



**Our Vision**  
People living well  
**Our Values**

We care – We work together – We achieve – We learn – We innovate

## Position Description

<b>Name:</b>		<b>Date:</b>	
<b>Position Title:</b>	Community Inclusion Team Leader		
<b>Reporting to:</b>	Community Inclusion Program Manager		
<b>Direct Reports:</b>	Program Officers, Administration staff and Disability Support Workers		
<b>Budgetary Responsibilities</b>	Assist Program Manager to develop, manage and report against program budget		
<b>Liaises with Internally</b>	GH staff, including Finance, Payroll, IT, Quality, Risk/Compliance and People & Culture roles <ul style="list-style-type: none"> <li>• Community Inclusion</li> <li>• Allied Health</li> <li>• Access and Engagement Unit</li> <li>• Team Leaders and Program Managers</li> </ul>		
<b>Liaises with Externally</b>	Clients, families and carers Disability, Community Service and Health providers La Trobe Community Health Service and Inter Reach (Local Area Coordinators – LAC) National Disability Insurance Agency (NDIA) Support Coordinators NDIS Quality and Safeguards Commission Office of the Senior Practitioner, Victoria Office of the Disability Services Commissioner		
<b>Position Context</b>	<p>This role supports the Community Inclusion (CI) Program Manager to ensure the development and delivery of safe, effective, quality services to support people with disabilities and their families.</p> <p>This role will work in partnership with the existing CI Team Leader to provide team leadership and management to the Community Inclusion team, ensuring the effective day to day management of a diverse workforce and the coordination of client services and program resources.</p> <p>The role is instrumental in leading the development and delivery of services within the context of the National Disability Insurance Scheme (NDIS), and will work closely with the Program Manager, CI Team Leader, Finance and Human Resources to ensure a coordinated and effective approach to service delivery.</p>		
<b>Organisation Context</b>	<p>Gateway Health is a not-for-profit Company limited by guarantee and a registered Community Health Service under the Health Services Act 1988 (Vic).</p> <p>The Board of Governance provides strategic planning for Gateway Health.</p> <p>The Board has delegated the operational management of the Agency to the Chief Executive Officer.</p> <p>Executive staff provide direction, support and leadership to staff.</p> <p>The Executive comprises;</p> <ul style="list-style-type: none"> <li>Chief Executive Officer</li> <li>Chief Financial Officer</li> <li>General Manager Client and Community Services</li> <li>General Manager Population Health, Planning and Performance</li> <li>Manager People and Culture</li> <li>Manager Primary Care</li> </ul> <p>Program Managers provide immediate support and management within their program areas.</p>		

	<p>Corporate services are delivered through Finance, Payroll, Information Communications Technology, People and Culture, Quality and Compliance.</p> <p><b>Review of Position Descriptions:</b> This position description will be reviewed annually (July each year), during annual appraisals, when the position becomes vacant or as deemed necessary.</p>
<b>Code of Conduct</b>	<p>Employees are expected to, at all times:</p> <ul style="list-style-type: none"> <li>• Maintain a high professional standard and work with integrity</li> <li>• Develop a collaborative working relationship</li> <li>• Communicate with respect and tolerance</li> <li>• Maintain a client focus</li> <li>• Adopt a Continuous Quality Improvement approach</li> <li>• Work within legislative and compliance framework</li> </ul> <p>Adhere to the Gateway Health Code of Conduct including the Child Safe Procedures</p>
<p align="center"><b>Best Practice</b> (Knowledge &amp; application of skills required for this position. Knowledge &amp; understanding of equipment, legislation, policies &amp; procedures)</p>	
<b>Key Responsibilities</b>	<b>Agreed Achievements</b>
<ul style="list-style-type: none"> <li>• Work in partnership with the existing Team Leader to oversee the effective day to day operation of the CI team, including: NDIS client engagement, program development, billing and reporting; staff recruitment and rostering; resource allocation; monitoring of compliance with record-keeping and data collection requirements; and program/service planning, evaluation and quality improvement activities</li> <li>• Manage and provide administrative supervision and day to day support to a defined group of CI Program Officers and Administrative staff, undertake annual performance appraisal, monitor staff performance and development, and address staff performance issues as required in accordance with Gateway Health policy</li> <li>• Assist the CI Program Manager in the preparation, monitoring, management and reporting of team and program budgets</li> <li>• Work with the CI Program Manager, CI Team Leader, administrative staff and the finance team to ensure timely and accurate billing and reporting of NDIS and other service activity</li> <li>• Respond to and/or provide support to staff in any critical incidents and high-risk situations, both clinically and operationally. This includes participating in an on-call roster system</li> <li>• Lead the development and implementation of effective consumer, carer and community engagement strategies and processes within the Community Inclusion team and program</li> <li>• Represent the Community Inclusion team on networks, committees and other groups as required</li> <li>• Provide advice to the CI Program Manager on business development opportunities</li> </ul>	<ul style="list-style-type: none"> <li>• Administrative supervision occurs regularly with assigned staff</li> <li>• NDIS billing is completed in a timely and accurate manner</li> <li>• Monitoring of financial and budget responsibilities</li> <li>• Relevant reporting completed and submitted in required timeframes</li> </ul>

