

POSITION DESCRIPTION

Job Title	Team Leader	Classification	AHP3	Position Number	Click here to enter text
Region	Eyre and Far North Local Health Network (LHN)	Term	Ongoing	Position Created	March 2016
Area	Eyre and Far North Choose an item. Select Service Type	FTE	1.0	Last Updated	February 2020
Criminal History Clearance Requirements:		<input checked="" type="checkbox"/> DHS Working With Children Check (WWCC) <input checked="" type="checkbox"/> NPC – Unsupervised contact with vulnerable groups <input type="checkbox"/> DHS Disability Services Employment Screening			
Immunisation Risk Category:		<input type="checkbox"/> Category A (direct contact with blood or body substances) <input checked="" type="checkbox"/> Category B (indirect contact with blood or body substances) <input type="checkbox"/> Category C (minimal consumer contact)			
Broad Purpose of the Position <p>The Team Leader is an experienced clinician who works within Eyre and Far North LHN Mental Health (MH) service applying their clinical knowledge and experience to provide the pivotal co-ordination of evidenced based, recovery orientated consumer care delivery within the defined local region. The position is responsible for the line management, coordination and leadership of the local mental health team's activities. The position will ensure integration of services by working with government and non-government service providers to achieve continuity and quality of consumer care.</p> <p>The Team Leader is accountable for their own practice standards, activities delegated to others and the guidance and development of less experienced staff, in accordance with the <i>National Mental Health Policy</i> and the <i>Standards for Mental Health Services</i> and in a manner consistent with the stated <i>Vision</i> and <i>Values</i> of the LHN. The Team Leader is accountable for the delivery of high quality consumer care, for addressing inconsistencies between practice and policy; and for developing team performance and a positive work culture in the interest of consumer outcomes.</p>					
Qualifications <p>Must hold a recognised qualification within the professions of Social Work, Occupational Therapy or Psychology.</p> <ul style="list-style-type: none"> For Occupational Therapy, must fulfill all requirements to obtain and maintain current practicing registration with the Occupational Therapy Board of SA. For Social Work, must be eligible for practicing membership of the Australian Association of Social Workers (AASW). Must have participated in ongoing professional development in line with AASW guidelines. For Psychology must hold a Masters Degree in Clinical Psychology or recognised equivalent and be registered to practice psychology, meeting National Registration requirements. 					

POSITION DESCRIPTION

Handling of Official Information

By virtue of their duties, SA Health employees frequently access, otherwise deal with, and/or are aware of, information that needs to be treated as confidential. SA Health employees will not access or attempt to access official information, including confidential consumer information other than in connection with the performance by them of their duties and/or as authorised.

SA Health employees will not misuse information gained in their official capacity.

SA Health employees will maintain the integrity and security of official or confidential information for which they are responsible. Employees will also ensure that the privacy of individuals is maintained and will only release or disclose information in accordance with relevant legislation, industrial instruments, policy, or lawful and reasonable direction.

White Ribbon

SA Health has a position of zero tolerance towards men's violence against women in the workplace and the broader community. In accordance with this, the incumbent must at all times act in a manner that is non-threatening, courteous, and respectful and will comply with any instructions, policies, procedures or guidelines issued by SA Health regarding acceptable workplace behaviour.

Cultural Statement

SA Health welcomes Aboriginal and Torres Strait Islander people and values the expertise, cultural knowledge and life experiences they bring to the workplace. SA Health is a culturally inclusive work environment that is respectful of Aboriginal and Torres Strait Islander culture.

Special Conditions

- A current driver's license is essential, as is a willingness to drive on country roads and travel in light air craft as required. Intra state travel will be required; interstate travel may be required.
- Flexibility and some out of hours work may be required.
- Participation in an on call after hour's roster may be required.
- It is mandatory that no person, whether or not currently working in SA Health, will be eligible for appointment to a position in SA Health unless they have obtained a satisfactory Background Screening and National Criminal History Clearance.
- Prescribed Positions under the Child Safety (Prohibited Persons) Act 2016 must obtain a satisfactory Working With Children Check through the Screening and Licensing Unit, Department for Human Services (DHS).
- Approved Aged Care Provider Positions as defined under the Accountability Principles 1998 made in pursuant to the Aged Care Act 2007 (Cth) must obtain a satisfactory National Police Certificate through the South Australian Police confirming the clearance is for the purpose of employment involving unsupervised contact with vulnerable groups.
- National Police Certificates and Disability Services Employment Screening must be renewed every 3 years thereafter from date of issue.
- Working With Children Checks must be renewed every 5 years thereafter from date of issue.
- Will be required to participate in the organisation's Performance Review and Development Program which will include a regular review of the incumbent's performance against the responsibilities and key result areas associated with their position and a requirement to

