

JOB DESCRIPTION

Team Leader

ABOUT UNITING

Our purpose: To inspire people, enliven communities and confront injustice.

Our values: As an organisation we are **Imaginative, Respectful, Compassionate and Bold.**

At Uniting, we believe in taking real steps to make the world a better place. We work to inspire people, enliven communities and confront injustice. Our focus is always on the people we serve, no matter where they are at in their life.

Our services are in the areas of aged care, disability, mental health, child and family, community services, and chaplaincy and we get involved in social justice and advocacy issues that impact the people we serve. As an organisation we celebrate diversity and welcome all people regardless of disability, lifestyle choices, ethnicity, faith, sexual orientation or gender identity. We commit to respecting children and take action to keep them safe.

Uniting is the services and advocacy arm of the Uniting Church NSW & ACT and as such Uniting leaders understand, support and can express the mission and purpose of the Uniting Church.

ABOUT THE ROLE

Role Purpose

This role is responsible for providing clinical leadership and line management to a multidisciplinary team of mental health clinicians and support staff. The Team Leader prioritises the provision of recovery-focused services that aim to restore and maintain normal functional trajectory of the consumer from employment, educational and social perspectives, and will be consistent with the appropriate model of care. The Team Leader will provide clinical support and guidance to staff in line with the relevant model of care and play a key role in ensuring adequate supervision of staff. They will also be engaged in clinical and caseload reviews and actively manage referrals and demand for the service.

ROLE KEY ACCOUNTABILITIES

You will be an integral member of the Uniting Recovery team through the following:

- Provide consistent and visible leadership in WH&S behaviours and actions within the team and department, and ensure there is a safe working environment and that staff are properly trained to be able to work in a safe manner.
- Work closely with the Service and/or Operations Manager to operationalize programs objectives and ensure teams meet key performance indicators.
- Take responsibility for ensuring team members have the necessary resources, support and capabilities to deliver high quality work.

- Contemporaneous knowledge of best practice in the sector, innovation and trends that produce improvements in clinical care
- Educate and support staff to ensure processes conform to the principles of continuous quality improvement to critically examine practice, practice-change, safety and efficiency.
- Steward high standards of file management ensuring that accurate notes are recorded, file audits completed, and all consumer files are stored in line with legislative requirements and organisational policies and procedures.
- Participate in data collection and evaluation processes that contribute to service improvement
- Contribute to the development and evaluation of changes and improvements to the services provide by the department/team and ensures that changes support the viability of Uniting.
- Build and maintain effective relationships with key stakeholders involved in the provision of health, mental health and psychosocial services to young people
- Confidently establish and maintain a safe and supportive working environment that is inclusive of all staff through celebrating their nationality, cultural background, LGBTI status, abilities, gender and age.

As a Team Leader, your role specifically will:

- Provide clinical leadership, consultation, and expertise to their teams in the delivery of specialist mental healthcare to consumers.
- With senior staff, develop strategies for monitoring and improvement of the clinical service provision and evaluation.
- Optimise continuity of care through effective integration with other clinical services teams and through the development and maintenance of partnerships with relevant community services.
- Provide leadership and support to staff in relation to appropriate data collection in line with clinical best practice, funding body KPIs, organisational priorities and policy requirements.
- Assist in preparing funding body or management reports on program outcomes, with relevant evidence and data as required.
- Ensure the maintenance of accurate and timely clinical records and active participation in the clinical review handover processes.
- Ensure the utilisation of any designated screening tools, such as the K10+, PWI and Biopsychosocial assessments, or any other measures/tools applicable to the service delivery model.
- Provide direct line management and support provided to team members (clinicians and non-clinical workforce such as peer workforce) to help facilitate their effectiveness in their roles.
- Provide support and guidance to team members in relation to management of any clients, or program issues.
- Ensure compliance with regulatory requirements and the model of care relevant to the service.
- Organise resources in a flexible and efficient manner to best manage workflow and to ensure efficient, effective, and best practice service delivery.
- Ensure the continuing improvement of the services delivered by participating in quality improvement processes, including file audits and reviews, to achieve best practice.
- Consult with senior staff to develop strategies for monitoring and improvement of the service provisions and evaluation.
- Lead and participate in clinical review meetings, treating team consultations and specialist inter-disciplinary consultations, to ensure that a holistic view of care is provided.

ABOUT YOU IN THE ROLE

As a staff member of Uniting you will celebrate diversity and welcome all people regardless of lifestyle choices, ethnicity, faith, sexual orientation or gender identity.

Your directorate: Communities
You'll report to: Service Manager/Operations Manager

YOUR KEY CAPABILITIES

People Leadership

- **Delivers performance through others** - Clearly delegates and assigns responsibility, evaluating performance along the way.
- **Creates and builds the capability of our people** - Enriches Uniting's overall capability through selection, feedback & the development of excellent people.
- **Builds diverse, highly engaged teams** - Builds effective teams with the morale and capability to cope with change effectively.

Business Leadership

- **Demonstrates Business Acumen & Delivers Results** - Understands Uniting's business, market and competitors and drives to deliver ever improving results.
 - **Develops and Grows the Business** - Understands the changing market landscape and positions Uniting for growth.
 - **Reaches Commercial Decisions** - Makes effective commercial decisions with the information, time and resources available.
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QUALIFICATIONS & EXPERIENCE

Qualifications:

- Tertiary qualifications in a relevant discipline.
- Provisional or full membership with AHPRA or an appropriate professional body.

Experience:

Typically, this role will require five (5) or more years' experience in your field of expertise, including two (2) or more years experience supervising a small team of specialists. You will have excellent written and verbal communication skills, be organised, systematic, thorough, accurate and disciplined. It is expected that you will possess good skills at navigating a complex organisation, forging relationships, and managing through influence rather than direct authority as required.

In addition to the above, you'll have:

- Proven expertise in the application of evidence based clinical practice within the mental health field in both a case management and therapeutic role.
- Substantial experience and demonstrated skill in the coordination of individualised psychosocial interventions to meet the needs of consumers presenting with a variety of mental health concerns based on a case formulation approach.
- Demonstrated commitment to clinical supervision and ongoing professional development.

- Demonstrated management experience and/or proven ability to provide leadership to a multidisciplinary team including skills and experience in clinical service management and quality improvement programs.
- Ability to create a team culture and performance that is based on hope, optimism and a recovery framework for young people and consumers.
- Be able to apply a high level of professional judgement and knowledge when performing a range of novel, complex and critical tasks, specific to their discipline.
- Capacity to allocate resources, set priorities and ensure budgets are met within the services to deliver strategic outcomes.
- Ability to develop, implement and deliver strategic business plans which increase the level of care to customers within a budget framework.
- Knowledge of relevant legislation, such as the Mental Health Act (2007) and the Children and Young Persons (Care and Protection) Act (1998).

Employee Name:	Insert employee name	Manager's Name:	Insert manager's name
		Title	Insert manager's title
Date:	Insert date	Date:	Insert date
Signature:		Signature:	