsibilities and accountabilities to yourself and others in accordance with OH&S legislation and Eastern Health policies and promote a working environment that is congruent with these guidelines. This includes staff reporting of all clinical and OHS incidents and near misses, in particular those related to Occupational Violence, Manual Handling and Slips, trips and falls.

Staff are required to comply with all state legislative requirements in respect to the Occupational Health and Safety Act 2004 and the Workplace Injury Rehabilitation and Compensations (WIRC) Act 2013.

## **4. TRAINING AND DEVELOPMENT**

Relevant, practical and timely education should direct, facilitate, enhance and support the professional growth and practice of employees in a health environment characterised by change. All programs should endeavour to promote evidence-based practice, a problem solving approach and to be competency based.

You are expected to participate in the personal development process on an annual basis.

## **5. QUALITY**

As a staff member of Eastern Health staff are required to comply with Eastern Health performance standards and participate in continuous monitoring and improvement as part of your role. You are also required to comply with legislation, professional standards and accreditation standards.

As a staff member employed by Eastern Health services you must have and maintain the appropriate skills and knowledge required to fulfil your role and responsibilities within the organisation. In addition, you must ensure that you practice within the specifications of this position description, and where applicable within the agreed scope of practice.

You are responsible for ensuring safe high quality care in your work. This will include complying with best practice standards, identifying and reporting any variance to expected standards and minimising the risk of adverse outcomes and patient harm. In addition, you will ensure that service and care is consistent with the EH approach to patient and family centered care.

## **6. CONFIDENTIALITY**

Any information obtained in the course of employment is confidential and should not be used for any purpose other than the performance of the duties for which the person was employed. Staff are bound by the Information Privacy Act 2000 and the Health Records Act 2001.

## **7. EQUAL EMPLOYMENT OPPORTUNITY**

You agree to adhere to the Equal Employment Opportunity policies and practices of the Health Service. Discriminatory practices, including sexual harassment, are unlawful. The Health Service will not tolerate discriminatory behaviour and any such conduct may lead to the invoking of the Disciplinary Policy and Procedure, which may result in termination of employment.

## **8. PERFORMANCE DEVELOPMENT**

A Performance Review, that includes agreed targets, will occur three (3) months from commencement and then annually on the basis of the duties and responsibilities outlined in this position description. This is an opportunity to review personal and the allocated work unit's service performance, facilitated by the setting of objectives/goals and ongoing evaluation of performance and achievement. Objectives will be developed annually, documented, discussed and agreed with the immediate line manager, who will act as the assessor. The incumbent is expected to demonstrate and show evidence annually of on-going self and allocated work unit's service development.

## **9. ATTACHMENTS**

- Attachment 1 Key Selection Criteria

## **10. NOTE**

*Statements included in this position description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all-inclusive.*

*Prior to accepting any offer of employment, prospective employees will be required to read and commit to the Eastern Health Code of Conduct, including (but not limited to) issues of Occupational Health and Safety, Equal Opportunity and Confidentiality.*

*Vaccination against infectious disease is a mandatory requirement of this role. An offer of employment is conditional on you providing evidence that you are currently vaccinated against COVID-19, prior to commencing employment.*

Signed: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Manager

INCUMBENT STATEMENT

I \_\_\_\_\_ (Incumbent Name) have read, understood and accepted the above Position Description and associated Attachments.

Signed: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

## ATTACHMENT 1

### KEY SELECTION CRITERIA

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#### Essential

- Clinical qualification and AHPRA registration in an allied health profession or proof of eligibility for practicing membership of the aligned allied health professional groups as per the Eastern Health “Allied Health & Clinical Support Professionals Credentialing and Scope of Practice” clinical practice guideline 221.  
OR

Eligibility for Community Development Worker Class III as per the Enterprise Agreement.

- Applied understanding of Accreditation Standards
- A strong track record in high quality and evidence-based patient service delivery.
- Current Victorian Drivers Licence
- A demonstrated capacity to inspire, influence, lead and motivate staff and to contribute to a positive and compassionate organisational culture.
- Advanced interpersonal skills, including oral and written communication, leadership and conflict management, in order to facilitate effective team functioning.
- Experience in developing and implementing quality improvement activities.

#### Desirable

- Post-graduate qualifications (or progression towards post-graduate studies) in an appropriate specialised field
- Thorough understanding of Community Health, Integrated Health Promotion, CHSP and HACC-PYP Programme guidelines and counting rules.
- Relevant clinical experience, preferably in a community health setting.
- Leadership experience, including guiding, developing and mentoring team members and leadership of interdisciplinary teams
- Membership of the relevant professional association(s) and other specialist interest groups within field of practice.
- Understanding of local community networks and health issues.