Key Relationships

- Reports operationally to the Select Position, Select LHN for operational and administrative matters.
- Professionally reports to the discipline specific Advanced Clinical Lead within Rural and Remote Mental Health Service (RRMHS).
- Accountable to the Clinical Director RRMHS.
- Expected to negotiate own formal clinical supervision arrangement, in accordance with the LHN's Allied Health Clinical Supervision Framework.
- Provides direct line supervision, support and mentorship to members of the local region.
- The Team Leader has direct line management of the day to day responsibilities of staff within the local multidisciplinary MH Team.
- Develops and maintains cooperative and productive working relationships with all members of the multidisciplinary MH service, and members of the local health agencies including but not limited to: Consultant Psychiatrists, General Practitioners, Unit managers, mental health staff, and other health professionals.
- Liaises with MH consumers, carers, members of the public, community organisations, external service providers, contractors, and stakeholders across other government and non-government departments.

POSITION DESCRIPTION

<p>demonstrate appropriate behaviours which reflect a commitment to SA Health values and strategic directions</p> <ul style="list-style-type: none"> Depending on work requirements the incumbent may be transferred to other locations across SA Health to perform work appropriate to classification, skills and capabilities either on a permanent or temporary basis subject to relevant provisions of the Public Sector Act 2009 for Public Sector employees or the SA Health (Health Care Act) Human Resources Manual for Health Care Act employees. The incumbent may be required to participate in Counter Disaster activities including attendance, as required, at training programs and exercises to develop the necessary skills required to participate in responses in the event of a disaster and/or major incident. Will be required to comply with the requirements of the LHN's Procedure for Credentialing Allied Health and Scientific Health Professionals May be required to maintain a clinical caseload or clinical supervision responsibilities, the proportion of which may be subject to change, commensurate with other management / project / education / research responsibilities. Must be willing to undertake mandatory Management of Actual or Potential Aggression training. Appointment is subject to immunisation risk category requirements (see page 1). There may be ongoing immunisation requirements that must be met. Eyre and Far North LHN MH embraces the principles of positive psychology and aims to be a flourishing MH service that impacts meaningfully and positively on the communities it serves. To this end, Select LHN MH promotes the principles of PERMA+, as described by Dr Martin Seligman- Adelaide Thinker in Residence Program, for our staff, consumers and partners. 			<ul style="list-style-type: none"> May be required to temporarily fulfil a higher position, appropriate to the skills and capacity of the incumbent.
Key Result Areas	Generic Requirements	Specific or Local Requirements	
1 Technical Skills and Application	<p>1.1 Apply specialist professional expertise (including as a <i>Rural Generalist</i> or within a specific discipline specialty) in the provision of complex clinical and / or consultancy services across the LHN and / or within the relevant professional networks.</p> <p>1.2 Operate with professional independence, clinical competence and highly developed reflective-practice skills, drawing on professional direction in the application of new or sophisticated techniques.</p> <p>1.3 Apply detailed knowledge of the LHN's strategic directions, health unit operations, service delivery and workforce issues, and very high level professional skills to achieve responsibilities of a complex and varied nature.</p> <p>1.4 Provide advice to management on professional service development, practice and redesign, in response to demand and consumer needs.</p> <p>1.5 Show evidence of a working knowledge of health issues and service</p>	<ul style="list-style-type: none"> Provides coordination, support and leadership to the local multidisciplinary team within the LHN's MH professional practice framework. Contributes to the identification, establishment and implementation of clinical protocols for the provision of programs and services in accordance with the LHN's MH Model of Care. Leads the team in needs analysis, establishment of appropriate local priorities, and redesign of care and treatment practices for the local area in line with the LHN's MH Model of Care. Creates and maintains partnerships with local services leading to an integrated approach to provision of mental health care. Manages Transfer of Care planning processes with tertiary based services. Manages service demand and all referrals to the team including workload allocation, supervision of ongoing involvement and 	

