

JOB DESCRIPTION

Job Title	Team Leader (Clinical Practice)
Department	Allied Outcomes
Responsible to	Operations Manager
Responsible for (if applicable)	Allied Health Team

Overall Purpose/Aim:

To take a high profile and leadership role in the team and provide appropriate levels of line management, supervision, support and training to Allied Outcomes clinicians and support coordinators to ensure that high quality services are provided to NDIS participants within the AO Clinical Governance Framework.

Core Tasks

I) Team Leader Accountabilities

- Show clear leadership of the clinical and support coordination teams to provide best practice to participants of the National Disability Insurance Scheme (NDIS) and their families and other stakeholders.
- Provide supervision and maintain a small caseload (as required) within their profession
- Demonstrate a high level of knowledge, skills and expertise in disability, allied health and case management
- Demonstrate knowledge and experience in delivering allied health services within the context of the NDIS
- Allocate referrals to clinicians and support coordinators within their scope of professional practice.
- Chair relevant meetings, both internally and externally, as required.
- Ensure that Allied Outcomes Clinical Governance Framework provides the basis for services delivered to participants of the National Disability Insurance Scheme (NDIS) in relation to person centred practice.
- Ensure that Allied Outcomes systems and processes align with the National Disability Quality and Safeguarding Commission Service Standards as per the organisation's registration and certification accountabilities.
- Work closely with the Operations Manager to ensure that the clinical and support coordination teams are appropriately resourced, managed and supported
- In conjunction with the Operations Manager monitor compliance of KPI's, WWC checks (or equivalent), required AHPRA registrations and professional memberships and driving licences are up to date and on file
- Deputise for the Operations Manager in his/her absence
- Keep up to date with best practice in relation to established practice, policy and research
- Assist clinicians and Supports Coordinators with complex cases
- Participate in any investigation of abuse or neglect or other critical incidents as required.
- Manage complaints at the initial stage and escalate as required
- Assist in the development of service policy and practice guidelines as required.
- Provide practice learning opportunities including supervision and support of students on placement
- Take a lead role in the planning of professional development for clinicians and Supports Coordinators.
- Take responsibility for the recruitment, Induction and retention of clinicians and Supports Coordinators

II) Staff Leadership Responsibilities

- Take lead responsibility for the induction, supervision, line management, training and development of clinical staff and Supports Coordinators as required.
- Ensure that clinical staff and Supports Coordinators have access to appropriate levels of support and supervision in order to fulfil their responsibilities and meet the expectations of the agency and their profession
- Through high quality supervision, monitor and assess work performance against agreed standards both internally and externally
- Take appropriate action to raise service delivery standards where performance falls below an acceptable standard
- Assist all staff to work through the emotional and personal demands the job places upon them
- Act as coach, mentor and advisor to other staff in the extended team

III) Business and Commercial

- Meet and liaise with prospective participants and their families/nominees/service providers
- Understand the commercial environment of the NDIS and represent Allied Outcomes as a value for money proposition in developing new business opportunities
- Contribute towards the growth and expansion of the business by identifying and developing new areas of service provision as identified in the business plan.
- Demonstrate a sound knowledge of key performance indicators for clinicians, and support coordinators to assist them to meet billable hours
- Promote the efficient use of participants funding to maximise their goal outcomes

IV) Administration

- Take responsibility for administration in relation to the clinical and support coordination teams including file administration, producing typed communication and documentation as appropriate, reports and case recordings and comply with database compliance policies and procedures ensuring that all requirements of the database system are met
- Undertake File Audits within the clinical and support coordination teams and ensure that all areas of service delivery are within compliance parameters as per policy.

V) Additional Duties

- The post holder will be expected to demonstrate the Key Assets' values
- The post holder will be expected to undertake any training and development deemed necessary for the pursuance of the post
- The post holder will be expected to reach a minimum basic standard of I.T. competence to be able to use Company electronic systems effectively
- The post holder will be expected to ensure compliance with Equal Opportunities Policy and Procedure in all employment practices
- The post holder will be expected to work in a manner which is inclusive of all employees and stakeholders, which includes Aboriginal people, people who identify as LGBTI, people of all ages, people with disability and those from culturally and linguistically diverse backgrounds
- The post holder will be expected to comply with the no smoking policy in place and ensure that Health and Safety is observed in the course of employment
- Ensuring compliance with safeguarding procedures, throughout all work within the Company, keeping Senior Management informed of work in progress and inform Senior Management immediately of any child protection matter or serious complaint

It is the nature of work of Key Assets that tasks and responsibilities are, in many circumstances, unpredictable and varied. All staff are, therefore, expected to work in a flexible way when the occasion arises where tasks are not specifically covered in the Job Description and have to be undertaken.

