

Position Description

Position Title	Team Leader
Position Number	30013261
Division	Community and Continuing Care
Department	TCP/GEM@Home/RITH/RIR
Enterprise Agreement	Allied Health Professionals (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2026 or Nurses And Midwives (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2024-2028 or Medical Scientists, Pharmacists And Psychologists Victorian Public Sector (Single Interest Employers) Enterprise Agreement 2021-2025
Classification Description	Dependent on qualification and experience
Classification Code	Dependent on qualifications and experience
Reports to	Manager Transition Care/GEM@Home/RITH/RIR
Management Level	Tier 4 - Shift Managers, Team Leaders & Supervisors
Staff Capability Statement	Please click here for a link to staff capabilities statement
Mandatory Requirements	<ul style="list-style-type: none"> • National Police Record Check • Registration with Professional Regulatory Body or relevant Professional Association • Drivers Licence • Immunisation Requirements

Bendigo Health

Bendigo Health is a leading regional health service, learn more about us by visiting our website: [Bendigo Health Website - About Bendigo Health](#)

As an organisation we are committed to delivering safe, inclusive and high-quality care to our diverse communities across the Loddon Mallee Region. We value and respect the unique backgrounds, cultures and experiences of the people we serve and those who work with us.

We are a proud child safe organisation, dedicated to the safety, wellbeing and voice of all children and young people. We are committed to creating a culturally safe and welcoming environment where Aboriginal and Torres Strait Islander peoples—adults, children and families—are respected, supported and empowered to express and celebrate their culture.

Our Vision

To be a trusted regional healthcare service recognised for delivering exceptional care, being a great place to work, and being deeply connected to our community.

Our Values

PASSIONATE – We are passionate about doing our best – for our patients, our colleagues and our community.

ACCOUNTABLE – We take ownership of our actions and outcomes, always striving for integrity and improvement.

CARING – We care deeply for our community – and our community cares for us. Compassion is at the heart of everything we do.

TRUSTWORTHY - We are open, honest and respectful in all that we do – earning the trust placed in us every day.

The Position

The Team Leader role is a key member of the TCP/GEM@Home/RITH/RIR leadership team and is responsible for providing professional leadership, supervision and support to staff. The role ensures that all team activities are undertaken in accordance with Bendigo Health policies and procedures as well as relevant legislative and regulatory requirements.

The Team Leader will assist the Program Manager to support the effective day-to-day operational management of the service. This includes contributing to the planning, implementation and evaluation of service delivery, leading quality improvement initiatives and promoting a culture of continuous improvement. This position is also accountable for ensuring compliance with relevant standards (National Safety and Quality Health Standards and the strengthened Aged Care Standards), maintaining high levels of clinical and operational governance, and supporting staff to deliver safe and person-centred care.

The position involves collaboration with key local and regional stakeholders to support high quality service delivery. The Team Leader will undertake regional site visits as needed.

Responsibilities and Accountabilities

Key Responsibilities

Strategic Alignment and Organizational Responsibilities

- Provide leadership and strategic direction to the team in collaboration with the program manager, which supports the Bendigo Health Strategic Plan and complies with Aged Care Standards.
- Ensure the team provides a high-quality service to consumers that reflects evidenced based practice and is in accordance with NSQHS and Aged Care Standards.
- Ensure consumers, families/representatives and carers of clients are provided with timely information and are involved in decision making about their care.
- Uphold and protect consumer rights, maintain strict confidentiality and continually practice the principles of open disclosure.

Staff Supervision, Leadership and Support

- To facilitate a positive and supportive work environment for all team members.
- Lead service development for the team and share with regional sites as appropriate.
- Be responsible for recruitment and operational management of multidisciplinary staff as delegated.
- Mentor, supervise and/or support staff to build their skills, confidence and ability.

