

# Position Description

## TEAM LEADER, Child, Adult and Family Therapies-Northern Catchment

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<b>Position Title:</b>	Team Leader, Child, Adult and Family Therapies-Northern Catchment
<b>Manager (reports to):</b>	Program Manager Child, Adult and Family Therapies
<b>Division:</b>	Client Services
<b>Program:</b>	Child, Adult and Family Therapies
<b>Primary Location:</b>	341 Coventry St, South Melbourne, VIC 3205
<b>Other Location:</b>	Additional sites as required
<b>Classification (Grade/Level):</b>	Grade 3
<b>Enterprise Agreement or Award:</b>	Allied Health Professionals (Victorian Community Health Centres) (Multi-Employer) Enterprise Agreement 2022–2026 or its successor

### Better Health Network

Better Health Network (BHN) is a not-for-profit organisation providing integrated health and wellbeing services to people of all ages in communities across south-eastern Melbourne. We proudly provide a wide range of services to support healthy living, general wellbeing and social connection. These include specialist medical services, dental and allied health, nursing and counselling services, as well as aged care social supports and NDIS disability services. With the vision, *Your health, your choice, your way*, we exist to deliver accessible services that meet the needs of our communities and use our influence to create positive change.

The Children, Adult & Family Therapy program delivers NDIS and state-funded services to adults and children, including early intervention, children’s health, school readiness, support co-ordination and allied health services. With growing demand and a range of opportunities during NDIS reform, this program will grow rapidly. Effective scaling, integration, building multi- and trans-disciplinary teams, effective outreach and improving access for marginalised communities are critical to this program.

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### Position Objective

The Team Leader, Team Leader, Child, Adult and Family Therapies-Northern Catchment provides operational leadership of staff within their designated program or service area, ensuring alignment with BHN’s vision, strategic objectives, and program deliverables.

The Team Leader, Team Leader, Child, Adult and Family Therapies-Northern Catchment drives team performance, promotes a positive and accountable workplace culture, and ensures adherence to organisational policies, procedures, and service standards.

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### Key (Professional) Responsibilities

#### Service Delivery

- Lead day-to-day operations of client-facing services, ensuring timely and high-quality service delivery that meets community needs and aligns with BHN's Strategic Plan and long term growth priorities.
- Support team members to manage caseloads, client records, and service delivery in line with BHN frameworks and values.
- Supports Program Manager with service development activities.
- Foster collaboration across teams and programs to ensure integrated, person-centred client experiences.
- Ensure staff are appropriately onboarded, understand their scope of practice, and are supported through supervision and access to relevant learning and development.
- Lead and support staff, ensuring delivery of program objectives positioning BHN as a leader in quality service delivery.
- Work in collaboration with the Program Manager and senior leadership to communicate organisational priorities and ensure a shared understanding of values and vision
- Identify service gaps or client trends and provide input into service planning or improvement opportunities.
- Liaise with stakeholders, including referrers, and community partners to support continuity of care and service alignment.

### Organisational Responsibilities

#### Leadership:

- Lead and support staff in delivering program objectives aligned with BHN's Strategic Plan.
- Oversee the full employee lifecycle, including recruitment, onboarding, performance management, professional development, and workforce planning.
- Drive team performance and accountability, ensuring targets, funding requirements, and external stakeholder relationships are effectively managed.
- Maintain Team compliance ensuring adherence to relevant legislation, funding guidelines, service standards, and contractual obligations.

#### Occupational Health & Safety:

- Take an active role in monitoring team compliance with OHS policies by identifying and implementing improvements, ensuring safe work practices are in place, incidents are promptly reported, and risks are effectively managed.

#### Risk Management:

- Take an active role in the risk management process, including identifying and analysing risks, addressing deficiencies, and escalating issues as needed to ensure timely resolution

#### Quality:

- Implement and ensure adherence to accreditation standards relevant to your team and the organisation.
- Contribute to quality and accreditation self-assessments and support the application of agreed improvements to enhance performance.

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- Assist staff in understanding and applying new and updated policies and procedures, ensuring smooth integration into day-to-day operations.

#### Behavioural:

- All employees are expected to demonstrate behaviours and capabilities that align with our organisational values of Accountability, Collaboration, Respect, and Courage. These expectations are tailored to the level of responsibility associated with each role. The specific capabilities for this position can be found in BHN's Values Capability Matrix.
- Perform duties in accordance with BHN policies and procedures.
- Undertake On Call duties according to relevant enterprise agreement conditions as required.
- Undertake other duties as reasonably directed.

