



## Position Description

### Team Leader Child Health Team (CHT)

<b>Agreement:</b>	Victorian Stand-Alone Community Health Centres Allied Health Professional Enterprise Agreement
<b>Classification:</b>	AHP Grade 3
<b>Directorate:</b>	Child, Youth and Family
<b>Reports to:</b>	Program Manager / Child Youth and Family
<b>Direct Reports:</b>	Paediatric Allied Health

Our vision is ensuring the health and wellbeing of our community. Our [values](#) are:



**Inclusion**

We create an equal and more respectful world by making space and standing with people of all backgrounds.



**Integrity**

Our ethics, fairness and transparency drive actions and outcomes that we can all feel proud of.



**Excellence**

We believe in extraordinary service and we achieve it by going the extra mile to help others.



**Innovation**

We look to a better and brighter tomorrow to shape the potential today.



**Collaboration**

We work together to nurture the ideal conditions for our community to thrive.

## About Us

Over the past three years, DPV Health has embarked on an exciting cultural transformation called the DPV Health Way. This included a values refresh, with renewed focus on Our People, their contribution to our organisation and community and enforcing our commitment to excellent care, supporting every employee in leading a happy, balanced, fulfilling life; no matter who they are, where they are from — or where they are going. Our workplace culture is committed to DPV Health values and celebrates workforce diversity reinforcing the positive approach we have to the way people contribute, communicate, engage and interact.

Our People deserve to feel empowered and supported as they pursue their professional goals, learn new skills, and achieve meaningful milestones in their work. At DPV Health, we foster an environment that promotes greater growth, innovation, and collaboration, so you can feel elevated every day.

We invest in Our People, proudly offering a diverse range of opportunities including knowledge sharing, ongoing learning and development, leadership development, connectedness, and celebration; these are key pillars in our culture.

## About the Role

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This position is responsible for the operational success of the Child Health Team (CHT). This is a leadership position with management responsibilities. This position is responsible for leading continual improvement of the Child Health Team program at a team-level.

The Team Leader contributes to the success of DPV Health in the delivery of its Strategic Directions through effective leadership, client focused service provision, clinical supervision and team development, operational excellence and sound financial oversight and planning.

Leading by example to provide day to day coaching, support, and direction to foster and develop an engaged and effective team.

This role has the overall responsibility to ensure the Child Health Team provides high-quality services that meet the needs of the child and their carer/s in a manner which respects their rights and confidentiality.

## Roles Key Accountabilities

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### Service Delivery

- Ensure sound clinical governance.
- Support the Child Health Team Program to identify actions that facilitate service transformation.
- Identify and manage improvement action plans focused on enhancing client experience and outcomes and optimising operational efficiency.
- Develop and implement communication strategies that enhance operational efficiency and effectiveness.
- Provide clinical leadership and operational supervision. Staff to receive monthly operational supervision (pro rata FTE).
- Encourage a positive team culture assisting the team to work collaboratively.
- Ensure all clinical and allied supports are conducted safely and seamlessly.

### Reporting, System and Analytics

- Provide reports to the Program Manager as requested.
- Develop, implement and evaluate the effectiveness of Child Health Team services. This includes the provision of clinic-based services and programs (group therapy).
- Ensure Child Health Team services align with the Child Youth and Family Directorate plan and strategic directions of DPV Health Services.
- Continually review service provision to ensure relevant information, statistics and documentation of practice are maintained, collated and recorded within specified timeframes (eg. TRAK progress notes, service statistics, client records and scanned documents).
- Actively use and promote the use of DPV Health systems such as TRAK, PowerBi, RiskMan, PROMPT, MyBookings, MEX, ELMO and others

### Financials, Budgets, Target, Funding

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- Identify opportunities to enhance the financial sustainability of the Child Health Team.
- Ensure that all financial transactions are undertaken in line with the DVP Health policy and delegations.
- Achieve targets/budgets for the Child Health Team.
- Support staff to achieve full productivity.

### **Culture, Engagement, Diversity – People Experience**

- Demonstrates behaviours aligned with DPV Health Values and Code of Conduct
- Create and implement a culture of trust, collaboration and ownership.
- Initiate, complete and promote the value of regular supervision, annual work plans and undertake annual performance reviews.
- Actively participate in and promote all required training, inductions and development. Including ensuring your team completes all required training and demonstrates skills learnt.
- Initiate team meetings and attend organisationally required meetings in a positive constructive manner. Offering balanced views and seeking solutions.
- Develop team members by taking a genuine interest in their career goals.
- Manage the team to ensure productivity is maximised include work force planning, employment arrangements and leave.
- Actively supports and demonstrates inclusive behaviour with a zero tolerance for any bullying, harassment and inappropriate conduct.