- Provide regular supervision, training opportunities, coaching, mentoring and guidance to direct reports, including staff performance management where required.
- Actively participate in the performance and development review process of direct reports.
- With the Program Manager, ensure that the service operates according to external accreditation standards and reporting requirements.
- Ensure staff operate within the relevant funding and service guidelines both in relation to service delivery and reporting requirements.
- Ensure effective communication of relevant information to staff and management team.

Education & Professional Development

- Maintain skills and competencies by undertaking professional development, continuing education and completing mandatory training as defined by Bendigo Health.
- Participate in education of staff, service providers and Associate providers as needed

Resource Management & Policy Compliance

- Contribute to monitoring and review of data reporting requirements.
- Utilise high-level skills to ensure consumer feedback and complaints are responded to appropriately and issues are resolved whilst maintaining quality and safe clinical care.
- Assist in the monitoring and achievement of the program budget, and assisting with implementation of strategies to manage the budget
- Comply with best practice healthcare standards, legislation, Bendigo Health clinical governance framework and clinical practice guidelines.
- Adhere to Occupational Health and Safety policies and procedures. Advise the Program Manager and Occupational Health and Safety Representative on OH&S matters affecting staff, taking action as appropriate.

Employees are required to carry out lawful directions outlined above or delegated to them. The work to be performed is set out in this position description and, where relevant, any professional standards and codes of conduct and ethics issued by the relevant professional association.

Required Capabilities for Allied Health

Further to the key responsibilities outlined in this position description, Allied Health staff are required to demonstrate the capabilities outlined in the Bendigo Health Allied Health Grade Level Capabilities.

Key Selection Criteria

Essential

1. Relevant tertiary qualification as Registered Nurse or Allied Health clinician (including current registration with the Australian Health Practitioner Regulatory Agency (AHPRA) or equivalent body).
2. Demonstrated understanding of the Aged Care Act 2024, Aged Care Quality Standards and NSQHS.
3. Demonstrated commitment to, and understanding of the role of Transition Care Program, Residential In Reach, Geriatric Evaluation and Management at Home and Rehabilitation in the Home.

4. Ability to interact and communicate effectively with a diverse range of people from all levels, cultures and backgrounds, including excellent written and verbal presentation.
5. Demonstrated ability to actively support innovation, service development and adjust work practices to accommodate change.
6. A high level of initiative and ability to work independently as well as within a team.
7. Well-developed problem-solving skills and ability to prioritise competing demands.
8. Demonstrated commitment to ongoing professional development and a willingness and ability to learn

Generic Responsibilities

All Bendigo Health staff are required to:

- Adhere to the **Victorian Government's Code of Conduct**
- Uphold **Occupational Health and Safety** responsibilities, including self-care, safeguarding others, and participating in safety initiatives and reporting.
- Comply with all **Bendigo Health policies and procedures**, including those related to clinical, managerial, and standard work practices.
- Follow **Infection Control** procedures to prevent cross-contamination and ensure the health and safety of all.
- Maintain **strict confidentiality** regarding all organisational, patient, and staff information.
- Engage in **continuous quality improvement** activities aligned with the National Safety and Quality Health Service Standards (NSQHSS).
- Recognise and respect **diversity**, fostering inclusive practices in the workplace and service delivery.
- Support research activities in alignment with the National Clinical Trials Governance Framework to ensure high-quality, safe, and ethical clinical trials and research practices across Bendigo Health
- Staff must carry out all lawful and reasonable directions and comply with relevant professional standards and ethical codes.
- Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Bendigo Health.
- Maintain ability to perform the inherent requirements of this role. Inherent requirements are the essential tasks necessary to perform this role, including reasonable adjustments. Bendigo Health is committed to a safe workplace that supports all employees. The role may require specific physical and cognitive abilities, which can be discussed with the manager during recruitment or at any time. We understand that personal circumstances can change and impact your ability to meet these requirements; additional policies are available to guide you through this process. Please request the relevant procedures for more information.

All Bendigo Health sites, workplaces and vehicles are smoke free.

This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Any elements of this document may be changed at Bendigo Health's discretion and activities may be added, removed or amended at any time.