<ul style="list-style-type: none"> <li>Supply/submit relevant reports to assist with planning, financial management and reporting, and to fulfil legal obligations (eg restrictive practices monthly reporting)</li> </ul>	
<p align="center"><b>Research, Leadership and Education</b>  <i>(Demonstrated experience and understanding of the need for continuation of personal &amp; professional development)</i></p>	
Key Responsibilities	Agreed Achievements
<ul style="list-style-type: none"> <li>Undertake all mandatory training as required by the organisation</li> <li>Ensure that all relevant staff have access to and participate in clinical supervision as per agency policy</li> <li>Continually develop both personally and professionally to meet the changing needs of your position, career and organisation</li> <li>Have a sound knowledge of relevant organisational policies and procedures as well as program work practices</li> <li>Attend all relevant training sessions provided by the organisation and be actively involved in other training and development as required</li> <li>Actively participate in the organisation's Performance Management System</li> </ul>	<ul style="list-style-type: none"> <li>100% compliance within all agency mandatory training</li> <li>Maintain professional development as required</li> <li>All relevant staff have access to clinical supervision</li> <li>Develop and implement a self-care plan</li> <li>Actively participate in 1:1 line management support, and annual Performance Appraisal</li> </ul>
<p align="center"><b>Team, Culture Building and Communication</b>  <i>(Communication &amp; interpersonal skills including liaising with internal &amp; external stakeholders)</i></p>	
Key Responsibilities	Agreed Achievements
<ul style="list-style-type: none"> <li>In conjunction with CI Program Manager and Team Leader, ensure a consistent and regular flow of information and communication within the team, including regular team meetings and other events</li> <li>Work harmoniously with all members of the Community Inclusion Program and other Gateway Health staff to ensure that a quality service is provided to our clients</li> <li>Demonstrate effective communication skills (both verbal &amp; written) in dealing with clients, families, staff, visitors and other stakeholders</li> <li>Demonstrate culturally competent interactions with Aboriginal people. Gateway Health requires all staff to provide a holistic and inclusive approach to the health needs and rights of Aboriginal people.</li> <li>Demonstrate sensitivity, empathy and respect for the diversity of customs, values and spiritual beliefs of others at all times – members of the community, clients and colleagues.</li> <li>Act in a professional manner at all times when dealing with internal &amp; external clients.</li> </ul>	<ul style="list-style-type: none"> <li>Regular team meetings are held and relevant documentation shared with the team</li> <li>Full attendance to agency and team meetings</li> <li>Written communications are accurate, informative and engaging</li> </ul>

<ul style="list-style-type: none"> <li>• Positively promote Gateway Health, the Community Inclusion Program and the NDIS both internally &amp; externally</li> <li>• Maintain confidentiality on all issues relating to the organisation, the clients &amp; fellow colleagues</li> <li>• Treat all clients with respect whilst being responsive to their needs and promoting client choice and control</li> <li>• Be aware of, and practice according to, the organisation's objectives and values</li> </ul>	
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### Clinical and Administrative Systems

*(Org processes, admin & documentation requirements, professionalism & timely reporting)*

Key Responsibilities	Agreed Achievements
<ul style="list-style-type: none"> <li>• Work with CI Program Manager, Team Leader and staff to ensure the development, implementation and maintenance of policies, procedures and work practices that support the efficient operation of the Community Inclusion Program.</li> <li>• Ensure that all documentation is accurate and completed in a professional and timely manner.</li> <li>• Produce accurate and timely reports on program operations, budgets, staffing, incidents, use of restrictive practices and other issues as required</li> <li>• Ensure that staff input statistical data and clinical documentation using relevant data bases to meet agreed timelines and standards.</li> </ul>	<ul style="list-style-type: none"> <li>• Relevant reporting completed and submitted in required timeframes</li> <li>• All administrative supervision, performance appraisal and performance management processes are documented in an accurate and timely manner</li> </ul>

### Quality, Safety and Compliance

*(commitment to ensuring quality services are delivered to both internal and external clients through continuous improvement)*

Key Responsibilities	Agreed Achievements
<ul style="list-style-type: none"> <li>• Provide and update Working with Children(s), Disability Workers Exclusion scheme and Police Checks and immediately report any changes to their status to Gateway Health</li> <li>• Ensure an understanding of individual responsibility for consumer safety, quality and risk and adhere to the relevant policies, procedures and guidelines</li> <li>• Ensure a safe working environment for yourself, your colleagues and members of the public</li> <li>• Identify, report and manage risks and ensure actions are taken to prevent and minimise harm to consumers and the Gateway Health workforce</li> <li>• Respond to and investigate incidents and complaints as requested</li> <li>• Contribute to organisational quality and safety initiatives</li> <li>• Minimise the risk of infection to consumers, residents, employees, visitors, contractors and the general public</li> <li>• Comply with requirements of the National Safety and Quality Health Service Standards and other</li> </ul>	<ul style="list-style-type: none"> <li>• 100% attendance at 1:1 line management meetings as scheduled</li> <li>• Risk assessments and incident reports are completed in an accurate and timely manner as required</li> <li>• Incidents and complaints are responded to in a timely manner and in compliance with agency policy</li> </ul>