### **Health and Safety**

- Take reasonable care to ensure no risk of harm to self and others in the workplace. This includes immediately reporting any incidents, near miss, hazards and injuries.
- Comply with relevant Occupational Health and Safety laws, standards, safe work practices, policies and procedures and attend all safety initiatives, improvements & training.
- Act as a role model by demonstrating safe work behaviours and conducting work in accordance with our safety management system.

### **Risk Management and Compliance – Quality and Accreditation**

- Ensure documentation supports both quality and department standards.
- Provide useful performance data and feedback to the direct reports and relevant committees and engage staff in identifying and taking appropriate action in response.
- actively identify, monitor and manage areas of key risk and lead appropriate escalation and response.
- Actively monitor and improve the quality and safety of their care and services.
- Identify risks as they emerge and proactively addressed new and known risks.

This position description contains the key responsibilities and associated performance indicators for this position. The list of key requirements is not intended to be complete. Other tasks will be assigned from time to time to meet the needs of the organisation. Specific actions and objectives of this role will be outlined through the goal setting and review process.

### **Clinical Expectations/Competencies**

- Clinicians and Clinical Supervisors are expected to retain (or be eligible for) appropriate registration relevant to their profession.

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- Clinicians and Clinical Supervisors are expected to provide and/or support, the delivery of high-quality clinical care.
- Clinicians and Clinical Supervisors are expected to keep abreast of recent evidence-based therapies and/or treatments/practices/guidelines/frameworks related to practice/support/supervision.
- Clinicians and Clinical Supervisors are expected to keep abreast of current research and identify relevant opportunities for innovation & research.

## **DPV Health Requirements**

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- Current Victorian Drivers Licence
- Travel between sites is required
- Level 2 First Aid Certificate
- Valid Working with Children Check
- Satisfactory Police Check

## **Authority**

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The occupant of this position has authority as per the delegation manual.

## **Key Selection Criteria**

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### **Qualifications**

- Allied Health Professional Qualification (i.e. Speech Pathology, Occupational Therapy or other relevant qualification).
- Paediatric Experience is essential.

### **Experience & Skills**

#### **Service Delivery**

- Current Professional Registration with relevant body (e.g. AHPRA, SPA etc.)
- Well-developed verbal, written and clinical skills.
- A demonstrated ability to support a coordinated approach by working with a range of stakeholders to improve health outcomes of clients within the community.
- Strong ability to build professional therapeutic relationships in a client centred, culturally safe manner and promote client engagement.
- Ability to work independently and respond to a changing work environment, excellent time management skills with the ability to manage resources and competing demands.
- Experience in planning, implementing and evaluating innovative, evidence based, clinical services.

#### **Leading a team**

- Demonstrated experience managing allied health and community services in a community health environment.
- Substantial experience in a team management role
- Provide clear direction and support. Manages time, resources, tasks and competing priorities.

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- Creates a culture and team environment where people are motivated to be their best and help the organisation achieve.
- Ability to set measurable objectives. Planning well in advance and effectively manage timelines, resources, and costs to execute.

**Leading Change and innovation**

- Ability to work under pressure, remain calm, and work and motivate people through ambiguity and the stages of change.
- An ability to lead and participate in change and innovation.

**Client Focussed (internal and external)**

- Excellent at developing, establishing and sustaining interpersonal relationships.
- Builds client relationships and demonstrated responsiveness to client needs and wants. (Internal and external)

**Quality and Commercial Focus / Planning and being Organised**

- Ability to understand the client needs and delivery the required service considering costs and funding/revenue.
- Demonstrated knowledge and application of quality improvement, risk management and accreditation processes and reporting requirements.

**Communication and an Interpersonal Approach**

- Excellent written and verbal communication skills.
- Communicates with a diverse range of audiences in an informative, engaging and persuasive manner.

**Employee Acknowledgement**

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I, \_\_\_\_\_, acknowledge I have read and understood this position descriptions and the requirements of my role.

**Signature** \_\_\_\_\_ **Date** \_\_\_\_\_