Eastern Health

POSITION DESCRIPTION

Position Title:	Team Leader – Community Rehabilitation Program
Award Classification:	Grade 3 Allied Health (Physiotherapist, Occupational Therapist, Speech Pathologist, Dietitian, Psychologist or Social Worker) Nurse *(classification to be confirmed)*
Award / Agreement Name:	• Allied Health Professionals (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021- 2026 • Medical Scientists, Pharmacists & Psychologists (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2025 • Nurses and Midwives (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2024-2028
Position Reports to:	Operational: Manager (Community Rehabilitation Program) Rapid Follow-up and Readmission Prevention, Care@Home Professional: Director of relevant Allied Health Profession or Director of Nursing, Care@Home

EASTERN HEALTH – HEALTHIER TOGETHER

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. *'Being part of Eastern Health is being part of a welcoming team of healthcare experts*' is achieved through Eastern Health's strategic goal of HEALTHIER TOGETHER.


Our promise
Healthier together
Values in action
Respect for all
Safe always
Partnering in care
Learning and improving every day
Enabled and empowered people
Together we enable the success of our people
Excellent care and experiences
Together we deliver the best health care experiences and outcomes
Safe and welcoming
We create and come together in spaces that are safe and welcoming
Optimising resources
Working together we continuously improve our resource deployment

1. POSITION PURPOSE

The Team Leader will be a senior health professional with a relevant clinical background demonstrating excellent interdisciplinary leadership skills. They are expected to lead and develop individuals and the interdisciplinary teams within the program. They are to have currency of professional knowledge, skills and external influences. The Team Leader will work with the Manager (Community Rehabilitation Program) Care@Home, to guide the professional performance of the interdisciplinary teams and ensure key performance indicators and targets are achieved. The Team Leader will promote an integrated Community Rehabilitation service that is consistent with the missions and values of Eastern Heath.

2. MAJOR DUTIES AND/OR RESPONSIBILITIES

Provide High Quality Clinical Leadership

- Possess specialist current clinical knowledge and skills and applies this to lead and develop individuals and teams in clinical practice.
- Demonstrates clinical expertise in relevant area of expertise with a consulting role to internal and external key stakeholders
- Demonstrates 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 clinical service delivery
- Understands Eastern Health polices and legislative requirements which impact on wider clinical issues and practices
- Act as a role model for staff in promoting professional values and ethics in clinical practice.
- Excellent awareness of the clinical skill set within the Community Rehabilitation Program (CRP) teams and the ability to guide the professional development of staff according to client needs.

Delivering High Quality Accessible and Coordinated Health Care

- Ensure the delivering of a high quality, accessible and coordinated weekday Community Rehabilitation service.
- Ensure the CRP service meets key performance indicators and targets set by the Manager (Community Rehabilitation Program) and Department of Health and devise/implement appropriate quality improvement strategies as required
- Promote process, impact and outcome evaluation of activities within the CRP to ensure continuous improvement
- Engage with key stakeholders and consumers when evaluating and planning activities
- Ensure the efficient management of triage processes and procedures and endeavour to achieve a consistent approach to triage within the CRP program
- Provide professional support to the Community Access Unit as delegated by the Manager (Community Rehabilitation Program)
- Ensure access into the CRP program is in-line with key performance indicators and targets set by the Manager (Community Rehabilitation Program), Deputy Director Operations (Rapid Follow-up and readmission Prevention) and Department of Health
- Participate in the planning and development of a flexible, consistent and accountable service provision within the programs
- Ensure that the service has comprehensive up-to-date knowledge of services within the region and eligibility criteria for ongoing pathways of care
- Participate in the ongoing enhancement of Care@Home across Eastern Health to facilitate improved health outcomes that are responsive to client needs
- Ensure the information, advice and assistance provided to the general public, carers, general practitioners and health professionals is accurate and appropriate to enable them to make informed decisions and to access the appropriate service or care that they required.
- Actively participate in the implementation of inter-disciplinary Improvement and Innovation Plan within the Health Independence stream and more broadly Eastern Health Care@Home program.

- Actively participate in benchmarking opportunities to evaluate the ongoing effectiveness and efficiency of Health Independence stream
- Actively initiate, implement and evaluate research and encourage staff to participate in research and quality projects aligned with Care@Home strategic directions.
- Understand Eastern Health policies and legislative requirements which impact on wider clinical issues and practices
- Provide staff resources and triage support to the Community Access Unit Eastern Health as delegated by the Manager (Community Rehabilitation Program)
- Promote a culture of evidence based practice and research

Achieving Operational Effectiveness

- Initiate and implement actions to improve clinical effectiveness in line with the Health Independence vision and focus
- 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
- Actively contribute to the planning, implementation and evaluation of policies, guidelines and standards pertaining to the Community Rehabilitation Program and the broader Care@Home as delegated, in order to optimise effective utilisation of resources.
- Contribute to the overall monitoring of internal and external performance targets and performance indicators
- Demonstrated advanced verbal and written communication skills in all professional domains of practice
- Demonstrated capacity to liaise with internal and external peers, stakeholders and clients.
- Demonstrated ability to effectively negotiate conflict resolution
- Actively contribute to preparation for and achievement of Accreditation Standards
- Actively contribute to the Care@Home Improvement and Innovation Plan.
- To ensure effective service delivery and offer support and resources as required.
- Develop a thorough knowledge of statistical data and key performance indicators.
- Ensure sound understanding of Health Independence guidelines as set by the Department of Health.
- Maintain IT departmental records as delegated by the Manager (Community Rehabilitation Program)
- Provide ongoing support for the HMS database to manage activity data and ensure timely and accurate submission of data to VINAH
- Ability to coordinate all types of leave and assist in the recruitment process across the service as delegated by the Manager (Community Rehabilitation Program)
- Manage and provide assistance to others in prioritisation and completion of tasks such as timely response to referrals, prioritisation of caseloads, completion of necessary statistics and clinical documentation

