

Integrated Services Team Lead

Position Description

POSITION TITLE:	Integrated Services Team Lead
POSITION No:	TBC
REGION:	Inner East
DEPARTMENT:	Regional Operations
AGREEMENT/AWARD:	HSUA 1 & 5
LOCATION:	Box Hill and other outpost locations within the Eastern region
REPORTS TO:	Inner East Area Manager
DIRECT REPORTS:	7+ direct reports
DATE CREATED:	Full-time Permanent

Position Summary:

The Integrated Services Team (IST) is a multi/interdisciplinary team structure which embodies community health principles of holistic, wrap around service provision to customers with multiple and complex needs. IST's may include a number of disciplines – including but not limited to - Mental Health, AOD, Gamblers Help Counselling, Chinese Peer Connections program, Financial Counselling, and Allied Health. This position will be the point of access for referrals of customers with complex needs, will coordinate case allocation, case conferencing and the promotion of multi / interdisciplinary approaches needed to meet customers needs. This role will also be responsible for taking leadership and overseeing the AOD work of the IST.

This exciting opportunity provides level-appropriate leadership to a multidisciplinary team for a range of team functions in conjunction with Line Management including:

- clinical service delivery - AOD and other
- quality and risk management,
- outcome evaluation and reporting,
- budgets and contract outcomes,
- cross-organisational collaboration,
- partnership generation and management.

EACH Vision:

A Healthy and inclusive community

EACH Mission:

To create supportive environment where everyone can build on their strengths and enjoy better health, social and economic opportunities.

EACH Values:

- ✓ Customer Centricity
- ✓ Social Justice
- ✓ Service Excellence
- ✓ Innovation
- ✓ Collaboration

EACH Service Principles:

We Welcome You with Empathy and Hope

EACH Customer Charter:

- ✓ We Care
- ✓ We Listen
- ✓ We Engage
- ✓ We Deliver

Real World Outcomes:

Real World Outcome:	Measurement:
Service Delivery	<p>Quality integrated service, including effective liaison/communication with clients, confidentiality, diversity awareness, and provision of information and the effective use of internal and external referral practices is achieved, to the satisfaction of the Area Manager and customers and within budget.</p> <p>Contractual targets are achieved or within 5% of target. Integrated service experience for customers is achieved, with customers reporting high levels of empowerment and satisfaction.</p> <p>Alignment of program with emerging DHHS and other relevant policy and opportunities and co-creation of regular Commonwealth reports as required.</p> <p>Implementation of the Annual Program Plan including monitoring and implementing short, medium and long-term goals and priorities with support and to the satisfaction of the EACH leadership team.</p> <p>Service delivery is in line with evidence-based research, EACH policy and shown in client file audits. Successful implementation of evidence-based delivery models, as designed by relevant EACH Service Design leader(s).</p> <p>Engaged regularly with other service providers and clinical leads and participated in service integration opportunities and service expansion opportunities.</p> <p>Coordinated and managed caseloads to ensure equitable work spread and contract acquittal and effective waitlist management including risk-mitigation strategies are implemented.</p>
Leadership	<p>High level of staff satisfaction as reported in EACH Wellbeing Survey. Team's wellbeing and the cumulative impacts of ongoing trauma exposure has been monitored and steps taken to mitigate.</p> <p>Supervision, coaching, support and performance development of team, fostering development of a skilled team including AoD counsellors; providing customers integrated service effectiveness whereby customer is encouraged and feels self-empowered to set and achieve own priorities and goals.</p> <p>Supported and facilitated the team to evaluate measurable customer outcomes as well as evaluation of the integrated team approach. Engaged and supported the team to undertake strategic initiatives and assisted them to analyses results against objectives. Individual work plans created and updated for all staff in accordance with organizational requirements.</p> <p>Harnessed the multi-skills and resources of team members in an integrated response model. Utilizes the team resources to</p>

