

**POSITION DESCRIPTION – Team Leader, NDIS Children’s Therapy Support Services****Part 1 – Expectations for Your Role**

<b>Position</b>	Team Leader, NDIS Children’s Therapy Support Services
<b>Service / Program</b>	Primary Care
<b>Industrial Instrument</b>	Dependent on candidate
<b>Instrument Classification</b>	Grade 3 – Allied Health Team Leader or Level 6 – SACS Social and Community Services
<b>Reports to</b>	Manager, Community Health Paediatric and Counselling
<b>Effective Date</b>	April 2025

**Key Deliverables**

- Effective leadership of the Therapy Support Services team
  - Ensure the 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 Therapy Support Services 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 Therapy 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 team and broader NDIS and Early Childhood Services
  - Represent NDIS at internal and external forums, meetings and networking opportunities when required
- Collaboration
  - Share knowledge across Primary Care, Community Health Paediatrics and Counselling, NDIS and Early Childhood 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 NDIS Children's Therapy Support 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 NDIS services as requested by Each across the CHPACS area.
- Clinical Caseload
  - Minimum KPI 10% billable activity that align to productivity and financial targets.

### **Qualification and Skills**

- Relevant qualification, preferably Allied Health, Occupational Therapy or Speech Pathology or Developmental Educator
- AHPRA registration or registration with relevant professional body
- Significant, at least 7 years, paediatric experience
- Current state-based driver's license
- Completion of a Criminal History Check, Employee Working With Children Check and NDIS Worker Screening Check, prior to commencement of employment and as required by legislation and policy during employment, as well as a duty to disclose relevant information that may arise after employment has commenced



### **Physical Requirements**

- Office Environment: Ability to sit 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.
- Light Lifting: Ability to lift and carry up to 5 kg (e.g., laptops or office supplies).
- 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 as appropriate for the incumbents professional background and scope of practice.



<b>POSITION DESCRIPTION – Employee</b>
<b>Part 2 – Expectations for Our Team</b>

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.