

## BENDIGO COMMUNITY HEALTH SERVICES

### POSITION TITLE: TEAM MANAGER - STRONG FAMILIES

<b>Name:</b>		P.O. Box 1121 Bendigo Central Victoria 3552
<b>Position number:</b>		
<b>Award:</b>	In accordance with qualifications and experience	<b>Central Site:</b> Ph: (03) 5448 1600 Fax: (03) 5448 1699
<b>Classification:</b>	Dependent upon qualifications and experience	<b>Eaglehawk Site:</b> Ph: (03) 5434 4300 Fax: (03) 5434 4355
<b>Site:</b>	Kangaroo Flat however the position may work from any Bendigo based BCHS site as required	<b>Kangaroo Flat:</b> Ph: (03) 5430 0500 Fax: (03) 5430 0544
<b>Hours per fortnight:</b>	76.0 hours per fortnight	<b>Elmore Primary Health:</b> Ph: (03) 5432 6001 Fax: (03) 5432 6101
<b>Tenure:</b>	Ongoing	
<b>Position description developed:</b>	January 2017	
<b>Responsible to:</b>	Andie West, Director - Children Youth and Family Support Services	

## 1. Position Role

The position of Team Manager - Strong Families provides an opportunity for a suitably qualified and experienced person to manage the Family Services' and Child Health Invest teams and deliver relevant direct consumer care.

It is anticipated that the specific management of this role will not exceed a 0.5 EFT time allocation. As such the incumbent will deliver substantial direct service provision including to consumers with complex needs and circumstances, across both teams.

The services currently provided by the team include Family Services, Child Health Invest Services and Health Promotion.

## 2. Position Responsibilities

The responsibilities of the position are:

- Manage and supervise teams to ensure effective consumer outcomes, engaged staff and achievements of activity and budget targets.
- Manage the accountability and reporting processes for the teams (internally and externally) inclusive of work plan KPIs.
- Provide direct care services to consumers, including to children or families with complex needs and situations, as determined by the incumbent's scope of practice.

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- Practice in a consumer-centred and collaborative manner to ensure service responses that are integrated and directed toward client goals.
- Support the Director - Children, Youth and Family Support Services in the maintenance of effective relationships and collaborations.
- Support the Director - Children, Youth and Family Support Services to further develop and maintain a high service profile and reputation.
- Propose and implement quality improvements for efficiency and effectiveness of programs and improved consumer experience.
- Prepare clear, concise, and well-organised written documents and oral presentations, as required.
- Represent the team as negotiated with the Director - Children, Youth and Family Support Services and support effective engagement with the Family Services Alliance including attendance at Operations meetings.
- Liaise with Community Based Child Protection and Child FIRST and manage intake, referral and allocation within a responsive demand management and prioritisation framework.
- Facilitate a positive team culture that reflects BCHS' values and supports effective communication and resolution of conflicts.

### **3. The Role of the Team**

#### **Family Services**

Family Services provides a range of support services for families including outreach support, referral to appropriate services, group work, and educational programs to parents and carers and the broader community. Family Services staff help families to identify goals which will assist families and children to reach their potential.

#### **Child Health Invest**

Child Health Invest is a small multidisciplinary team which includes Paediatricians, Paediatric Registrars, Mental Health Nurse and Allied Health professionals. Child Health Invest works collaboratively to provide comprehensive health and wellbeing assessments to vulnerable families within the community. Many of the Child Health Invest families present with complex needs and Child Health Invest responds holistically, addressing the presenting needs and endeavoring to refer to other complimentary services enhancing the outcomes for children, youth and families.

#### **Health Promotion**

Health promotion activities may include the Community Cooking program and further health promotion activities will be introduced to all teams for their contribution, and promotion. The responsibility for supporting Health Promotion activities will be shared with the Director Children, Youth and Families.

### **4. Key Selection Criteria**

#### **4.1 Essential**

1. Tertiary qualification in a relevant discipline and successful experience in managing a program and/or inter-disciplinary teams.
2. Demonstrated understanding of the issues which impact vulnerable families in our community, and demonstrated skills and experience in working with these families as a

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- practitioner. A comprehensive understanding of the service system and referral pathways for families.
3. An extensive understanding of, and experience working with, families with a high level of complexity and need. In addition, an understanding of the barriers which make it difficult for families to engage, and achieve goals for themselves and their children.
  4. Sound knowledge of the protective factors and contributors in relation to health inequality and vulnerability.
  5. A sound knowledge of the relevant legislation, regulations, standards, and competencies related to the team/s and the practice/services they provide.
  6. Knowledge of relevant policies and reforms and their impact, for example Roadmap to Reform and consumer directed care.
  7. Demonstrated capacity to supervise teams including the management of:
    - a. Team's attendance/staffing, approval of leave
    - b. Performance (as per agreed KPI's and funding requirements)
    - c. Targets and timelines
    - d. Ability to oversee and guide team budgets and expenditure
  8. Excellent interpersonal skills.
  9. Sound written and verbal communication skills, as demonstrated by preparation of timely, accurate and well-organised documents and understanding of privacy legislation and confidentiality requirements.
  10. Competent level IT skills including knowledge of TRAK and IRIS data bases and the use of computers for word processing, financial management, email and internet.
  11. Knowledge of consumer centred practice and the importance of consultation/collaboration and methods for co-production/co-design.
  12. Ability to use local data to identify trends and issues and propose responses.
  13. Demonstrated understanding of diversity, inclusiveness and health equity as a human rights issue and how such issues might present in these teams.
  14. Demonstrated commitment to continuous improvement, learning and innovation.
  15. Other duties as directed.