	<p>achieve a broad range of agreed performance outcomes including quality outcomes, budget and achievement of targets.</p> <p>Optimal staffing profile is determined and maintained, with support of HR and Area Manager.</p>
Operational & Financial Management	<p>Regularly monitor the budget and co-manage to achieve a balanced budget to the satisfaction of the leadership team.</p> <p>Financial system and process management according to relevant policies and procedures and service standards.</p> <p>Programs operated in accordance with Commonwealth, State, and organizational policies, with support of the leadership team. Full compliance with all funded service agreements and arrangements has been achieved and maintained.</p>
Quality/Risk Management & Mitigation	<p>Annual review of compliance requirements as per all funding contracts is achieved.</p> <p>Monitoring and reporting against annual Quality Work Plan requirements and targets (e.g. client file audit improvements).</p> <p>Provision of monthly summary of performance against targets and program expenditure against budget is met.</p> <p>Evaluation of potential risks and identification and resolution of existing risks, with support and satisfaction of Area Manager.</p> <p>Collaborated with the Quality Team and support of the Area Manager to ensure compliance with the risk framework is met.</p> <p>All staff completed the requirements of the client data management system(s) and ensured that privacy requirements are observed and met.</p> <p>Identification and support of vulnerable children and the team's awareness of, and compliance with the Victorian Child Safe Standards.</p> <p>Family Violence Risk Assessment frameworks and an awareness of impending sector changes, guidelines and standards.</p>

Key Duties & Responsibilities:

Key duties and responsibilities include but are not limited to:

Purpose:	Key Duties & Responsibilities:
Staff Management	<ul style="list-style-type: none"> Provide management support to staff, trained volunteers and contracted staff; Ensure staff work and training plans are implemented and monitored in line with organizational priorities and goals; Lead the team, facilitating meetings, continuous improvement cycle and evaluation, encourage and foster

	<p>the development of innovative and new practices consistent with leading practice across the team;</p> <ul style="list-style-type: none"> • Lead the AOD work for the Inner East Region. • Promote clear team objectives and individual objectives for team members; • Ensure a high level of communication is maintained between management and staff; • Conduct monthly supervision with all staff and monthly, minute team meetings; • Manage employee performance in line with their KPIs; • Lead a team of multiple disciplines within an inter / transdisciplinary approach; • Monitor and coach for individual and team outcomes/achievements/performance; • Foster a culture of continual quality improvement; • Build sound communication processes within the team and across EACH; • Foster development of team skills and knowledge through training and guidance; • Negotiate, manage and resolve conflict; • Manage the provision of the IST service in conjunction with other leaders and managers for the specified geographic region; • Develop new work procedures, as required, in consultation with relevant persons; <p>Actively participate in the planning and execution of staff Return to Work plans.</p>
<p>Financial & Risk Management & Reporting</p>	<ul style="list-style-type: none"> • Share oversight of planning for, and implementation of all dimensions of EACH Quality, Risk Management, and OH&S target/outcome acquittal; • Maintain a knowledge of, and integrate into practice the relevant Laws, Acts, Regulations, policies and work practices that apply to the management of community services and the provision of relevant services; • Complete Client Files and other Quality Audits as per EACH policy; • Share oversight of currency and applicability of staff registrations, qualifications, etc.; • Manage HR processes such as WHS, recruitment, performance management and grievance processes according to legislative compliance and best practice; • Identify, act on and/or escalates risks in the conduct of work and team implementation; • Monthly review incidents and complaints, tracking trends, and implement corrective actions; • Ensure risk mitigation and assessment and quality improvement practices are in place; • Ensure adherence to reporting, documentation and business administration requirements; • Prepare accurate and timely reports for the Area Manager as required; • Ensure that all hazards, incidents (including near misses) and injuries are reported within the required timeframes as per funding requirements & EACH policies and procedures; <p>Participate in consultation, meetings, training and other health and safety activities.</p>

Collaboration	<ul style="list-style-type: none"> • Share knowledge openly, assist others, cooperate and support team; • Contribute to annual business plans in line with EACH strategic plan; • Participate in planning, reference groups and working groups as required; <p>Drive participation across integration and cross organizational initiatives.</p>
Relationship Management and Networking	<ul style="list-style-type: none"> • Maintain a high level of visibility and approachability within the community, and maximise the image of EACH through promotion of services and customer centric approach; • Participate in AOD consortia meetings and meetings with other AOD service providers • Through leadership and example promote EACH's values and Service Principles.
Strategic Planning	<ul style="list-style-type: none"> • Develop program plans and deliver against organisational planned objectives; • Ensure service models are evidence based, innovative where appropriate, identify quality outcomes and are documented appropriately; • Provision of solutions to problems; • Utilise complex and specialist professional skills and experience to evaluate processes and make or recommend change.
Quality Service	<ul style="list-style-type: none"> • Ensure clients are appropriately supported in exploring and resolving their needs, expectations and goals through use of team resources and empowering interventions; • In conjunction with the team, lead and undertake evaluations of service or process outcomes or other research. • Provide counselling services to a small number of AoD clients

