



Position Description

Team Leader – Men’s Behaviour Change Program (MBCP)

Award or EBA:	Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement
Classification/Grade:	Level 7
Directorate:	Mental Health, Family Violence & Community
Reports to:	Program Manager
Direct Reports:	Team Members

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

This position contributes to the day to day success of DPV Health through the operational management, leadership and delivery of the specific family violence assessment, counselling, group programs and support to men who have used violent or controlling behaviours towards family members. The purpose of the program is to increase the safety of women and children by holding men accountable, and encouraging men to take responsibility for their own behaviour. Programs to be delivered as per DHHS funding agreement and internal plan.

The Team Leader will lead by example to provide day to day coaching, clinical leadership, support and direction to foster and develop a strong, engaged and effective team. The position will collaborate across relevant functions of the organisation to optimise clinical and business outcomes within a growth, developmental and future orientated environment.

Reporting to the Program Manager Community Development & Outreach services and in conjunction with the other Team Leaders, this position has collective responsibility for the delivery of exceptional evidence-based, cost effective, innovative and efficient care to DPV Health clients in line with the organisational strategic and program business plans.

This role provides senior clinical leadership and supervision to MBCP team and other members of the multidisciplinary team as required within the Team Leader's scope of practice.

Roles Key Accountabilities

Service Delivery

- Lead and manage a high quality and integrated sustainable service that aligns with best practice standards.

- Ensure effective management of operational procedures, clinical resource allocation, diary management, case allocation, and triage to maximise service provision for clients.
- Monitor leave requests, work patterns and staffing of program to ensure there is consistency and continuity in service delivery.
- Ensure services provided are client-centred, quality driven, outcomes-focused and regularly evaluated.
- Coordinate and/or provide monthly supervision to individual team members.
- Provide ongoing feedback, mentoring, advice and coaching to direct reports, supporting skill development, continuous improvement and increased competencies through an effective performance management framework.
- Identify and address non-performance or inappropriate conduct of team members.
- Provide senior clinical leadership to the team, assisting and advising where required with complex clients.
- Provide reports to Program Managers and General Managers as requested.
- Formally review the team performance on a regular basis ensuring that productivity and targets are met as required.
- Ensure that the team members support and implement DPV Health policy and procedures including adhering to the code of conduct.
- Supervise and assist in the training of students, volunteers and other stakeholders as required.
- Lead regular peer clinical review sessions.
- Support and demonstrate collaborative interprofessional practice across the organisation and manage positive relationships with internal and external stakeholders.
- Identify opportunities for service growth and development, quality improvement and innovation.
- Actively promote DPV Health and its services within the community.
- Monitor and respond to requests for *Information Sharing* within the service.
- Participate in annual team planning.

Reporting, System and Analytics

- Maintain regular, timely and accurate statistical input into relevant systems and databases including TrakCare, ensuring clinicians enter data in a timely manner.
- Contribute to the design of systems and processes to improve health information management and statistical reporting.
- Ensure regular timely and ad hoc reporting and data analysis are undertaken to provide insight into the performance of the organisation and individual clinicians.
- Continually review data reports to inform on service performance and opportunities for improvement.
- Actively use and promote the use of DPV Health systems such as TRAK, RiskMan, Prompt, Elmo, My Bookings and others.

Financials, Budgets, Target, Funding

- Identify opportunities to enhance and grow the financial sustainability of MBCP program. Ensure that all financial transactions are undertaken in line with approved DPV Health policy and delegations.
- Achieve productivity targets/budgets for the MBCP delivery.
- Identify additional funding and service opportunities for the team/Program.

Clinical Expectations/Competencies (where applicable)

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

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 mandatory 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 management.
- Actively supports and demonstrates inclusive behaviour with a zero tolerance for any bullying, harassment and inappropriate conduct.
- Participate in the handling and response of service users' feedback.

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, Family Violence risk management and departmental 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, audit and improve the quality and safety of their care and services.
- Identify risks as they emerge and proactively address new and known risks.
- Be involved in the review of all incidents within program contributing to the analysis/improvement identification.

Please note that the duties outlined in this position description are not exhaustive, and only an indication of the work of the role. The organisation can direct you to carry out duties which it considers are within your level of skill, competence, training and scope of practice.

DPV Health Requirements

- Current Victorian Drivers Licence
- NDIS Clearance Check
- Travel between sites is required.
- Valid Working with Children Check
- Satisfactory Police Check
- International Residency Stat Dec and International Police Check (if required)

Authority

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

Key Selection Criteria

Qualifications

- A current and legally accredited tertiary qualification.

Skills, knowledge and experience that are required for the role

- Experience managing a team including performance management, monitoring and review.
- Extensive clinical experience in the management and support of complex cases.
- Knowledge of the Men's Behaviour Change and Case Management minimum standards.
- Knowledge, skills and prior experience providing family violence or related services to men (including facilitation of MBCPs, ongoing counselling, intake coordination and case management), and/or family violence services to women and children.
- An understanding of the social and gendered context of family violence and the impact of violence on women and children.

- Experience/knowledge of Child Protection, Courts Network, Corrections, Family Services, and Orange Door (FSV).

Desirable qualifications

- First aid certificate.
- No To Violence (NTV) Graduate certificate in Men’s Family Violence.

Experience & Skills

Leading a team

- Demonstrated experience managing community services in a not-for-profit primary care setting.
- Substantial experience in a team management role.
- Provide clear direction and support. Manages time, resources, tasks and competing priorities.
- Creates a culture and team environment where people are motivated to be their best and help the organization achieve stated outcomes.
- Ability to set measurable objectives. Planning well in advance and effectively manage timelines, resources, and costs to execute.
- An ability to lead and participate in change and innovation.

Client, Quality and Commercial Focus

- Builds client relationships and demonstrated responsiveness to client needs and wants (Internal and external).
- Ability to understand the client needs and deliver the required service considering costs and funding/revenue.
- Demonstrated knowledge and application of quality improvement, risk management and accreditation processes and reporting requirements.
- Understanding of the Royal Commission into the prevention of Family Violence.
- Ability to foster and grow external stakeholder relationships.
- Excellent written and verbal communication skills that communicates with a diverse range of audiences in an informative, engaging and persuasive manner.
- Excellent at developing, establishing and sustaining interpersonal relationships.
- Ability to work under pressure, remain calm, and work and motivate people through ambiguity and the stages of change.

Employee Acknowledgement

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

Signature _____ **Date** _____