<p>relevant standards, regulations and legislative requirements</p> <ul style="list-style-type: none"> <li>To continually develop both personally and professional to meet the changing needs of your position, career and organisation</li> </ul>	
<b>Qualifications, Skills and Other Requirements</b>	
<b>Key Responsibilities</b>	<b>Agreed Achievements</b>
<ul style="list-style-type: none"> <li>Maintain registration with appropriate professional body as required, if relevant (eg AHPRA)</li> </ul>	<ul style="list-style-type: none"> <li>Professional registration maintained</li> </ul>
<p align="center"><b>Key Selection Criteria</b></p> <p align="center"><i>Applicants MUST address the Selection Criteria below when completing an employment application</i></p>	
<p><b>Essential</b></p> <ol style="list-style-type: none"> <li>Ability and willingness to behave in accordance to the Gateway Health Values of <i>We care, We work together, We achieve, We learn, We innovate.</i></li> <li>Tertiary qualifications in Community Services Management, Social Work, Service Coordination, Case Management, Allied Health and/or Disability specific Qualifications at Advanced Diploma Level.</li> <li>Demonstrated skills and experience in managing and/or supervising staff, and the ability to effectively lead, coach and manage a team to achieve best quality service outcomes in a changing service environment</li> <li>Skills, experience and demonstrated capability in service development; program design, implementation and evaluation; budget management and funding body reporting</li> <li>Demonstrated experience in goal orientated and outcomes focused client service delivery for people with disability</li> <li>High level interpersonal, communication, problem-solving and negotiation skills, and demonstrated ability to work collaboratively with a range of people, partner agencies and other stakeholders</li> <li>Knowledge of and experience in the implementation of consumer and community engagement strategies in disability and/or mental health services</li> <li>Demonstrated knowledge and understanding of the principles and practice of social role valorisation and recovery oriented practice frameworks.</li> <li>Sound knowledge and experience of service delivery in the National Disability Insurance Scheme</li> <li>Excellent verbal and written communication skills; including proficiency in using client information management systems, electronic health records, and web-based portals</li> <li>Excellent time management and organisational skills, with proven ability to prioritise, work independently and as part of a team, and seek support and assistance when required</li> <li>Current Australian Drivers Licence or accepted International Drivers licence</li> <li>Satisfactory National/International Police, Disability Worker Exclusion Scheme and Victorian Working with Children Checks must be provided prior to commencement</li> </ol>	
<b>Inherent Requirements</b>	
<p>Gateway Health has a duty of care to all staff. The purpose of this section is to ensure that you fully understand and are able to perform the inherent requirements of the position (with reasonable adjustments if required) and that you are not placed in an environment or given tasks that would result in risks to your safety or the safety of others. The position may require the following tasks among other things:</p> <ul style="list-style-type: none"> <li>Manual handling (pushing, pulling, lifting, holding, carrying)</li> <li>Sitting, standing, bending, reaching</li> <li>Computer work, data entry</li> <li>Operating equipment</li> <li>Use of personal protective equipment</li> <li>General waste handling</li> <li>Driving motor vehicles</li> <li>Dealing with anxious or upset staff, consumers or members of the public</li> </ul>	

- Work at other locations may be required

### Award and Conditions

- Management and Administrative Officer Grade 4 (HS4) - \$43.1842 per hour plus 10% Superannuation. Salary packaging is available as per agency policy
- Ongoing full-time role
- Participation in an on-call roster, including evenings and weekends
- Based at Wodonga or Wangaratta with the occasional need to travel to other locations. Working from home arrangements may be negotiated
- Laptop, mobile phone and access to fleet vehicle for work purposes all provided
- Initial 6 month probationary review and then annual performance appraisal.
- Victorian Stand Alone Community Health Services (Health and Allied Services, Managers and Administrative Officers) Multiple Enterprise Agreement 2018 - 2022

### Performance Monitoring

An initial review of performance will be undertaken within six (6) months and then formally reviewed every 12 months based upon this position description.

Last Appraisal Date	
Next Appraisal Date	

I acknowledge:

- That I will observe child safe principles and expectations for appropriate behaviour toward and in the company of children.
- That Gateway Health has a zero tolerances of child abuse and all allegations and safety concerns will be treated very seriously. For more information refer to Gateways Health's Child Safety Standards procedure.
- That I have read and fully understand the Position Description and Inherent Requirements of the position
- I agree that I have the physical and psychological ability to fulfil the inherent requirements of the position, and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements.
- I understand that the information provided is a general outline and may not encompass every aspect of the position.
- Gateway Health may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected staff member(s).
- I understand that this is separate to the Employment Agreement that I will sign, outlining the terms and conditions of my employment.

Accepted by: \_\_\_\_\_

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Print Name: \_\_\_\_\_