Core Competencies:

Skills:

- ✓ AOD counselling and sector collaboration skills
- ✓ Ability to lead a multidisciplinary team and to foster development of interdisciplinary / transdisciplinary approaches which optimize the resources inherent within such teams to achieve better client outcomes;
- ✓ Provide clinical service delivery leadership with capacity to assess needs and provide interventions across a range of life areas and needs;
- ✓ Excellent management aptitude, strong organization ability and capability to effectively lead and represent the team;
- ✓ Proven ability to manage continual change in a complex work environment;
- ✓ Ability to generate successful collaborations between services and professions for enhanced client outcomes;
- ✓ Highly developed interpersonal skills, with the proven ability to build effective relationships and communicate with a diverse range of people both internal and external;
- ✓ Effective ability to promote capacity building and resilience for customers and normalizing challenges;
- ✓ Excellent problem-solving skills;
- ✓ Strong critical thinking and evaluation skills;
- ✓ Ability to develop and nurture positive and on-going relationships with range of stakeholders.

Experience / Knowledge:

- ✓ Demonstrated competence in AOD clinical practice, with clients with multiple or complex needs;
- ✓ Knowledge or experience in Service Outcome Evaluation methods – qualitative and quantitative;
- ✓ Strong understanding of the Social Determinants of Health and the Social Model of Health approach and Health promotion;
- ✓ Previous experience in the not-for-profit sector or an appreciation and understanding of community organisations and their operation;
- ✓ Good understanding of the referral pathways across sector(s);
- ✓ Previous experience in leadership roles in community health service.

Attributes:

- ✓ Effective communications with key internal and external stakeholders and customers;
- ✓ Flexible and adaptable
- ✓ Commitment to EACH’s Vision, Mission, Values and Service Principles;
- ✓ Capacity to recognize own feelings and those of others, self-reflect and be self-aware;
- ✓ Respects the ethical beliefs and diversity of others;
- ✓ Is culturally aware and values social inclusiveness as a strength and positively utilizes diversity.

▪ Desirable Qualifications:

- ✓ Tertiary qualifications in a relevant field.
- ✓ Qualifications in AOD work

Mandatory Competencies/Licenses:

- ✓ Working With Children Check;
- ✓ Valid Vic Driver’s Licence.
- ✓ DWES
- ✓ Satisfactory Police Check

Mandatory Employee Responsibility:

General Behaviours & Attributes:

- actively contributes and participates as part of an integrated services team;
- contributes to continuous quality and service delivery improvement throughout the organisation;
- acts in a manner that is not discriminative against sex or sexual orientation, colour, race, ethnicity or national origins, age, religious or ethical beliefs, disabilities, political views, illness, marital status or family responsibilities;
- demonstrates an understanding of, and displays behaviours in line with EACH’s Service Principals;
- participates in all mandatory training requirements to support the delivery of safe and effective service provision;
- Completes induction within a two week timeframe upon commencement of employment.

Governance & Compliance:

- acts in accordance with all EACH’s policies, procedures and code of ethics;
- complies with the Police Record Check and Working With Children Check policies at all times, and is responsible for ensuring appropriate evidence is provided throughout the course of employment;
- where applicable to the position, provide evidence of immunisation status, such as serological immunity or vaccination history;
- performs duties within the Scope of Practice of the role and according to the verification of credentials (qualifications, registrations and professional competencies);
- employee maintains updated and valid credentials in accordance with relevant legislation and industry requirements where applicable to the position.

Work Health & Safety:

- acts in accordance with health and safety policies and procedures at all times;
- all staff are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct.

Employee Acknowledgment & Declaration:

I understand that by signing this document I have understood the role, duties, responsibilities and outcomes required to fill the inherent requirements of this position.

Employee Name: (please print) _____

Employee Signature: _____

Date: _____/_____/_____

****Once signed by employee a copy of this PD is to be sent to the Human Resources****