



Position Description

Position Identification			
Position Title:	Team Leader, Ovens Murray NDIS PIC ECEI		
Direct Reports	8	Indirect Reports:	0
HRIS Position Number:		Effective Date:	April 2017
Location:	Merri Health Sites –Wangaratta and others as appropriate		
Scope of Practice:	Not applicable		
Delegation of Authority:	Refer to Delegation of Authority Policy		
Agreement/Classification *For HR use only	Victorian Stand-Alone Community Health Services (Health and Allied Services, Managers and Administrative Officers) Multiple Enterprise Agreement <ul style="list-style-type: none"> • HSU 5, Grade 4 		
Organisational Context			
Divisional:	Family and Community Support Services		
Program:	Ovens Murray PIC ECEI	Unit:	Ovens Murray PIC ECEI
Organisational Chart	<pre> graph TD GM[General Manager Family and Community Support Services] --> M[Manager, Ovens Murray PIC ECEI] M --> TL[Team Leader] M --> CEO[Community Engagement Officer] M --> AO[Administration Officer] TL --> ECA[ECEI Access Coordinator] TL --> IA[Intake & Access] </pre>		
Position Summary			
<p>The incumbent of this position will play a key role in supporting the establishment of the National Disability Insurance Scheme (NDIS) Partners in Community (PIC), Early Childhood Early Intervention (ECEI) service in the Ovens Murray regional area of Victoria. The Team Leader is responsible for overseeing and leading the service’s intake, access coordination and support planning response.</p> <p>The NDIS is a major national reform with an insurance based approach. It is a new way of providing support for eligible people with permanent and significant disability, their families and carers, via <i>individualised</i> funding packages based on a client’s level of need. The PIC enables the Scheme to be implemented at a local community level. Merri Health (Merri) is the appointed PIC for the Ovens Murray region in ECEI to ensure children with a developmental delay or disability and their families and carers are well supported by a flexible and responsive range of supports. Merri will be the first contact point for Scheme supports for ECEI.</p> <p>Reporting to the Manager, NDIS PIC ECEI, the Team Leader is responsible for leading a team to deliver the service as described in the National Disability Insurance Agency Statement of Requirements (SoR) across Ovens Murray.</p> <p>The role will provide leadership and support to a team of ECEI professionals to:</p> <ul style="list-style-type: none"> • Assist children (0-6) with developmental delay or disability, their families and carers to build and pursue their goals, exercise choice and control and engage with the NDIS, and; 			



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- Ensure that children (0-6) with developmental delay or disability are supported in their local communities and mainstream services by building greater awareness and social inclusion for children with developmental delay or disability and their families.

A key challenge associated with the role will be coordinating a mobile workforce. Ovens Murray covers seven Local Government Areas (LGAs) (Mansfield, Benalla, Wangartta, Benalla, Indigo, Alpine, Towong and Wodonga) and the Team Leader will be responsible for ensuring that Merri delivers face to face planning in all LGAs.

The Team Leader will be responsible for the smooth functioning of the direct service delivery elements of the Team encompassing the components of service intake and ECEI access coordination. The Team Leader will provide subject matter expertise to the ECEI Team and will be supported by the Manager to ensure the Ovens Murray PIC ECEI service meets the NDIA’s SoR.

In addition to supervision responsibilities, the Team Leader will also be expected to undertake planning with families where there is significant complexity. The Team Leader will also support staff build their understanding of best practice guidelines to ensure that children receive the best possibly quality of support in a family and community appropriate context.

In line with the community-focused nature of the PIC ECEI service, the Team Leader will play a leading role in developing awareness about how the NDIS will support children with development delay or disability. The Team Leader will be a key spokesperson in connecting with parents, families, early intervention service providers, education and health services and other mainstream providers.

Position Accountabilities

Responsibilities

- Oversee and provide support, leadership and supervision of direct service delivery functions of the PIC ECEI service in Ovens Murray inclusive of Service Intake (2) and Access Coordination (6)
- Support the Manager to ensure compliance with the NDIS PIC ECEI Grant Agreement, and that the ECEI service is delivered in accordance with practice guidelines, standards and the SoR Ensure program policy and procedures reflect the SoR and that they are reviewed regularly
- Coordinate a mobile workforce across a large geographic area
- Undertake NDIS planning with families where appropriate
- Prepare timely, reliable and succinct reports, data and analysis and participate in NDIS monitoring processes as required/appropriate
- Monitor and achieve high quality performance targets, outcomes and reporting requirements as set internally and by the NDIA
- Develop strategies, in collaboration with the Manager, to address under performance
- Respond to community need and concerns in implementing the PIC ECEI service
- Support the establishment and implementation of PIC ECEI service in Ovens Murray (including staffing)
- Support service mapping activities across the Region and establish relevant partnerships and collaborations
- Communicate the role, goals and function of the PIC ECEI service and Merri Health values to community members
- Support the development and implementation of the NDIS ECEI PIC Operations Manual for the Ovens Murray region inclusive of NDIS Operating Guidelines and Requirements
- Ensure effective risk management procedures are in place to minimise any major areas of identified risk