Providing Effective Team Leadership

- Acts as a role model for staff in promoting professional development, values and ethics in clinical practice.
- Develop and maintain good working relationships with stakeholders at all levels to ensure effective staff communication processes are in-place
- Maintain and foster a philosophy of respect and team work
- Display professional behaviour at all times within the work setting.
- Punctual at all times
- 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.
- Undertakes and ensures the participation of others in a formal supervision process and maintaining records of such processes.

- Sounds awareness of, and ability to access Eastern Health Human Resource policies and procedures required to guide the performance of the CRP team
- Foster co-operative, friendly and open relationships with Eastern Health acute and sub-acute sectors, other ambulatory and community streams of care.
- Foster co-operative, friendly and open relationships with acute, sub-acute, ambulatory and community services external to Eastern Health.
- Ability to organise staffing, programs and special projects, as delegated
- To ensure the information, advice and assistance provided to the general public, carers, general practitioners and health professionals is accurate and appropriate to enable them to make informed decisions and to access the appropriate service or care they need
- To work with the Managers (Community Rehabilitation Program) and Deputy Director Operations (Rapid Follow-up and Readmission Prevention) to ensure adequate communication and reporting mechanisms are in place and meet the requirements of Eastern Health
- To ensure excellent information provision and communication to staff at all program meetings
- Demonstrate excellent change management skills

3. SAFE PRACTICE AND ENVIRONMENT

Eastern Health is a child safe organisation, committed to promoting the wellbeing and cultural safety of Aboriginal children, children with disabilities and all children in their diversity. More information here.

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.

Our commitment to Diversity, Equity & Inclusion

Eastern Health is committed to creating a diverse and inclusive environment that welcomes and values all people. We recognise that diversity is essential in ensuring Eastern Health provides the best service to its consumers.

Aboriginal and/or Torres Strait Islander peoples, people from the LGBTIQA+ community, people living with disability and those from a culturally and linguistically diverse background, are strongly encouraged to apply.

For more information, please click here.

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. EASTERN HEALTH'S PROMISE

Our promise to our communities, patients, consumers and staff is that we will be **HEALTHIER TOGETHER**. Bolder than a vision for the future, our promise calls us to action. We know that working together is the only way we can achieve what is necessary for a healthier future.

Our values are ones in action and are the behaviours that matter most.

- Respect for all
- Safe always
- Partnering in care
- Learning and improving everyday

Learning from the challenges of the past and looking to the future, we understand that we are building towards a more engaged, more reliable, always safe health service in partnership with our people to improve every day.

10. ATTACHMENTS

- Attachment 1 Key Selection Criteria

11. 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.

Healthcare workers are strongly recommended to follow COVID vaccination recommendations provided in the Australian Immunisation handbook (based on ATAGI advice). Seasonal vaccination against influenza is a mandatory requirement of this role and employment is conditional on this being up to date prior to employment.

Signed: _____ Date: ____/____/____

Manager (Community Rehabilitation Program)

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

- Recognised tertiary qualification in relevant discipline / field.
- Clinical qualification and registration in an allied health or nursing profession or proof of eligibility for membership of the aligned allied health or nursing professional group.
- Extensive clinical and leadership experience, including supervision of staff, human resource management and leadership of interdisciplinary teams, preferably within a rehabilitation environment
- Strong interpersonal and communication skills, both written and verbal, including the ability to navigate complex, difficult or sensitive conversations
- Demonstrated high level of analytical thinking and investigative skills involving research, benchmarking and resource identification, including innovative service delivery models.
- Sound knowledge of the broader health system, including community services, networks and referral pathways
- A deep commitment to delivering & supporting high-quality, person-centred care through collaboration with others and development of individuals and the team
- Strong organisational and time management skills
- Demonstrated capacity to inspire, influence and motivate staff and to contribute to a positive and compassionate organisational culture
- Sound computer skills
- Demonstrated capacity to conduct supervision and performance management discussions with staff
- Demonstrated ability, knowledge and skills to lead the professional development of others & self
- Demonstrated capacity for skilled negotiation and wide consultation at all levels
- Current Victorian Drivers Licence

Desirable

- Membership of the relevant professional association(s) and other professional bodies within field of practice, as required
- Relevant post graduate qualifications, or commencement thereof
- High levels of personal resilience

Aboriginal & Torres Strait Islander Candidates

Eastern Health's Aboriginal Workforce Plan 2023 – 2026 was released in February 2023. With a strong focus on cultural safety and belonging, actions included in the Workforce Plan provide practical supports for all Aboriginal and/or Torres Strait Islander staff.

An Aboriginal Employment Coordinator is available to ensure each person has culturally safe and positive employee experiences which foster belonging and access to diverse experiences and career pathways. Should you require further information regarding this position or support to complete an application, please contact the Recruitment Manager for this position or Eastern Health's Aboriginal Employment Coordinator at Aboriginal.Workforce@easternhealth.org.au