

Position Description

TEAM LEADER, Allied Health (Occupational Therapy)

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| Position Title: | Team Leader, Allied Health (Occupational Therapy) |
| Manager (reports to): | Program Manager, Allied Health |
| Division: | Client Services |
| Program: | Allied Health |
| Primary Location: | Choose an item |
| Other Location: | Additional sites as required |
| Classification (Grade/Level): | Grade 3 |
| Enterprise Agreement or Award: | 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 Allied Health program provides a range of allied health and nursing services in clinic-based and outreach settings across south east Melbourne. Informed by the community health service model and the social model of health, BHN’s allied health and nursing services are evidence-based, multi-disciplinary and person-centred. With a range of funding sources, NDIS and Aged Care reform will inform quality improvement, innovation and growth in this program. Effective scaling, integration, building multi- and trans-disciplinary teams, effective outreach and improving access for marginalised communities are critical to this program.

Position Objective

The Team Leader, Allied Health (Occupational Therapy) 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, Allied Health (Occupational Therapy) 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

Leadership

- 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.
- Contribute to reporting, data collection, and evaluation activities to monitor team outcomes and performance.
- Communicate organisational priorities and ensure a shared understanding of values and vision.
- Contribute to reporting, data collection, and evaluation activities to monitor team outcomes and performance.
- Identify and pursue opportunities for service expansion, funding diversification, and strategic partnerships that strengthen BHN's market position.
- Embed a culture of excellence.
- Contributing to organisational success with flexibility and commitment.

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.
- 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.

Safety

- Lead proactive monitoring of OHS compliance, embedding continuous improvement practices and fostering a culture of safety and wellbeing.
- Ensure safe work practices are consistently applied, incidents are promptly reported, and risks are effectively mitigated to protect staff and clients.

Risk Management:

- Take a strategic role in risk management by identifying, analysing, and mitigating risks that could impact program sustainability and growth.
- Address deficiencies and escalate issues as needed, ensuring timely resolution and safeguarding BHN's reputation and operational resilience.

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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.
- 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.

Working Relationships

Direct Reports:

- Allied Health Professionals
- Allied Health Assistants

Internal working relationships include:

- Team Members
- BHN Program and Program Managers

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- Client Services Senior Leadership Team

External working relationships include:

- Clients, families and carers
 - Community Organisations
 - Funding bodies
 - Educational institutions
 - Regulatory and accreditation bodies
 - Referral networks
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Key Selection Criteria

Essential Qualifications

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

Essential Experience

- Ability to integrate evidence-based practice into service delivery.
- Experience in client-centred care, ensuring services meet diverse community needs.
- Proven experience in leading multidisciplinary teams, fostering collaboration and accountability.
- Strong coaching and mentoring skills to build capability and support workforce planning.
- Experience leading and coordinating staff in a health or community setting.
- Proven ability to manage service delivery within funding and compliance frameworks.
- Demonstrated ability to align team objectives with organisational strategic plans.
- Experience in business development, including cultivating partnerships, expanding services, and diversifying funding streams.
- Knowledge of relevant legislation, funding guidelines, and accreditation standards.

Essential Skills and Attributes

- 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

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| <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 type="checkbox"/> NDIS Worker Screening Check |
| <input checked="" type="checkbox"/> Statutory Declaration Aged Care Statutory Declaration | <input checked="" 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 type="checkbox"/> Other: NDIS Code of Conduct Acknowledgement | <input checked="" type="checkbox"/> Other: Aged Care Code of Conduct Acknowledgement |

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.

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Position Description Authorised by:

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