POSITION DESCRIPTION

	barriers facing Aboriginal consumers.	<p>discharge planning.</p> <ul style="list-style-type: none"> ▪ Reviews and implements processes and practices in accordance with emerging service needs, care planning, evaluation results, risk management, identified imminent systems problems, and coordination of local activities with corporate systems. ▪ Integrates contemporary mental health practice, theory and personal experience to support the decision making, innovative thinking and objective analysis that are expected at this level. ▪ Ensures the skills and knowledge of all staff are maintained and updated to meet personal, professional and service delivery needs. ▪ Supports participation of primary prevention and early intervention activities within the mental health service in line with the LHN's MH Model of Care.
2 Personal and Professional Development	<p>2.1 Work under limited direction, accepting professional responsibility for a high standard of complex, specialised or strategically significant work, including providing advice to Management / Executive on the effective allocation of resources in the delivery of services across the LHN.</p> <p>2.2 Display a commitment to continuous personal and professional development by:</p> <ol style="list-style-type: none"> a. Attending all mandatory training and actively pursuing other development as required to maintain currency of clinical knowledge (may include post graduate study); b. Actively developing the professional skills and competencies in others, by contributing to or facilitation education and training activities and acting as a mentor and / or clinical supervisor to less experienced staff; c. Utilising the support of mentors and peers, and fostering strong relationships with Universities, Professional Associations and other key stakeholders; and d. Actively participating in the Professional Development and Review (PR&D) process, including developing and pursuing a personal / professional development plan in consultation with your line manager and facilitating this process for staff under your supervision. <p>2.3 Facilitate the development of knowledge of effective practice by encouraging and supporting research, evaluation of services, and information sharing between professionals across regional LHNs,</p>	<ul style="list-style-type: none"> ▪ Provide clinical leadership, education and support to the LHN MH professionals and students on placement in collaboration with other senior clinical staff on the team and with discipline leads, as appropriate. ▪ Provide direct operational supervision to the local MH team. ▪ Proactively draw on clinical advice and direction from superiors and clinical experts as required. ▪ In collaboration with the Select Position: <ul style="list-style-type: none"> ▪ Promote rural and remote mental health practice through education and training; and ▪ Identify and facilitate professional development requirements and opportunities in collaboration with clinical supervisors and discipline leads. ▪ As part of the LHN's MH leadership group, contribute to professional development, education and training programs for MH staff across the LHN and other service providers. ▪ Lead the PR&D process with staff, identify and facilitate individual learning needs and development priorities in collaboration with discipline supervisor. ▪ Contribute towards clinical research and undertake quality evaluation of effective mental health practice. ▪ Develop and maintain inter and intra-professional clinical networks across MH services, actively sharing and seeking out knowledge of effective practice. ▪ Supporting staff to access appropriate discipline specific clinical

POSITION DESCRIPTION

	<p>through relevant Networks and other Forums.</p> <p>2.4 May have managerial responsibilities, being responsible for:</p> <ol style="list-style-type: none"> Leadership, guidance and / or line management of a multi-disciplinary or specialist team within the cluster, or across the LHN and / or a professional Network; and Attainment of Team or Cluster operational goals and objectives, and the facilitation and application of human resource management principles including performance management and development. <p>2.5 May have Senior Clinical Educator and / or Senior Researcher responsibilities, including:</p> <ol style="list-style-type: none"> The coordination of clinical placements for a profession across the LHN MH service or multiple professions within a Cluster; Contribution to clinical education within regional LHN MH service or in partnership with Universities; and Conducting research and / or quality evaluation within a cluster, whole of regional LHN MH service or within the professional network. 	<p>supervision and support.</p> <ul style="list-style-type: none"> Ensure efficient management and utilisation of staff by monitoring workloads and workflows through statistical data, annual performance appraisals, and liaison and feedback from consumers and other agencies. Develop and maintain a learning environment, taking a coaching approach to team development, individual capability development and performance management. Maintain productive working relationships and effectively manage and resolve conflict issues. Ensure skills and knowledge of all staff are maintained and updated to meet personal, professional and service delivery needs.
3 Consumer / Customer Service	<p>3.1 Treat all consumers with respect, identifying and pursuing opportunities to work in partnership with stakeholders to improve the quality of services across the LHN.</p> <p>3.2 Promote cultural safety by valuing and promoting the cultural needs of local communities and providing advice on service or system-level changes required at the LHN level to meet these needs.</p> <p>3.3 As a clinical / professional leader, contribute to improvement the consumer-journey driven distribution of services and ensuring consumer-centred practice and community engagement principles are embedded into the planning, delivery and evaluation of services.</p> <p>3.4 Engage appropriately with Aboriginal consumers and community members to improve health outcomes.</p> <p>3.5 Demonstrate experience working with Aboriginal consumers and communities to provide culturally appropriate health services.</p>	<ul style="list-style-type: none"> Ensures services are accessible, culturally sensitive to the needs of people from diverse backgrounds, consistent with relevant National Frameworks, and uphold the right for people to actively participate in their own health care and decision making. Works within an evidenced based recovery orientated framework and encourage and promote the active participation of consumers and carers in decision making at various levels, including service planning, development, design, delivery and evaluation of services. Encourages and promotes the active participation of consumers and carers in decision making at various levels, including service planning, development, design, delivery and evaluation of services. Fosters community awareness of the service and act as a resource person for the community regarding MH's core business.
4 Administration and Documentation	<p>4.1 Comply with organisational requirements for the accurate and timely completion of documentation and statistics.</p> <p>4.2 Proactively question existing practices and use of the LHN resources, and support clinicians to pursue appropriate alternatives where necessary.</p> <p>4.3 Prepare comprehensive, high-level reports and / or presentations to assist management and executive decision making.</p>	<ul style="list-style-type: none"> Develops appropriate clinical and administrative resources to inform clinical practice and services in delegated program areas. Ensures use of statistical information for planning and evaluation of services. Ensures compliance with all relevant legislation, government and LHN policies, procedures and practices, and apply benchmarks and