### 4.2 Desirable

1. Experience using Best Practice.
2. Demonstrated ability to be innovative, flexible and responsive to short and long term issues.
3. Demonstrated experience and/or skills in project management.

## 5. Probationary Period

Employment with BCHS is conditional on satisfactorily completing a probationary period of six (6) months from date of commencement. During this period your performance will be reviewed with your manager and, assuming this is mutually satisfactory, your employment will be confirmed at the end of this period.

## 6. Staff Review & Development (SRD)

*Each BCHS staff member is required to participate in the annual SRD process. The SRD will be based on the Position Role and Responsibilities and Key Selection Criteria in addition to the relevant Branch and Team Plans and the following Performance Indicators.*

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### **6.1 Self-Management:**

*Demonstrated experience and understanding of the need for ongoing personal and professional development that contribute to self-satisfaction and professional growth*

- Continually develop personally and professionally to meet the changing needs of your position, career and industry.
- Demonstrate behaviours that lead you to achieving your goals.
- Demonstrate understanding and behaviour to reflect that BCHS aims to treat all people with respect, values diverse perspectives and participates in diversity training opportunities.

### **6.2 Communication and Team Work:**

*High level communication and interpersonal engagement that contributes to productive and collegial relationships between staff and with clients*

- Display your capacity for self-awareness through reflection, planning and communication.
- Show evidence of your ability to work co-operatively within a team to achieve team goals.
- Establish and develop as key functions of relationship management, regular and professional communication with all your relevant colleagues.
- Demonstrate alignment and integration of practice according to BCHS' Vision, Values, and Strategic Directions.

### **6.3 Administration and Documentation:**

*Through the use of BCHS processes ensure that all administration and documentation requirements are initiated and completed in a professional and timely manner.*

- Show evidence that the administrative tasks of your position are completed in an orderly, timely and accessible manner.
- Demonstrate that your documentation is completed in an accurate, legally and ethically compliant standard, and is produced to an appropriate professional standard.

### **6.4 Learning:**

*Demonstrated knowledge and application of the capabilities required for this position including knowledge and understanding of appropriate equipment, legislation, policies and procedures.*

- Show evidence of knowledge and understanding of BCHS Strategic Directions and the ability to link key strategic directions to individual and team work plans and individual self-development.
- Demonstrate initiative and enterprise skills that contribute to innovative outcomes
- Display an appropriate level of awareness of the implications for BCHS of decisions and situations that involve you and others.

### **6.5 Position Performance:**

*Demonstrate achievement of negotiated performance indicators specific to your position.*

- Relevant KPI's will be set upon appointment, and reviewed periodically
- Demonstrate improvements in business processes that support quality service delivery and financial outcomes.
- Show evidence of positive and productive team and individual management.
- Demonstrate the ability to develop quality partnerships with key internal and external consumers and stakeholder.

### **6.6 Diversity and Culture:**

BCHS treats all people with respect; values diverse perspectives; participates in diversity training opportunities and provides a supportive work environment.

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### 6.7 Child Safety

BCHS values children from all backgrounds and is committed to making our community a safe, nurturing and welcoming place for children to grow and develop. We are committed to making sure **ALL** children reach their individual potential.

## 7. Other Essential Requirements

### Staff will:

- Complete a satisfactory Police Check before employment is confirmed, the Police Check will be initiated by BCHS at the expense of the staff member.
- Sign the pre-existing Injury/Disease Declaration.
- Present a copy of your original professional qualifications document or registration.
- Present a current Working with Children Check.
- Receive and comply with the BCHS Code of Conduct.
- Comply with BCHS Privacy Policy and Procedures.

### BCHS believes that **"Quality is everyone's business, safety is my responsibility"**

- Co-operate with and contribute to BCHS Health and Safety procedures and participate in appropriate safety information and education activities as required.

## 8. Other Information

- BCHS is an Equal Opportunity Employer.
- All BCHS sites are smoke free workplaces.
- BCHS is committed to employing people from diverse backgrounds and providing a workplace free from discrimination and harassment.
- BCHS has a commitment to environmental sustainability.

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 Approved: Kim Sykes  
 Chief Executive Officer

Date: ...../...../.....

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 Agreed:  
 Team Manager - Strong Families

Date: ...../...../.....