

Position Description

Position Title	After Hours Crisis Referral Service Team Lead
Classification	Stream D – Direct Service Delivery, Band 3

Purpose of the Role

The NDIS After Hours Crisis Referral Service (AHCERS) Team Lead role will be responsible for the coordinated delivery of services related to the AHCERS. The AHCERS team leader will provide guidance to and work alongside AHCERS Support Coordinators to lead and support effective, efficient and high-quality service delivery to our referrers, NDIS participants and other stakeholders.

The AHCERS Team Lead will work alongside the Group Manager AHCERS and PBS to provide effective, efficient and high-quality service delivery of the program deliverables for the AHCERS.

Key Relationships

The AHCERS Team Lead is an employee of Marathon Health and reports to the Group Manager AHCERS and PBS.

You will be required to maintain effective working relationships with other staff employed or visiting to provide services within Marathon Health. You will liaise as necessary with the Marathon Health partner organisations and other service providers, community organisations, or individuals who have an interest in Marathon Health.

Position Responsibilities

Responsibilities for this position include, but are not limited to:

- Operational management of a team of AHCERS Support Coordinators to ensure our After Hours Crisis Referral Service is delivered in line with our funding agreement with the National Disability Insurance Agency (NDIA) and the expectations of our service users.
- Working in partnership with Group Manager AHCERS & PBS and existing AHCERS staff, the AHCERS Team Lead will be responsible for ensuring the AHCERS service remains operationally effective, including the oversight of; roster and leave management, quality assurance, data collection and service delivery for AHCERS Support Coordinators.
- Efficiently manage resources through leading the work associated with promotion of the service, including outreach activities and stakeholder engagements.
- Undertake reporting activities to meet our contractual obligations to the NDIA.
- Work in collaboration with the Group Manager AHCERS & PBS to ensure services are delivered within budget.
- This position will have direct reports
- Participation in an After Hours Crisis roster either as a primary or secondary on call worker (approx. 5 shifts per month).
- Other responsibilities as directed by the Group Manager AHCERS & PBS

Other Duties

- Monitor and record data for activities undertaken in relation to the service.
- Actively communicate, and share knowledge, with other Marathon Health team members to ensure quality services.
- Contribute to Marathon Health business plan and annual work plan.
- Demonstrate and uphold Marathon Health values at all times.
- Comply with the Work Health and Safety policies and procedures at all times.
- Undertake continuing professional development as required to ensure job skills remain current.
- Attend/participate in out-of-hours meetings and functions as required.
- Participate in staff activities and processes.
- Identify and participate in continuous quality improvement opportunities.
- Actively participate in annual performance planning and review activities.
- Maintain a working knowledge of all equipment used in the office.
- Other duties as directed from time to time.

Our Values

Staff are expected to demonstrate our ICARE values:

- Integrity & Trust
- Collaboration & Innovation
- Achievement & Excellence
- Respect & Empowerment
- Empathy & Understanding

Special Job Requirements

1. Screening including criminal history, working with children check, NDIS Worker Check, qualifications, and professional registration may be undertaken prior to commencing employment.
2. Eligibility to work in Australia – you must be an Australian citizen or permanent resident, or a New Zealand citizen.
3. Valid Drivers License. On the occasions when you use a privately owned motor vehicle for work-related purposes, Marathon Health will pay a motor vehicle allowance on a per kilometre basis, according to our Policies and Procedures.

Note:

This position description is not a duty statement; it is only intended to provide an outline of the key responsibilities of the position. Employees are expected to carry out any duties, within the scope of their ability, that are necessary to fulfill the position objectives.

It is expected that this position description will change over time due to the nature of Marathon Health activities. A flexible attitude to change is expected of staff. Any proposed changes will be discussed with you

I, the undersigned, agree to be employed under the terms and conditions as detailed in this position description.

Signed _____

Date _____

Selection Criteria

Essential

- Well-developed leadership skills and demonstrated experience or demonstrated ability to lead a team of staff providing services to a range of stakeholders.
- Demonstrated experience in stakeholder engagement activities, including the ability to develop strong relationships across the disability and mainstream sectors
- Experience in working within funding bodies to meet contractual obligations
- Experience in developing and implementing continuous improvement strategies in line with the Marathon Health Monitoring, Evaluation and Continuous Improvement framework.
- Demonstrated ability to maintain confidentiality at all times.
- Experience in providing practice supervision and support to staff working in crisis roles
- Ability and willingness to participate in a rotating After Hours on-call roster