

<b>POSITION TITLE</b>	RAC program Team Leader ( QLD or NSW);		
<b>REPORTS TO (TITLE)</b>	Mental Health Manager Integrated Care Manager	<b>DIRECT REPORTS (TITLE)</b>	RAC Mental and Allied Health Clinicians (QLD or NSW)  RAC Service navigators (QLD or NSW)
<b>LOCATION</b>	Negotiable within HealthWISE the geographical region of the RAC service area, QLD and NSW		
<b>CLASSIFICATION</b>	Level IV Health and Support Services HealthWISE EA2021		

## COMPANY DESCRIPTION

**Vision** – Healthy Communities

**Purpose** – Creating better health for our communities

HealthWISE provides primary health care programs and clinical services across the New England North West area of NSW and an increasing range of services and programs in the Darling Downs West Moreton regions. HealthWISE has been delivering federally funded primary health and social services for over 13 years. We are a not-for-profit organisation dedicated to creating healthy communities.

By employing skilled and experienced local healthcare providers and a dedicated support team, we provide efficient and effective programs that improve access, increase awareness, decrease cost, empower communities and foster long term health.

HealthWISE is a flexible and inclusive organisation and is dedicated to providing a welcoming and culturally appropriate environment for everyone and promotes the safety, wellbeing and inclusion of all children.

### POSITION DESCRIPTION

The purpose of the RAC Team Leader role is to;

- Work part-time as a service navigator in your local LGA to deliver service navigation and community education in scope for the RAC program;
- Provide line management and leadership for the RAC team of MH clinicians and service navigators to ensure compliance with contractual and clinical governance requirements for services and activities in scope for the RAC program;
- Provide oversight and direction in all aspects of service delivery in scope for RAC for the team;
- Work with the RAC program managers ( Mental health manager and Integrated care manager) and RAC program officer to ensure sub-contracted services are compliant with contractual and clinical governance requirements;
- Recruit and negotiate sub-contracts with health professionals and other organisations, under the direction of the RAC program managers;
- Ensure program planning, development, implementation, promotion, evaluation, reporting and spending are in accordance with the service specifications and budget for the RAC program and the organisation and
- Evaluate the effectiveness of the RAC program services and activities, with particular regard to outcomes and experience measures for participants.

### KEY RESPONSIBILITIES

- Provide leadership, direction, coaching and accountability to the RAC mental and allied health clinicians and service navigators in your team and work to ensure they understand the goals and direction of the RAC program and the wider organisation and their role in achieving those goals and meeting objectives and targets
- Undertake all line management responsibilities for direct reports, including recruitment, induction, performance appraisal process, probation reviews and performance management for all team members as required
- Work with stakeholders to develop, promote and seek feedback on specific projects and activities and ensure these are in scope for the RAC program
- Develop and maintain professional contacts, partnerships and networks as appropriate

- Represent and promote the goals and objectives of the RAC program and of HealthWISE at meetings and forums as required
- Assist the RAC program managers to develop and implement systems to monitor the quality and quantity of service provision
- Contribute towards the accreditation and re-accreditation requirements of the HealthWISE
- Implement and maintain policies and procedures relevant to areas of responsibility
- Ensure statutory compliance by keeping up to date with relevant legislations
- Ensure all risks related to area of responsibility, including clinical risks, are identified and managed effectively in line with company risk management processes
- Assist the RAC program managers to ensure all contract deliverables within the scope of the position are met and reported within the prescribed timeframe
- Work with the RAC program managers to provide high level program management skills and advice in the design, development and implementation of a range of services and activities programs to meet the aims and objectives of the RAC program
- Promote cultural awareness and competence within the RAC team and in interactions with consumers, stakeholders and communities.
- Promote the safety, wellbeing and empowerment of children.

### **WORK HEALTH AND SAFETY**

While at work, a worker must:

- a) take reasonable care for his or her own health and safety, and
- b) take reasonable care that his or her acts or omissions do not adversely affect the health and
- c) safety of other persons, and
- d) comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the person conducting the business or undertaking to allow the person to comply with the WH&S Act 2011, and
- e) co-operate with any reasonable policy or procedure of the person conducting the business or undertaking relating to health or safety at the workplace that has been notified to workers

<b>ROLE CRITERIA</b>	
<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<ul style="list-style-type: none"> <li>• Relevant qualification in a health-related discipline and/or demonstrated program management experience, preferably in a primary care or integrated care setting.</li> <li>• Demonstrated attitude and behaviours that are in keeping with the company’s values (empowerment, equality, client focus, community, passion for excellence, visionary)</li> <li>• Demonstrated practical experience in program planning, development, implementation, management and evaluation, including budget management skills.</li> <li>• Demonstrated line management experience, including an ability to supervise and support staff remotely.</li> <li>• Demonstrated ability to work positively and co-operatively within a multi-disciplinary team environment.</li> <li>• Demonstrated understanding, experience and respect for Aboriginal communities and their culture</li> <li>• Demonstrated commitment to the delivery of quality, consistent and continuous health services to local communities including services supporting infants and children</li> <li>• Current unrestricted and unencumbered NSW or QLD Driver’s Licence</li> <li>• Willingness to travel and work after hours if required</li> <li>• Willingness to consent to a National Police Check and Working With Children Check/Blue card held or willing to obtain.</li> <li>• Willingness to provide proof of COVID-19 vaccination upon interview.</li> </ul>	<ul style="list-style-type: none"> <li>• A lived experience of bush fire or other natural disasters and/or demonstrated understanding of the impact of natural disasters</li> <li>• Experience working with health service agencies, non-government organisations, community groups and medical professionals at all levels</li> <li>• Experience working with General Practitioners, Medical Specialists and Allied Health Professionals.</li> </ul>

### Key Performance Indicators

No.	Key Performance Indicators – KPIs (refer to Position Description)	Measure
1.	Provide leadership, direction and coaching to the RAC team and work with them to ensure they understand the goals and direction of the organisation and their part in achieving those goals and outcomes	Staff participating in regular clinical and peer supervision and continuing professional development Caseload and demand management
2.	Provide regular feedback to staff to ensure they are accountable for work progress and behaviour in line with the workplace values	One on ones completed regularly
3.	Be accountable for the output of the team toward meeting their objectives	Contract KPIs are met +/- 10%
4.	Undertake all line management responsibilities for direct reports, including the induction, performance appraisal process, probation reviews and performance management for all team members as required	High level of satisfaction within and reflecting the RAC team in feedback and complaints, quality improvement, incidents, staff turn-over. Accreditation results, positive client experience and outcomes.
5.	Work with stakeholders to develop, promote and seek feedback on specific projects and activities and ensure that these are in scope for the RAC program	Number of stakeholder engagements and formal and informal partnerships developed and maintained
6.	Assist to develop and implement systems to monitor the quality and quantity of service provision in RAC program	Review and development of processes and protocols
7.	Contribute towards accreditation and re-accreditation requirements of the HealthWISE. Ensure statutory compliance.	Regularly review relevant legislations Contribute to accreditation
8.	Implement and maintain policies and procedures relevant to areas of responsibility	Regularly review and contribute to policy
9.	Ensure all risks related to area of responsibility, including clinical risks, are identified and managed effectively in line with company risk management processes	Number of complaints Feedback received Number of incidents Accreditation results