POSITION DESCRIPTION

	<p>4.4 Appropriately identify, use and apply relevant policies, procedures, reporting and documentation systems (including Quality Risk & Safety [QRS], Adequate Records Management [ARM] and Client Management Engine [CME]).</p> <p>4.5 Competently utilise the Microsoft Office suite of software, Email and Internet in fulfilling the requirements of the role.</p> <p>4.6 May be required to initiate and manage programs and / or projects which may include management of a multi-disciplinary project team.</p>	<p>standards for consumer care.</p> <ul style="list-style-type: none"> Ensures the provision of a healthy, safe and equitable working environment by adhering to the principles and standards of OHS and Equal Employment Opportunity Legislation. Appropriately manages allocated budgets and resources in an effective and efficient manner in accordance with the LHN policies and procedures. Ensures the purchasing / maintenance of equipment and capital assets comply with LHN and SA Health policies and procedures. Ensures that Recruitment processes are conducted in a manner that meets LHN and SA Health Workforce and Human Resource requirements. Assesses the professional, technical and economic impacts of programs developed and provides regular reports. Contributes to the development of key policies, planning and decision making processes for own area of responsibility.
5 Teamwork and Communication	<p>5.1 Contribute to the LHN-level strategic workforce planning and service development, to ensure services are effective, efficient, equitably distributed (according to need) and based on evidence.</p> <p>5.2 Promote intra-disciplinary collaboration between clinicians across LHNs and the development of inter-professional and across-sector partnerships to improve the quality, safety and integration of services.</p> <p>5.3 Apply high level interpersonal skills which engender the trust, cooperation and commitment of others to work together to achieve change.</p> <p>5.4 Communicate and negotiate effectively, both verbally and in writing, at all levels within the LHN and with external agencies.</p> <p>5.5 Provide clinical leadership in the application of the LHN's strategic directions, values and priorities within the relevant discipline and / or specialty area(s).</p> <p>5.6 Ensure integration of services with both internal and external key stakeholders relevant to the provision of mental health services.</p> <p>5.7 Engage and influence others to improve Aboriginal Health services provided to the local community.</p> <p>5.8 Engage and influence others to improve Aboriginal Health services provided to the local community.</p>	<ul style="list-style-type: none"> Provides and encourages regular and constructive feedback so that staff are provided with necessary information, instruction, training and supervision to effectively and safely carry out their work. Being aware of own communication style and behaviours, and modifies these to achieve positive outcomes and relationships. Ensures effective communication systems between team members and other components of the service are established which enable a two way flow of information. Utilises mechanisms which support positive working relationships, collaboration and partnership within and across teams and result in a safe, fair and equitable workplace, free from risks and hazards. Establishes and maintaining mental health networks and partnerships with both internal and external stakeholders in the development, provision and evaluation of holistic mental health services. Liaises, consults, coordinates and collaborates with consumers, carers, other staff and agencies, within the framework of the LHN's MH Model of Care.

