POSITION DESCRIPTION

Team Leader

Role Type	Permanent part-time (minimum 30 hours/week).
Location	Anywhere in Australia. AEST 9am-5pm
Reporting to	Operations Manager
Direct reports	Occupational Therapists and Speech Pathologists (approx 12-14 part-time clinicians in total)
Key internal relationships	Clinical Governance Lead, Practice Manager, CEO, Clinical Supervisors & Leaders,Clinical Intake Officer, Admin Officer, Accounts Clerk
Key external relationships	Families, schools, other providers and referral partners

Our Vision
That all communities are supported to grow, thrive, and connect.

Our Values				
Inclusion	Authenticity	Respect	Creativity	Open-mindedness

Position Purpose
The purpose of this position is to provide leadership and support Umbo's clinicians (independent contractors) to ensure the delivery of the highest quality speech and occupational therapy services to clients in rural and regional Australia. This position oversees an online therapy hub, consisting of clinicians (occupational therapists and speech pathologists) in partnership with a Practice Manager (the PM is not a direct report of the TL). This is a fast paced role which will focus on the management of innovative service delivery, direct line management of clinicians, NDIS compliance, daily operations and cultivating a strong and connected culture within the hub. The role does not typically carry a clinical load, though there may be involvement in clinical work from time to time. This position will work closely with the Clinical Governance Lead who has broad oversight of the clinical services area of Umbo, and the Operations Manager, who is responsible for supporting the

Hub operational processes and development. The position will work alongside the hub Practice Manager - they will be jointly responsible for the key performance deliverables for their hub, which they will report to the Operations Manager on a regular basis. As a middle management role, the Team Leader is expected to fulfill their responsibilities with relative independence and autonomy, with background support and mentoring from the leadership team.

Key Areas of Responsibility	
Line management of clinicians	• Support the recruitment of new clinicians and undertake clinical induction for all new clinicians joining the Hub • Ensure adherence to performance management and accountability structures for hub clinicians, including contract reviews at 3 and 12 months and performance management if required. • Coordinate monthly team meetings with clinicians • Coordinate effective 1:1 meetings with clinicians • Effectively communicate company updates and information • Using Umbo procedures, manage departure of clinicians sensitively and effectively ***Key Performance Indicators*** • Clinicians readily adapt to the requirements of the role and are managing the basic requirements after 3 months • Underperforming clinicians are identified promptly and managed effectively in line with Umbo processes • Clinicians are across operational changes and provided with the information from the Team Leader to undertake their role • Meaningful meeting notes documented for 1:1 meetings with all clinicians • Hub and 1:1 meetings scheduled proactively
Clinical Governance & Leadership	• In collaboration with relevant Clinical Supervisors, ensure quality of clinical work performed by Umbo clinicians • Embed and promote the Umbo practice principles into clinician management • Ensure adherence to Clinical Governance Framework • Manage client feedback (including any complaints) by liaising with the clinician and client and determine a suitable outcome • Provide input to any relevant clinical policies and procedures • Proactively respond as a leader in day to day clinical matters as they arise and consult with senior clinicians as appropriate • Facilitate access to resources or people within Umbo who can provide specialised support to clinicians • Allocate clients to clinicians with the appropriate skillset • Identify information and skills gaps and liaise with broader team to address ***Key Performance Indicators***

	• Clinicians report feeling supported in their practice and have the tools and resources to complete their role • Client feedback and complaints are responded to promptly (initial contact within 24 hrs) and any remedial actions implemented or escalated • Positive client outcomes/feedback • Scope of practice limitations are proactively raised with CGL
Operations and Compliance	• Monitor hub operations to ensure compliance with NDIS Quality and Safeguards requirements. This includes monitoring reports via a series of operational checks and ensuring files are up to date • Oversee the timely completion of support plans and provide guidance as required to therapists for their completion and implementation • Conduct frequent file audits • With the Practice Manager, ensure that all agreements are documented, and provide overflow admin support as required • Assist in troubleshooting process-oriented questions from clinicians • Proactively manage compliance issues amongst clinicians ***Key Performance Indicators*** • Key operational processes are followed as appropriate • Key operational tasks are completed promptly and any issues identified and managed • Hub clinicians complete their monthly tasks
Hub Performance	• Monitor the financial performance of the hub in collaboration with the Practice Manager to ensure the Hub meets its targets • Analyse potential barriers to hub performance and identity solutions • Makes decisions that balance the financial performance of the business with quality outcomes for clients • Work with the leadership team regarding the strategic management of the Hub • Implement and identify processes that lead to better outcomes for clients and clinicians (e.g. that improve quality, efficiency or effectiveness) ***Key Performance Indicators*** • Achieves the hub client and financial targets on monthly basis • Evidences use of data and reports to critically analyse hub performance • Brings relevant items to discuss at strategy meetings • New therapists are close to full/on a positive trajectory at 3 month mark • Therapists operate at or above 75% billables across 3 months consistently
Community building	• Promote and uphold the Umbo values • Nurture a hub community, ensuring that all clinicians feel part of the team • Establish processes that promote genuine consultation • Create opportunities to build connection in the team including

	opportunities for clinician input into processes and future thinking ***Key Performance Indicators*** • Clinicians report feeling part of a team and informed • Clinician retention rates in line with forecast

Key Selection Criteria
Essential • Qualified allied health professional ideally registered with appropriate registration body • Minimum 18 months experience in a senior clinical management or supervisory role • Experience in working towards achieving targets (outcomes based and financial) • Passion for managing a team and desire to develop management skills • Experience working within a private practice or equivalent organisation • Financial and computer literacy • High level organisational skills *All staff must have:* • Current Working with Children Check (renewed every 3 years) • National Police Clearance (renewed every 5 years) • Current NDIS Worker Screening Check
Highly desirable • Understanding of NDIS compliance requirements • Experience managing a remote team • Experience working with databases and budgets