

Position Description

Position Title	Team Leader
Position Number	30100119
Division	Community and Continuing Care
Department	Aged Care Assessment Services
Enterprise Agreement	Nurses And Midwives (Victorian Public Sector) Single Interest Employer Agreement 2024-2028 Allied Health Professionals (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2026
Classification Description	Clinical Nurse Consultant C, Year 1 to 2 Allied Health Grade 3, Year 1 to 4
Classification Code	Nursing – ZA7 – ZA8 Allied Health – Dependent on qualifications and experience
Reports to	Aged Care Assessment Services Manager
Management Level	Tier 4 - Shift Managers, Team Leaders & Supervisors
Staff Capability Statement	Please click here for a link to staff capabilities statement
Mandatory Requirements	• 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](#)

Our organisation is a child safe organisation, committed to the safety and wellbeing of all children and young people. All Aboriginal and Torres Strait Islander adults, children and families will be supported to express and be proud of their culture in an environment that is culturally safe and supported.

Our Vision

Excellent Care. Every Person. Every Time.

Our Values

CARING – We care for our community,

PASSIONATE – We are passionate about doing our best,

TRUSTWORTHY - We are open, honest and respectful

The Position

The Team Leader serves as the first point of contact for staff, providing guidance, mentoring, and coaching to ensure the delivery of high-quality, client-centred services within a wellness and reablement framework. The role oversees intake, triage, assessment, and support planning processes, ensuring alignment with key performance indicators (KPIs) and organisational goals. The Team Leader monitors performance, resources, and workflows to maintain service continuity, while analysing data, identifying risks, and implementing corrective actions to enhance service delivery and outcomes.

This position is guided by the credentialing expectations of Bendigo Health and, according to the qualifications of the successful candidate, will adhere to the Nursing and Midwifery Registration Policy, the Mandatory & Additional Training & Competencies for Nurses & Midwives Policy and the Allied Health Credentialing and Scope of Practice Protocol.

Responsibilities and Accountabilities

Key Responsibilities

- First point of contact for staff, providing support, mentoring, and coaching.
- Monitor intake/triage, assessments and support planning ensuring assessments are delivered within a wellness and reablement framework and aligned with KPIs.
- Develop reports, interpret, and analyse data, categorise risk, develop, and implement sustainable corrective actions.
- Actively monitor, report and address client and staff satisfaction and data audits.
- Ensure the team is equipped to deliver assessment targets and meet key performance indicators (KPIs).
- Monitor resources and periods of leave to ensure continuity of service delivery.
- Provide supervision to its direct reports. The Team Leader will ensure that the annual performance reviews for direct reports are completed on time. This includes being responsible for addressing issues that negatively impact performance.
- Provide leadership and strategic direction, in collaboration with the manager, that supports the Bendigo Health Strategic Plan, and the business plans of the division.
- Support and monitor processes and systems, which demonstrably lead to improved service coordination
- Support planning and management of staff resources to achieve departmental productivity
- Support a quality framework to oversee the provision of support and supervision required for staff to deliver consumer focussed, timely, quality services
- Participate in team/departmental meetings and other organisational meetings as required
- Participate and or deliver staff development and training as required
- Maintain accurate records, statistics and reports as needed
- Other duties as determined by the manager
- Oversight of scheduling and participation at huddle meetings.

Key Selection Criteria

Essential

1. Tertiary qualified Registered Nurse, Occupational Therapist, Physiotherapist with current AHPRA Registration or Social Worker with AASW Registration

2. Vocational or Tertiary qualification in a Business/Management/Community Services or Health Discipline
3. Previous experience in people management and leadership
4. Previous experience working in an aged and/or community care setting with a demonstrated understanding and ability to maintain knowledge of relevant legislation.
5. Experience working towards and achieving contractual KPI and quality outcomes.
6. Demonstrate strong problem-solving skills, including the ability to develop new processes and make improvements to processes and services.
7. Demonstrated ability to create networks of internal and external stakeholders
8. Excellent written and oral communication skills, well developed negotiation skills
9. Ability to effectively manage multiple and conflicting priorities
10. High level computer skills with the ability to problem solve and address system interruptions to ensure business continuity.

Desirable

11. Successful completion of the units included in the MAC Learning certificate

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.
- 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.