

Location:

Based at Melton or Lucas as per contract. Some travel to Ballarat or Melton required including Central Highlands and Western Metropolitan Regions

Classification:

Individual Contract

Organisational Focus:

Pinarc Disability Support provides a broad range supports services across the lifespan to individuals and families. We strive to make a positive difference in people's lives by providing them with opportunities to maximise their potential.

Underpinning all customer services is an approach to service delivery that is committed to ensuring that customers, their families and carers are at the very centre of decision making in matters related to their support needs and life choices. Our commitment includes supporting and empowering people of all abilities, Aboriginal and Torres Strait Island peoples, those from culturally and linguistically diverse backgrounds, those identifying as lesbian, gay, bisexual, transgender, intersex, queer, asexual/agender or other diverse sexual orientations and genders (LGBTIQ+). We actively promote the safety of children.

Primary Objective:

The **specific objectives** for this role:

- As part of Pinarc's leadership team you will work closely with the Manager Therapy Education and Support Services and be responsible for leading and supporting a team of Allied Health Professionals and assistants.
- A strong focus of this position is ensuring Pinarc service delivery and market growth targets are met. The core age group supported through our Melton site is ages 0-16 years. The core age group supported through our Lucas site is ages 0-65+ years.

Duties and Responsibilities:**Service Delivery**

- Supporting and nurturing your team with day-to-day service delivery and clinical guidance and leading by example in the delivery of specialised services to clients within your own area of expertise
- Collaborating and connecting with key members of the leadership team and other senior Allied Health Professionals
- Actively participating in the recruitment, induction and development of allied health staff dedicated to the organisation's vision and mission
- Managing intake and allocation of clients from the waiting list
- Reviewing, developing and improving upon internal systems and policies
- Ensuring team compliance with relevant policies, procedures and standards
- Empowering your team around shared objectives in a high-performance culture
- Ensuring efficient, cost effective, timely service delivery in line with billable targets
- Steering organisational changes to help the business evolve and deliver maximum impact for its NDIS participants
- Developing and strengthening relationships with key community stakeholders

Customer Service

- Actively initiate and contribute to continuous improvement and ensure that the program is compliant with funding body requirements. Including: report and act on complaints, identify and manage risks related to the program.
- Be aware of and comply with Occupational Health and Safety systems and processes. Use safe manual handling principles in work undertaken for the role.
- Recognise and support diversity of customers

- Maintain confidentiality of information received and given
- Participate in the quality system to continuously improve services

Staff Supervision

- Actively participate in the supervision process
- Provide regular supervision and support for staff and students

Relationships

- Participate in team and other Pinarc meetings
- Develop and maintain relationships with external community networks
- Foster professional working relationships across Pinarc program areas

Organisational

- Use organisational systems provided to support work practices, as required eg: Supportability, Outlook calendar, HR3 Kiosk
- Be aware of and comply with Pinarc Policies and Procedures available on dKnet and ensure staff compliance of same
- Work collaboratively, recognising contributions from all members of the team
- Actively participate in collaborating with the broader organisation
- Positively represent the full range of Pinarc services to the broader community

Qualifications:

Relevant academic qualifications

Experience:

- The successful candidate will have at least 5 years' experience as an Allied Health Professional and at least 2 years' prior experience managing Allied Health Practitioners with varying skill sets, in the NDIS space.
- Experience and understanding in supporting 0-16 age group therapy services.

Other Requirements:

- NDIS Worker Screening Check (includes Police Check)
- Current Victorian Employee -Working with Children Check
- Pre-Employment Health Declaration
- Satisfactory completion of the NDIS Worker Orientation Module
- Victorian Drivers Licence
- Current registration with Australian Health Practitioner Regulation Agency (AHPRA) (for Physiotherapists and Occupational Therapists) or current registration with Speech Pathology Australia (SPA) (for Speech Pathologists)

Key Selection Criteria:

Demonstrated experience in;

- delivering high quality, evidence based therapeutic interventions
- supporting and nurturing a team with day-to-day service delivery, clinical guidance and leading by example
- the delivery of specialised services to clients within your own area of expertise
- coaching/mentoring staff to meet organisational KPIs and providing organisational supervision
- understanding of NDIS and other funding frameworks, delivering services under the NDIS and a strengths
- based family centred service delivery approach and the ability to support customers to understand their NDIS
- plan and negotiate service agreements
- leadership skills that foster a spirit of collaboration within the team
- measuring and reporting on performance
- planning and implementation of minor projects

- the ability to review current processes with key stakeholders to establish streamlined best practice
- continuous quality improvement and actively participation in collaborating with the broader organisation
- excellent written and verbal communication skills
- managing situations involving conflict
- managing work practices for health and well-being of staff, compliance with OHS legislation

Reports To:

Manager Therapy Education and Support Services

Accountability:

Accountable to the CEO through the Manager Therapy Education and Support Services

Extent of Authority:

According to the Delegations of Authority Policy.

Pinarc Disability Support Inc (Victoria) ABN 42 761 925 547

The liability of Pinarc Disability Support Inc ARBN 630 354 826 members is limited

Summary of Specific Responsibilities

Be aware of and comply with the organisations policies, procedures and other associated documentation relevant to the role.

Employee/Volunteer Statement:

I have read, understand and accept the above Position Description for (Pi) Allied Health Team Leader.

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

Name: