

Position Description

POSITION TITLE	Team Leader – NSW		
REPORTS TO (TITLE)	Manager – Wellbeing	DIRECT REPORTS (TITLE)	Lived Experience Workers Mental Health Clinicians 9 staff TBC
LOCATION	Choice of HealthWISE offices in New South Wales		
CLASSIFICATION	HealthWISE Enterprise Agreement 2021 Stream:-Administration Level:-V		

COMPANY DESCRIPTION

HealthWISE provides primary health care programs and clinical services across the New England North West regions of New South Wales and the Darling Downs and West Moreton regions of Southern Queensland. We are a specialist provider of rural and remote services.

POSITION PURPOSE

Reporting to the Manager – Wellbeing, there are 2 positions titled Team Leader – NSW, responsible for service delivery integration, planning, delivery and evaluation of the Mental health programs and other grant funded or fee for service opportunities in NSW. The Team Leader – NSW will work with the Services Leadership team to establish and implement a safe and inclusive multidisciplinary model of care.

The position will support the Manager – Wellbeing to prepare vulnerable people to improve their health and resilience and strengthen community capacity for improved health and wellbeing.

Position Description

KEY RESPONSIBILITIES

Responsibilities include but are not limited to.

- Oversee the NSW Wellbeing teams to meet the objectives and contracted program deliverables
- Support the Manager – Wellbeing and staff in program planning, development, implementation and evaluation to ensure a multidisciplinary, coordinated and integrated approach to program and service delivery
- Monitor and manage program risk including clinical, cultural and financial risks in consultation with the Manager – Wellbeing
- Ensure confidentiality is maintained in accordance with professional guidelines, and legislative and organisational requirements, to build and maintain trust within key stakeholder groups.
- Ensure the Wellbeing team activities and processes comply with and adhere to the HealthWISE Aboriginal and Torres Strait Islander Cultural Inclusion, and Clinical and Cultural Governance Frameworks
- Undertake all line management responsibilities for direct reports, including the recruitment, induction, performance appraisal process, probation reviews and performance management
- Support staff professional development and supervision with quality providers, adequate budgets and diverse and inclusive opportunities for staff to participate in a range of HealthWISE projects, committees and working groups
- Ensure quality improvements are driven by stakeholder feedback to ensure an integrated approach to the delivery of the Wellbeing team services
- Undertake continuing professional development as relevant to the role
- Remain up to date with innovative workforce and service delivery models and contribute to evidenced-based practice
- Contribute to the accreditation requirements of HealthWISE and ensure systems are followed to monitor the quality and quantity of service provision.

CONDITIONS OF EMPLOYMENT

- Right to work in Australia
- Current Driver's license
- National police check
- Current Working with Children Check/ Blue card
- Compliance with the child safety framework
- Meet organisation vaccination policy requirements

Position Description

WORK HEALTH AND SAFETY

While at work, a worker must:

- a) take reasonable care of own health safety and wellbeing, and
- b) take reasonable care that own acts or omissions do not adversely affect the health, safety and wellbeing of other persons, and
- c) 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
- d) 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
- e) Proactively address any issues that may adversely affect the health, safety and wellbeing of any persons at HealthWISE

ROLE CRITERIA

ESSENTIAL

- Experience managing primary health care programs
- Understanding of specific attributes of communities in the HealthWISE service area
- Ability to adhere to program budgets and meet KPIs
- Commitment to providing sustainable health and wellbeing outcomes and an exceptional client experience
- Demonstrated experience in the ability to supervise and support staff and/or contractors, including remote management of team members
- Demonstrated commitment to developing and working in an inclusive multidisciplinary team
- Demonstrated cultural awareness and competence
- Ability and willingness to work flexible hours and travel when required

DESIRABLE

- Knowledge of the broader health sector
- Ability to adapt and take up new opportunities
- Demonstrated innovative approaches to quality improvement

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PERFORMANCE GOALS		
No.	Key Performance Indicators – KPIs	Measure
1.	Services and deliverables are executed in line with contract terms and conditions.	100% of contract deliverables are met for the i) CCC, PP, SPI programs or ii) Supporting Recovery, RACFs, FFS Implementation of new projects to be negotiated
2.	The NSW Wellbeing team/s delivering safe, culturally sensitive and inclusive services to effectively meet the needs of clients	Team is established Team meetings and one ones held Team members are meeting KPIs PREMS and PROMS processes Number of sessions/ clients Number of staff vacancies Client complaints are low.
3.	Risk planning and review is undertaken.	All program risks are mitigated, managed and reported Regular meetings with Services team leadership team for quality and data improvement
4.	Evaluation of current service provision is driven by data analysis	Accurate and regular reporting. Service improvements made.
5.	Staff satisfaction is high	Staff satisfaction surveys, One on ones Exit interviews.
6.	Business development opportunities are support and enhanced	Strategy team is supported to complete tenders and develop FFS opportunities Stakeholder engagement is documented and managed effectively