

**POSITION DESCRIPTION - Team Leader, Occupational Therapy****Part 1 – Expectations for Your Role**

Position	Team Leader, Occupational Therapy
Service / Program	Allied Health Service / Primary Care
Industrial Instrument	The EACH Health Professionals Enterprise Agreement
Instrument Classification	AHM Grade 2
Reports to	Manager, Allied Health Services
Effective Date	May 2025

Key Deliverables

- Effective leadership of the Occupational Therapy (OT) team
 - Ensure the OT team provide Each Great Care to every person, every time
 - Identify opportunities to translate new evidence into practice and new innovations that may contribute to the evidence base
 - Foster a team culture aligned with Each values and behaviours
 - Monitor and ensure high standards of quality service delivery for the OT team
 - Manage performance of the team in line with targets, outcomes and any other Key Performance Indicators; and work with team members, providing support and coaching, to be able to deliver effectively and efficiently
 - Have a physical presence across multiple sites to support staff who may be seeing customers in clinic.
 - Ensure roster of both personnel and customer appointments to maximise service provision and financial sustainability
 - Oversee equipment inventory to ensure, within available budgets, equipment and clinical facilities are of an acceptable and appropriate standard
 - Ensure all staff within the team have access to effective, supportive and regular supervision and have their regular One to One Conversation completed
 - Ensure staffing and recruitment for the team is undertaken in line with HR requirements
 - Ensure incidents, feedback/complaints and risks are managed through Riskman and in line with Each policy and support learning culture
 - Work with the Manager to develop and implement operational plans and ensure compliance is adhered to for all programs to minimise risk.
 - Work with the Manager to develop and implement a continuous improvement plan and deliver against organisation objectives
 - Work with the Manager to develop and maintain a risk register for the services and ensure that risks are addressed/mitigated and as relevant escalated to senior leadership
 - Work with the Manager and Finance Business Partner to understand practice concerns and manage initiatives to improve the financial sustainability of the service



- Policies, procedures and compliance
 - Ensure relevant legislation and standards for OT Services are implemented and adhered to at all times
 - Ensure all relevant policies, procedures, work instructions and guidelines are implemented and adhered to at all times.
 - Identify and escalate any gaps in policies and procedures required for the delivery of person-centred, accessible, connected, effective and safe programs by the team; and contribute to the development and implementation of any documents to fill these gaps
 - Work with the Manager to ensure that all auditing and compliance requirements are met
 - Work with the Manager to prepare for any required accreditation(s)
- Relationship management and networking
 - Work with the Manager and relevant Program Directors to develop and maintain internal and external partnerships and future planning relevant to the ot team and broader Allied Health Services
 - Represent OT at internal and external forums, meetings and networking opportunities when required
- Collaboration
 - Share knowledge across Primary Care, Allied Health Services and the rest of the organisation as required
 - Support integration and cross organisational initiatives
 - Plan and facilitate regular team meetings and planning events for the OT team
 - Contribute to the planning and facilitation of broader stream, program area and organisational meetings and planning events as required
- Reporting
 - Prepare monthly, quarterly and annual internal reports, relevant to the OT services as requested
 - When requested attend performance meetings with any funders relevant to the OT service to discuss performance and compliance
- Clinical Caseload
 - Deliver clinical services to customers within the services of leadership and within an appropriate scope of practice for at least 60% of the appointed time.

Skills

- Ability to drive quality, evidence informed service provision and to encourage and foster creativity and innovation in the workplace
- Sound people leadership and management skills, including the ability to collaboratively engage teams
- Sound interpersonal (written and verbal) skills
- Sound information technology skills, including the ability to compile, review and analyse data, source information, prepare documents and reports, facilitate communication, and manage work-plans and calendars



Experience and Knowledge

- Leadership experience of relevant allied health related discipline(s) and/or services
- Experience in working with and leading personnel from diverse backgrounds, across multiple disciplines and working across multiple different sites and locations
- Experience in supporting others to establish innovative and effective models of service delivery
- Experience in working with a manager to manage (develop, maintain and/or monitor) budgets, financial performance and performance against targets
- Knowledge of relevant legislation requirements, quality improvement frameworks, WH&S requirements, accreditation processes, clinical governance, and risk management
- Knowledge and understanding of customer and community involvement in service planning, delivery and evaluation, and the ability to actively contribute to planning and lead such approaches
- Sound knowledge of the social model of health and commitment to work within that framework
- Always uphold customer confidentiality

