

# Position Description



<b>Title</b>	Clinical Team Leader
<b>Business Unit</b>	Aged and Carer Services
<b>Location</b>	321 Ferntree Gully Rd, Mount Waverley
<b>Employment type</b>	Ongoing and Full Time
<b>Reports to</b>	Manager Home Care Packages

## 1. About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we celebrate our diversity and welcome all people regardless of ethnicity, faith, age, disability, culture, language, gender identity or sexual orientation. We acknowledge Aboriginal and Torres Strait Islanders as Australia's First Peoples and as the traditional owners and custodians of the land on which we work. We welcome lesbian, gay, bisexual, trans, gender diverse, intersex and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

**Our purpose:** To inspire people, enliven communities and confront injustice

**Our values:** We are imaginative, respectful, compassionate and bold

## 2. Position purpose

The Clinical Team Leader is a key leadership position within the Aged Home Care Package team and contributes to the development of evidence-based, high quality and innovative clinical services. The position provides oversight to the coordination and delivery of case management services, leads a multi-disciplinary team and is primarily responsible for providing clinical leadership and direction to ensure service delivery is responsive to consumer needs.

The Clinical Team Leader will provide clinical support and guidance to staff and will play a key role in ensuring they are provided with adequate supervision. The position will also be actively engaged in clinical and caseload reviews and will manage referrals and service demand. A key responsibility will include developing and maintaining sustainable and productive partnerships with key external stakeholders to establish integrated care pathways for older people.

## 3. Scope

**Budget:** Nil

**People:** 6- 8 Case managers

# Position description

## Clinical Team Leader

---

### 4. Relationships

#### Internal:

- Executive and Senior Program Management
- Employees, volunteers & contractors for the Aged and Carer Services team
- Uniting Corporate, Support Services and Mission divisions
- Other Operational services

#### External

- Consumers and their families, carers and/or advocates
- Government departments and other funding bodies
- Key partners, community services networks and peak bodies

---

### 5. Key responsibility areas

#### Service delivery

- Ensure services are accessible to and inclusive of the diverse communities the program serves
- Monitor and lead the ongoing development and improvement of clinical services and consumer pathways
- Provide clinical leadership, consultation and expertise to Home care Package Case managers and Registered Nurses in the delivery of aged care to consumers and their families.
- Coordinate intake and referral processes to ensure the provision of high quality clinical care and access to services.
- Undertake a small clinical caseload, providing direct clinical services to consumers.
- Lead and participate in multidisciplinary meetings, supervision and case conferences that contribute to high quality outcomes for consumers and ensure clinical review meetings occur regularly.
- Implement continuous quality improvement processes to achieve high performance and optimum consumer and community outcomes
- Maintain high standards of records management ensuring that accurate file notes are recorded, file audits completed, and all consumer files are stored in line with legislative requirements and organisational policies and procedures.
- Participate in data collection and evaluation processes that contribute to service improvement.
- Manage resources and caseloads in a flexible and efficient manner to effectively manage workflow and to ensure timely and responsive service delivery.
- Contribute to program planning, budgeting and reporting processes

#### Professional practice

- Develop, implement and review the clinical governance framework
- Develop, implement and review policies and procedures that relate to direct service provision
- Contribute as directed to research, conferences, training and/or forums
- Maintain strong knowledge of Aged Care sector reform and relevant legislation, regulatory and accreditation requirements

#### Stakeholder Relationships

- Build and maintain effective relationships with key stakeholders and networks involved in the provision of Aged and Carer Services
- Represent the service at interagency forums

#### People and teams

- Establish, lead, coach and inspire an engaged and productive team
- Lead the team in leading practices and effective process governance

# Position description

## Clinical Team Leader



- Provide support, guidance, coaching, leadership and empowerment to the team including feedback through performance reviews and regular supervision.
- Undertake regular supervision and performance review with line manager, providing feedback to promote collaborative working relationships
- Promote and maintain a positive, respectful and enthusiastic work environment
- Provide authentic team leadership and the highest level of professional conduct in alignment with Uniting's values.

### Legal requirements & risk management

- Ensure all legal, funder and statutory requirements pertaining to the position are met including serious incidents, reportable conduct and mandatory reporting (child safety)
- Foster a culture where risks are identified and appropriately managed
- Report areas of serious risk to next level supervisor and work together to mitigate those risks.

### Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e. equal employment opportunity, health and safety) and mandatory training specific to position.

---

## 6. Person specification

### Qualifications

- Bachelor level degree in an allied health discipline such as social work, psychology, nursing, occupational therapy or related discipline
- Full registration, or eligibility for full registration with relevant professional body e.g. AHPRA, AASW

### Experience

- Advanced clinical skills and demonstrated experience in a range of aged care services
- Experience in the assessment and allocation of referrals
- Experience in service development and maintaining continuous quality improvement

### Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values
- **Leadership** – Knowledge and skill in leading and managing people within a multi-disciplinary and complex service delivery environment; ability to build strong, high functioning teams and align teams with the organisational values and goals; role modelling expected behaviour; experience in performance management

# Position description

## Clinical Team Leader



- **Clinical Knowledge** – Excellent clinical knowledge and extensive experience in clinical supervision and the facilitation of clinical review processes. Demonstrated knowledge of the Aged care Standards (July 2019)
- **Consumer Centricity** - Extensive experience applying a consumer-centric and culturally competent approach to case work; Demonstrated ability to develop and maintain service delivery responsive to evolving consumer needs
- **Communication** – Ability to communicate a vision that generates enthusiasm and commitment; high level written and oral communication skills; ability to prepare high quality business cases and reports
- **Relationship management** - Track record of being able to form positive, collaborative and effective relationships with staff; ability to engage, build and maintain strong, mutually beneficial relationships with a diverse range of external stakeholders; negotiation and influencing skills including cross-culturally
- **Problem solving** - proven ability to take a solution-focussed and strengths-based approach within a complex, ambiguous and evolving community services environment; capacity to demonstrate high levels of productivity, successfully managing multiple demands within time constraints.
- **Computer skills** – advanced computer skills including word processing, spreadsheets, electronic recording systems and data management tools
- **Flexibility** – the ability to work both independently and collaboratively as a productive team member.

---

### 7. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and Working With Children Check (in Victoria) and/or Working With Vulnerable People Check (in Tasmania) **prior** to commencement of any paid or unpaid work and/or participation in any service or undertaking.

**This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.**

---

### 8. Acknowledgement

**I have read, understood and accepted the above Position Description**

**Employee**

**Manager**

Name:

Signature:

Date: