

Allied Health Team Leader

Service Innovation

Position Summary:

The Team Leader Allied Health role is responsible for providing relevant therapy services as well as leadership, guidance, and innovative service delivery planning to a growing allied health team responsible for the management of new and existing MS Plus clients under the NDIS and other various funding streams. Team Leader will also provide leadership, guidance, and effective management of the day-to-day activities of the Relate team, an innovative human relation. This position reports directly to the Senior Manager Allied Health.

- **Purpose** to work within a team environment supporting Allied Health in developing the skills required to provide a range of services such as Exercise Physiology, Physiotherapy, Occupational Therapy, Dietetics, AHA and Continence Nursing assessments, one-on-one consults and home visits. Working within the scope of various fee for service funding streams such as NDIS, Private and Aged Care.
- **Responsible** for overseeing All Allied Health Services ensuring participants are supported to meet their identified needs and goals.



Organisation Dimensions

Allied Health Manager

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Allied Health Team Leader

Position Dimensions

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| Budget (\$ value) | Leading a team to manage NDIS Service Agreements and individual funding budgets |
| Staff numbers | |
| Location/s | NSW Metro (and potential growth into other States) |
| Other | |

Key Responsibilities

Organisational and Administration Support

Input the responsibilities that support the organisation in attaining the strategic, tactical or operational goals and the administrative responsibilities required

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| Responsibilities | <ul style="list-style-type: none"> • Be responsible for efficient, evidence-based and outcomes focused clinical service delivery to a caseload of clients who are funded under various streams. • Develop and maintain an up to date and in-depth understanding of NDIS legislation, rules, and regulations and how this applies to the delivery of community based allied health services and other capacity building supports under the NDIS • In collaboration with the Senior Manager Allied health, investigate, develop and implement innovative service delivery models that are outcomes focused and financially viable under the NDIS and other funding streams • Participate in marketing and communication opportunities to raise the profile of the Allied Health programs and services • Identify and work collaboratively with a range of key stakeholders (internal and external) to develop rapport and grow the allied health service & other associated MS Plus programs/services • Undertake all administrative tasks relevant to program implementation including the development of new guidelines. • Develop and implement a process of regular clinical supervision & processes for continuing professional development and upskilling of relevant staff • People management through the employment life cycle, including recruitment, orientation, performance management, development, leave, and separations • Be responsible for team outcomes, ensuring targets and financial requirements are met, and good external relationships are maintained • Maintain and enhance professional knowledge and technical skills by keeping up to date with new developments and relevant trends, engaging in professional development opportunities, and participating in clinical supervision • Ensure compliance with all relevant legislation, service standards and contractual obligations • Undertake any reasonable additional tasks as directed by MS Plus |
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Other Duties

- Support staff in the implementation of the Program and MS Plus's Strategic Plan.
- People management through the employment life cycle, including recruitment, orientation, performance management, development, leave, and separations.
- Be responsible for team outcomes, ensuring targets and funding requirements are met, and good external relationships are maintained.
- Ensure compliance with all relevant legislation, funding guidelines, service standards and contractual obligations

People Management

- Ensuring the management of people within the Team including recruitment, induction, professional development, reward, and recognition and performance management
- Ensure applicable employees comply with professional registration, national code for health care workers and delegated scope of practice
- Manage employee retention and coordinate workforce planning across the Team to ensure responsiveness to changing or emerging client needs
- Promote and monitor compliance of people management processes to all Merri standards, policies, and procedures
- Build a culture of ambition and success across the Team through motivating and developing employees by promoting continuous improvement
- Ensure the performance objectives of the Team are communicated, understood and cascaded to all employees through effective development of individual KPIs and work plans
- Ensure appropriate succession plans are in place to achieve longer term strategies

Relationship Management

Input responsibilities that relate to stakeholder engagement and relationships held both inside and outside the organisation. For example:

- Work with external partners and suppliers to ensure maximum value for money achieved
- Implement strategies to ensure seamless communication across the organisation

- Provide proactive and effective customer communication as well as developing relationships with service recipient/families.
- Work with internal and external service providers and suppliers to ensure maximum value for money is achieved – particularly around gym equipment purchase and maintenance.
- Implement strategies to ensure seamless communication across the organisation..
- Promote Allied Health service with all agencies and organisations that may benefit from the specialised service.
- Work as part of a multidisciplinary team in providing service and support to customers.

Values

- Actively support MS' purpose, value, service promise and strategic vision.
- Operate in line with MS' policies, procedure and practices.
- Promote and work within MS' Services Innovation delivery principles.
- Positively and constructively represent the organisation to external contacts at all opportunities.
- Behave in a way that contributes to a workplace that is free of discrimination, harassment and bullying behaviour at all times.
- Ensure the health, safety and welfare of self, team members and others.
- Follow all reasonable directions given by the organization.
- Support and empower co-workers.
- Support, promote and show sensitivity to diversity in the workplace.
- Behaviour is in alignment with Culture, Service Promise & Foundation behaviours.

Position Requirements

Knowledge, Skills, and Experience

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| Essential |
| Tertiary qualification in Occupational Therapy/Physiotherapy/Dietetics/Exercise Physiology |
| Current AHPRA registration |
| Strong knowledge and understanding of the NDIS |
| Demonstrated ability in leading and managing allied health teams |
| Demonstrated experience in client centre care through effective assessment, care planning, case conferencing and review of clients |
| Highly developed written and verbal communication skills |
| Proven track record in creating efficiency and meeting targets |
| Desirable |
| Prior experience in disability under the NDIS |
| Knowledge and experience in assistive technology & home modifications |
| Experience working with people with a mental health diagnosis, Autism and intellectual disability |
| Membership of relevant professional organisation |
| Experience in a start-up environment and being comfortable in a changing dynamic environment |
| Checks, Licenses and Registration |
| National Police check |
| Working with Children check |
| Disability Workers Exclusion scheme |
| Current full or probationary drivers license |
| Professional registration – AHPRA/ESSA/DA |

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| Approval authority: Senior Manager Allied Health | Next review: June 2023 |
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