

Position Description

Position Title	Team Leader
Position Number	30103133
Division	Community and Continuing Care
Department	Carer Support Services
Enterprise Agreement	Allied Health Professionals (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2026
Classification Description	Community Development Worker
Classification Code	XX7 – ON15
Reports to	Manager Carer Support 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	• National Police Record Check • Working with Children Check • 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 Carer Support Services (CSS) Team Leader role plays an integral part in managing and leading CSS staff to facilitate and coordinate high quality service to carers in line with implementation and delivery of the CSS Business Plan and Bendigo Health Strategic Plan. They are responsible for supporting efficient work flow, workload management and supervision for staff who are direct reports.

Team Leaders, in conjunction with the CSS management team, also participate in regional service development, strategic planning and responses to industry drivers, assisting the service to retain its regional carer focus, contractual obligations and program compliance.

The Team Leader role also supports the service to retain its currency and position as a leading provider of carer support throughout the Loddon Mallee. It reports to the CSS Manager. Regional travel is required.

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 that support carers
- Provide support and supervision to staff to deliver person-centred, timely, quality services in line with program guidelines
- Provide operational oversight of brokerage budgets, supporting timely and appropriate expenditure
- Ensure participation in local, regional and state based networks and service planning activities
- Collaborate with the CSS management team to develop strategic direction, service outcomes, and enhance sustainable caring. 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 CSS
- Support the service and staff to generate and participate in activities and initiatives that enhance regional and state-wide caring services
- Participate in team/departmental meetings and other organisational meetings as required
- Participate in staff development and training as required
- 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. Tertiary education in a health or community services discipline
2. Demonstrated leadership skills with the ability to manage staff through change
3. Demonstrated commitment to, and understanding of, the role of carers in our community
4. A sound understanding of the regional health and community service system's capacity to support carers
5. Demonstrated ability to communicate effectively across carer, community and professional groups inclusive of skills to negotiate and manage conflicts which arise
6. Demonstrated skills in supervising staff to deliver against the program guidelines and objectives
7. Demonstrated commitment to working collaboratively in a team recognising and respecting the contribution of all team members
8. An understanding of the brokerage model of service delivery and experience in supporting staff management with brokerage budgets
9. Experience and confidence with information technology
10. Demonstrated commitment to ongoing professional development, learning and continuous improvement

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.