Qualification/Registrations/Licences (*Mandatory only*)

- Relevant degree or postgraduate tertiary qualifications in Occupational Therapy
- Membership or eligibility for membership of relevant professional association or registration Board such as AHPRA.
- Current state-based driver's license
- Current CPR

Physical Requirements

- Office Environment: Ability to sit / stand for extended periods and use office equipment.
- Data Entry: Capability to type and handle administrative tasks.
- Office Mobility: Ability to move around the office and attend meetings.
- Lifting: Ability to lift and carry up to 15 kg (e.g., wheelchairs, Kingston chairs).
- Visual & Auditory: Ability to read documents and communicate effectively in person and via phone/video.
- Travel: Ability to drive between houses, community sites and Each office locations.
- Clinical intervention: Ability to provide treatment and intervention to customers in the home, clinic and community settings



POSITION DESCRIPTION – Employee
Part 2 – Expectations for Our Team

At Each, we are committed to improving lives and strengthening communities through a range of health, disability, housing, counselling, and mental health services. With a dedicated team of over 1,500 employees and 250 volunteers, we aim to create a positive impact, empowering individuals to live healthier, happier lives.

Our vision is for everyone to live well, and we strive for a healthier, more equitable future through innovation, advocacy, and community engagement. We care. We listen. We learn. We deliver – Altogether better care.

Expectation of Employees

Employees are expected to work collaboratively with team members and other Directorates, contributing to both individual and community outcomes. They must model Each’s values, ensuring an inclusive, safe, and engaging culture.

Employee Responsibilities

- Ensure quality, safety, and risk management to protect staff, customers, and the community.
- Collaborate with team members and stakeholders to achieve positive outcomes.
- Create a safe, respectful environment that fosters growth, learning, and wellbeing.
- Track progress and outcomes to meet Each’s goals and performance targets.
- Work within professional boundaries and program guidelines.
- Demonstrate leadership behaviours and serve as an ambassador of Each.

Quality

Employees must engage in continuous improvement, comply with legislation and accreditation standards, and maintain the necessary skills and knowledge for their role.

Safety & Wellbeing

Each employee is responsible for their health and safety, as well as that of others, in line with OH&S legislation and Each’s policies.

Child Safe Commitment

Each is dedicated to creating a child-safe environment, with zero tolerance for child abuse. Everyone is responsible for protecting and reporting any suspected child abuse, ensuring the safety and well-being of children involved with Each.

Inclusion and Diversity Commitment

Each is dedicated to an inclusive and diverse workplace where everyone is valued and respected. All staff are expected to promote inclusivity, embrace diversity, and foster a collaborative environment, ensuring a safe and supportive workplace for all.



Key Selection Criteria

Skills & Behaviours

- Adhere to Each's Behavioural and Performance Standards.
- Strong communication and interpersonal skills for building relationships.
- Collaborative team player with a positive attitude.

Desirable Experience, Knowledge, and Qualifications

- Relevant tertiary qualifications.
- Proven collaborative teamwork skills.
- Understanding of the Not-For-Profit and Health sectors.

Mandatory Competencies/Licences

- Criminal History Check and Employee Working with Children Check (as required).
- National Worker Screening Check (if required for the role).

Expected Behaviours for ALL Each Staff

- Act in accordance with Each's Code of Conduct, policies, and service principles.
- Respond to family violence risk in line with the MARAM Framework.
- Promote a safety-first culture and adhere to health and safety policies.
- Ensures Each Great Care is put through its PACES (Person-Centered, Accessible, Connected, Effective and Safe).
- Support a zero-tolerance stance on abuse, neglect, and discrimination.
- Foster an inclusive, collaborative work environment, prioritizing customer needs.
- Contribute to teamwork, innovation, and continuous improvement.
- Engage in continuous learning and complete all mandatory training on time.