



Position Description

Adult Physiotherapy Team Leader – Health and Wellbeing Program

Award or EBA:	Health Professionals Multi-Employer Agreement
Classification/Grade:	Grade 3
Directorate:	Primary Care
Reports to:	Program Manager Health and Wellbeing
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 this role

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.

This position contributes to the day to day success of DPV Health through the operational management, leadership and delivery of the Health and Wellbeing Program, which offers a range of allied health services including Occupational Therapy, Physiotherapy, Podiatry, Exercise Physiology and Allied Health Assistance.

Reporting to the Program Manager- Health and Wellbeing, 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 and operational leadership and supervision to the Physiotherapy 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, and diary management, case allocation, triage etc 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.
- Participate in annual team planning

Reporting, System and Analytics

- Maintain regular, timely and accurate statistical input into relevant systems and databases including TrakCare and Carelink, 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, Carelink, VHIMS, MyBookings, ESS, ELMO, Gemba, Trim and others

Financials, Budgets, Target, Funding

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

Culture, Engagement, Diversity – People Experience

- Demonstrates behaviours aligned with DPV Health Values and Code of Conduct
- Participate in regular supervision, annual work plans and annual performance reviews.
- Actively participate in all required training, inductions and development
- Actively participate in and attend organisationally required meetings in a positive constructive manner. Offering balanced views and seeking solutions
- 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.
- Demonstrate 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.
- 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 address new and known risks.
- Commitment to partnering with clients to facilitate effective engagement and participation.

This position description contains the key roles and responsibilities and associated performance indicators for this position. The above list is not intended to be complete. Other tasks may 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.

DPV Health Requirements

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| • Current Victorian Drivers Licence | • Valid Working with Children Check |
| • NDIS Clearance Check | • Satisfactory Police Check |
| • Travel between sites is required | |
| • International Residency Stat Dec and International Police Check (if required) | • Vaccination Status as per category |

Authority

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

Key Selection Criteria

Qualifications

- A current and legally accredited undergraduate tertiary qualification, and current registration with the Physiotherapy Board of Australia.
- OR
- An appropriate Allied Health degree and registration, Bachelor of Science Degree, Bachelor of Applied Science Degree, Bachelor of Exercise and Sports Science Degree or equivalent.
- Experience managing a team including performance management, monitoring and review.
- Extensive clinical experience in the management of complex clients in a community setting.

Experience & Skills

Leading a team

- Demonstrated experience managing allied health and community services in a not-for-profit primary care setting
- Substantial experience in a team management role
- Able to 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 organisation achieve.
- Ability to set measurable objectives. Planning well in advance and effectively managing 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 demonstrates responsiveness to client needs and wants. (Internal and external)
- Ability to understand 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
- Experience and understanding of NDIS and MBS delivery and fee for service models
- Ability to foster and grow external stakeholder relationships

Communication and an Interpersonal Approach

- 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_____