

Position Description

Position Title	Team Leader
Position Number	30026015
Division	Community and Continuing Care
Department	Community Care Services
Enterprise Agreement	Allied Health Professionals (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2026
Classification Description	Community Development Worker, Allied Health Professional
Classification Code	Dependent on qualifications
Reports to	Manager Community Care Services
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 • Working with Children Check • National Disability Insurance Scheme (NDIS) 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

This position will provide leadership, as part of the management team, to facilitate and coordinate the delivery of high quality, best practice service provision to people with complex needs and older people living in the community, in a timely and responsive manner.

The Team Leader will:

- Provide ongoing clinical support and supervision to Care Partners
- Develop and foster collaborative relationships across the health service and community sector to provide high quality care provision
- Participate in, and contribute, to the Community Care Services management team.

Responsibilities and Accountabilities

Key Responsibilities

- Provide leadership and strategic direction, in collaboration with the manager, that supports the Bendigo Health Strategic Plan, and objectives of the various funding sources within Community Care Services
- Provide support and supervision to staff to deliver person-centred, timely, quality services in line with program guidelines
- Provide operational oversight of package numbers amongst Care Partners, client allocation and time capture
- Collaborate with the CCS management team to develop strategic direction, service outcomes, and enhance delivery of services. This includes oversight of quality improvement initiatives and region-wide service enhancements.
- Monitor and support project and program reporting undertaken by supervised staff
- Maintain comprehensive knowledge of current trends and developments that relate to CCS
- Participate in team/departmental meetings and other organisational meetings as required
- Participate in staff development and training as required
- Complete Performance development reviews for Care Partners
- Participate in service development as required
- Maintain accurate records, statistics and reports as needed
- Other duties as determined by Manager

Key Selection Criteria

Essential

1. Relevant tertiary qualification recognised in Australia, including Registered Nurse or Allied Health clinician (including current registration with the Australian Health Practitioner Regulatory Agency (AHPRA) or equivalent body as appropriate), Business or other relevant qualification
2. Demonstrated commitment to, and understanding of the role of Home Care packages/Community Home Support Program/Home and Community Care program and National Disability Insurance Scheme in a community setting
3. Demonstrated understanding of health and related issues for elderly people, people with disabilities, and their carers
4. Demonstrated commitment to professional development
5. Experience and confidence with Information Technology
6. Extensive experience in community setting preferably in a multidisciplinary setting

Desirable

7. Demonstrated leadership skills with the ability to manage staff through change
8. Demonstrated ability to communicate effectively across client, community and professional groups inclusive of skills to negotiate and manage conflicts which arise
9. Demonstrated commitment to working in a multidisciplinary team recognising and respecting the contribution of all team members
10. Demonstrated ability to manage time and prioritise competing demands

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.