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	<ul style="list-style-type: none"> • Uphold and adhere to Merri’s organisational Values and Code of Conduct • Demonstrate Occupational Health and Safety due diligence and leadership through understanding the nature of the organisations operations and undertakings and generally of the hazards and risks associated with those operations • Undertake other duties as reasonably directed by the Manager in line with the incumbent’s skill and experience
<p>People Management</p>	<ul style="list-style-type: none"> • Oversee and support the Team including recruitment, induction, professional development, reward and recognition and performance management in line with Merri’s policies and procedures • Oversee the induction and training of Ovens Murray PIC ECEI direct service delivery staff • Develop rosters and staff deployment strategies to deliver services across a large geographic area • Ensure team members are appropriately supported when working remotely • Share on-call responsibilities with the Manager during emergencies • Develop the team’s capacity to deliver and facilitate support in line with NDIA practice requirements and best practice guidelines • Ensure that the Team presents a consistent message and approach at internal and external engagements • Support the implementation of Merri’s ECEI Diversity and Disability Employment Strategy Plan • Manage employee retention and coordinate workforce planning across the Team to ensure responsiveness to changing or emerging client needs in collaboration with the Manager • Promote and monitor compliance of people management processes to all Merri standards, policies and procedures • Build a culture of ambition and success across the Team through motivating and developing employees by promoting continuous improvement • Ensure the performance objectives of the Team are communicated, understood and cascaded to all employees through effective development of individual KPIs and work plans • Ensure appropriate succession plans are in place to achieve longer term strategies • Work collaboratively with a range of key stakeholders (internal and external) to ensure success of the proposed objectives of the service
<p>Safety and Risk</p>	<p>Occupational Health & Safety (OHS)</p> <ul style="list-style-type: none"> • All employees have a duty to take reasonable care for the health and safety of themselves and others affected by their actions at work, and to comply with Merri Health’s OHS Frameworks. <p>Physical Inherent requirements (PIR)</p> <ul style="list-style-type: none"> • Involves sedentary tasks requiring a low level of physical activity and alternation between seated and standing positions • Incorporates computer based activities, where employees are required to maintain a slight to moderate degree of cervical flexion for periods of several minutes at a time, occasionally sitting for periods in excess of 20 minutes • Sound upper limb joints, with the ability to withstand repetitive upper limb activity • May be required to occasionally lift and carry items weighing up to 10kgs



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	<p>Quality & Risk</p> <ul style="list-style-type: none"> Actively participate in the risk management process including identification and analysis, control of deficiencies and escalating where required Understand and implement accreditation standards that apply to team and organisation (as appropriate) Participate in quality and accreditation self-assessment(s) and support implementation of agreed improvements (as appropriate) Assist with the development, review and implementation of policies and procedures and support staff to understand and apply them. <p><i>Merri Health is an equal opportunity employer and committed to ensuring a safe environment for children and young people. We encourage individuals of diverse backgrounds including but not limited to those from the Aboriginal and Torres Strait Islander, Culturally and Linguistically Diverse and the GLBTIQ community to join our workforce.</i></p>
<p>Key selection criteria</p>	
<p>Essential</p>	<ul style="list-style-type: none"> Demonstrated understanding of the National Disability Insurance Scheme and the needs of families and children with a disability Demonstrated understanding and experience of working in ECEI and of early childhood practice guidelines Demonstrated ability to lead, manage and motivate an inter-professional team to achieve high quality performance outcome targets Demonstrated capacity to oversee ECEI service delivery based on evidence based practice Demonstrated experience in coordinating a highly mobile workforce Highly developed analytical, strategic and problem solving skills Ability to identify key stakeholders and build strong effective working relationships and partnerships A strong self-starter with the ability to respond to sudden escalation in pressure and demand Demonstrated commitment and ability to maintain an ethical, inclusive and non-judgemental approach to service delivery Experience in delivering and facilitating practice-based training and workshops Excellent interpersonal, communication and negotiating skills with the ability to make timely and thought-out decisions Excellent administrative and organisational skills with the ability to manage multiple activities with minimal supervision required Capacity to work creatively and independently, demonstrate initiative and actively develop a supportive team environment.
<p>Desirable</p>	<ul style="list-style-type: none"> High level information management competency in using computers/tablets Knowledge and/or experience in Community Health Demonstrated experience working within a diverse community
<p>Checks, Licences and Registration</p>	<ul style="list-style-type: none"> Relevant Tertiary qualification as directed by Merri Registration with AHPRA or other relevant body (as appropriate) National Police check Working with Children check Current full or probationary drivers licence