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### Working Relationships

#### Direct Reports:

- Team Members (Allied Health Professionals)
- IHSY Outreach Worker

#### Internal working relationships include:

- Program Manager Child Adult and Family Therapies
- Client Services Teams
- Other Child, Adult and Family Therapies Teams
- Service Access and Central Intake
- Administration support

#### External working relationships include:

- Health, community service and disability service providers
- Local, State and Commonwealth Government agencies including but not limited to DoH, DFFH, NDIA, DHS
- External consultants and vendors Sector networks

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### Key Selection Criteria

#### Essential Qualifications

- Relevant tertiary qualification and background in health or related discipline with current registration or eligibility under relevant professional bodies.

#### Essential Experience

- Experience leading and coordinating staff in a health or community setting.
- Proven ability to manage service delivery within funding and compliance frameworks.
- Demonstrated experience in program development, implementation, and evaluation.
- Experience working within and monitoring budgets.
- Understanding and experience in identifying and managing risk in the community.

#### Essential Skills and Attributes

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- The ability to contribute to ensuring good governance through an understanding of effective operational and risk management strategies and frameworks.
- Demonstrated ability to create person centred, outcomes driven culture within the context of the funding model.
- Demonstrated ability to be embrace change and drive service development.
- Well-developed interpersonal and communication skills, both verbal and written with the ability to build effective relationships and liaise across all levels both internally, externally and with people from diverse backgrounds.
- Strong interpersonal and leadership skills with the ability to motivate and guide teams.
- Sound decision-making, problem-solving, and organisational skills.
- Ability to build a positive team culture
- Ability to build positive relationships with clients, staff, and external stakeholders.
- Commitment to person-centred, culturally safe, and trauma-informed practice.

#### Desirable Criteria

- Familiarity with client record and reporting systems.
  - Understanding of relevant sector legislation, standards, and compliance requirements.
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### Inherent Requirements

BHN endeavours to provide a safe working environment for all staff. The below describes the critical inherent requirements associated with this job.

#### Physical

- Predominantly office-based; requires sustained screen and meeting time.
- Occasionally operating a motor vehicle (e.g. use of fleet cars). Moderate mobility to support frontline staff and attend site areas.

#### Cognitive

- Decision-making under pressure; situational awareness of risks.

#### Psychosocial

- Managing competing priorities and team wellbeing under operational stress.
  - Responsibility for monitoring work conditions and ensuring safety practices are followed.
  - Must report hazards, incidents, and follow safe work procedures (WHS duty of care).
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### Compliance

#### Compliance Responsibilities:

It is the responsibility of both the Manager, and Incumbent(s) of the role to ensure the employee(s) performing the role meet relevant requirements of Professional Standards/Codes of Conduct imposed by AHPRA, National Boards, or under Industry Codes. It is the responsibility of both the Manager, in partnership with People and Culture, to ensure that probity checks remain compliant.

#### Probity checks must be completed as indicated

<input checked="" type="checkbox"/> National Police Check [Mandatory]*	<input checked="" type="checkbox"/> Working with Children Check [Mandatory]
<input checked="" type="checkbox"/> Evidence of Right to Work in Australia [Mandatory]	<input checked="" type="checkbox"/> NDIS Worker Screening Check
<input checked="" type="checkbox"/> Statutory Declaration NDIS Statutory Declaration	<input type="checkbox"/> Aged Care Worker Banning Order Check
<input checked="" type="checkbox"/> Professional Registration AHPRA Registration	<input type="checkbox"/> First Aid Certificate
<input checked="" type="checkbox"/> Current full or probationary driver's licence	<input checked="" type="checkbox"/> Vaccination Requirement Category D
<input checked="" type="checkbox"/> Other: NDIS Code of Conduct Acknowledgement	<input type="checkbox"/> Other:

Please refer to the Credentiaing and Scope of Practice Policy for further information and the Immunisation Policy for details regarding immunisation categorisation, please note all Category A workers are required to be vaccinated annually for seasonal influenza. \*International Police Check required if the person has lived in any other country for at least 12 months in the past 10 years.

### Position Description Authorised by:

Position Title:			
Program/Team:			
PD Version Number:		Date:	
People and Culture Review			
People & Culture Signature:		Date:	