POSITION DESCRIPTION

<p>6 Continuous Improvement</p>	<p>6.1 Play a leadership role in the ongoing evaluation and continuous improvement of the LHN services, including an emphasis on workforce development, risk management, clinical supervision and support.</p> <p>6.2 Be flexible, adaptable and innovative in a changing workplace, critically examining safety and quality issues, practices and systems, and developing practical and creative solutions.</p> <p>6.3 Where appropriate, contribute to the investigation of consumer complaints and preparation of Ministerial Briefings related to the scope of the role, with a view to informing systematic improvements to services at the LHN level.</p> <p>6.4 Contribute to service development through discipline-specific, multi-disciplinary and trans-professional research and evaluation, applying high level self-reflective practice skills, assessing and reviewing the standards of work of other professional officers, and producing recommendations to assist Management / Executive decision making.</p> <p>6.5 Comply with the Code of Ethics for Public Sector Employees.</p> <p>6.6 Show evidence of attending training in Aboriginal cultural issues and have the willingness and the ability to develop this knowledge within the team you manage and across the health service generally.</p>	<ul style="list-style-type: none"> Regularly reviews the effectiveness of team operations and service outcomes. Analyses situations and identifies community needs by developing organisational objectives to meet these needs. Monitors key performance indicators for area of responsibility and address any issues arising. Works within the MH leadership team to attain consistency of clinical practice standards and local service outcomes. Maintains knowledge of human resource and financial delegation responsibilities. Investigates and responds to complaints, incidents and accidents reported via the Safety Learning System (SLS) as required. Actively participates in regional service planning initiatives. Actively participates in improvements in the quality and safety of MH services, including facilitating activities required to achieve Accreditation and compliance with National Standards, Legislation and Organisational Policies.
<p>Approved by Authorised Officer</p>	<p>..... / /</p>	<p>Accepted by Incumbent</p> <p>..... / /</p>

APPLICANT GUIDELINES

Job Title	Team Leader	Classification	AHP3
Region	Select Local Health Network Local Health Network (LHN)	Term	Select Term
Area	Select Area Select Local Team Select Service Type	FTE	Click here to enter text

To apply for the position, you will need to provide:

- (1) A current Curriculum Vitae (CV), outlining your relevant qualifications, work experience and contact details of 3 professional referees.
- (2) A cover letter, including:
 - Title of the position and vacancy reference number (from advertisement);
 - Outline of your reasons for applying for the position;
 - Brief summary of your ability to fulfil the role:
 - Please address each of the 6 Key Result Areas (KRA) separately, using dot points. Refer to the table below for some suggestions of the type of information you may choose to include.
 - You do not need to address the selection criteria individually in your written application. They may be used to assess your suitability for the role during the merit-based selection process.
 - Keep it brief – no more than 2 pages.

Please forward your application by the due date, as per the details outlined in the job advertisement.

Key Result Area	Selection Criteria <i>(suggestions of information to include in your application)</i>
1. Technical Skills and Application	a) Your professional qualifications, professional association membership and registration status (if relevant) – <i>refer to page 1 for minimum qualification requirements</i> . b) Extensive professional experience, across a broad range of clinical practice areas: <ul style="list-style-type: none"> ▪ Outline scope and nature of previous professional practice experiences, including rural / remote experience and any specialty areas; ▪ Experience in providing advice, clinical supervision and clinical education to less experienced professional staff and students; ▪ Previous leadership experience in service development, research and evaluation; ▪ Project management skills and experience; and ▪ Examples of how you have applied primary health care principles to the development and reorientation of services. c) Examples of other skills, knowledge or experiences that demonstrate your suitability for the role, such as: <ul style="list-style-type: none"> ▪ Creativity, resourcefulness, flexibility, adaptability, problem solving skills.
2. Personal and professional development	a) Outline previous initiatives that demonstrate your commitment to reflective practice, and proactive development of self and others (eg: additional post-graduate qualifications). b) Detail your leadership and management style and experience, including examples of problem solving through difficult situations.
3. Consumer / Customer Service	a) Detailed knowledge of and commitment to the LHN's values, strategic directions and priorities. b) Extensive experience and skills in community engagement, consumer / family-centred practice and cultural competency – and examples of how you have supported others to develop and apply these skills. c) Knowledge of Aboriginal Culture and how this impacts on service delivery.
4. Administration and Documentation	a) Highlight relevant skills, experience and training – including those related to data management, budget management, competent use of technology, post-graduate / professional development qualifications.
5. Teamwork and Communication	a) Outline your communication and team work skills, with examples that demonstrate your ability to lead an effective team of diverse membership. b) Previous contribution to service planning and development at local, cluster, regional or state level.
6. Continuous Improvement	a) Examples of how you have contributed previously to quality improvement, evaluation and / or research of relevance to your profession and professional leadership.