Signed (Job Holder)		Date:	
Signed (Manager)		Date:	

PERSON SPECIFICATION

Note to Applicant: When completing your application form you should demonstrate the extent to which you have the necessary education, experience, knowledge and skills identified for the post.

Key: Assessed by Application Form: **A**
 Assessed at Interview: **I**
 Assessed by Test/ Exercise **T**
 Assessed by Documentary Evidence **D**

	<u>Essential/ Desirable</u>	<u>Shortlisted Criteria</u>	<u>A</u>	<u>I</u>	<u>T</u>	<u>D</u>
Education/ Qualifications						
<ul style="list-style-type: none"> Hold a recognised qualification at Bachelor level or above in an Allied Health Profession, including occupational therapy; physiotherapy; psychology, social work or speech pathology. 	Essential	✓	✓			✓
<ul style="list-style-type: none"> Be registered with the Australian Health Practitioners Regulation Agency (AHPRA), relevant professional body or be eligible for registration or membership to the above bodies. 	Essential	✓	✓			✓
Experience/ Training						
<ul style="list-style-type: none"> Must have a minimum five years' experience as an allied health practitioner of which two years must have been gained working with people with a disability and their families. 	Essential	✓	✓	✓		
<ul style="list-style-type: none"> To be able to evidence an understanding and practical application of the use of IT and electronic communications, including the use of client management systems and reporting systems 	Essential	✓	✓	✓		
<ul style="list-style-type: none"> Experience of working within the National Disability insurance Scheme and billable hours 	Essential	✓	✓	✓		
<ul style="list-style-type: none"> Experience and understanding of compliance and service standards 	Desirable		✓	✓		
<ul style="list-style-type: none"> Evidence of supervisory experience 	Desirable		✓	✓		
<ul style="list-style-type: none"> A proven ability to produce a high standard of written communication 	Essential	✓	✓			✓
Knowledge						
<ul style="list-style-type: none"> Knowledge of contemporary disability practice and frameworks, including person centred and family centred practice 	Essential	✓	✓		✓	
<ul style="list-style-type: none"> A comprehensive working knowledge of all relevant legislation pertaining to disability and NDIS services 	Essential	✓			✓	
<ul style="list-style-type: none"> A comprehensive knowledge of a speciality area of practice within their profession eg AAC; positive behaviour support; functional capacity assessments. 	Very Desirable	✓			✓	
Personal Qualities						
<ul style="list-style-type: none"> Ability to communicate clearly and sensitively with people from a variety of backgrounds 	Essential	✓	✓	✓		
<ul style="list-style-type: none"> Ability to take a lead in situations and support others 	Essential	✓	✓	✓		
<ul style="list-style-type: none"> Be able to demonstrate effective communication in writing 	Essential		✓	✓		

• Ability to work in partnership with a wide range of stakeholders	Essential			✓		
• Ability to work on own initiative and as part of a team	Essential		✓			
• Ability to work with a degree of autonomy, in a creative manner, within Company policies and procedures	Essential			✓		
• Reliability, flexibility and dependability	Essential			✓		
• Ability to create a positive working environment where people have the opportunity to reach their potential	Essential			✓		
• Ability to maintain confidentiality	Essential		✓	✓		
• Ability to work under pressure and handle changing priorities	Essential		✓	✓		

	<u>Essential/ Desirable</u>	<u>Shortlisted Criteria</u>	<u>A</u>	<u>I</u>	<u>T</u>	<u>D</u>
Miscellaneous						
• A commitment to Equal Opportunities in all work practices	Essential		✓	✓		
• A commitment to providing a professional and quality service	Essential			✓		
• Must possess a full driving licence	Essential	✓	✓			✓
• Willingness to undertake a Working with Children check	Essential			✓		
• Be open to direction, using initiative to seek advice where necessary	Essential			✓		

Key Assets makes use of the National Federal Police Criminal Records and local State and Territory Working with Children checking services, which facilitates the checking of individuals' criminal records by employers where such individuals are to occupy 'positions of trust'. You may be required to consent to and apply for disclosures at regular intervals during your employment in this post and any offer of employment is provisional and conditional on the satisfactory outcome of the check. This is because this role involves access to sensitive data