



Position Description

Position Title	Community Nurse & Specialist Care Program Team Leader
Division / Team	Primary Care & Healthy Ageing / Community Nursing & Specialist Care Program
Reports to	Allied Health Manager
Agreement / Award	Nurses and Midwives (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2024-2028
Classification	Community Health Nurse (In charge)
EFT / Term	As per contract of employment
Work Location	As per contract of employment
Date Approved	September 2026

About Ballarat Community Health	Ballarat Community Health (BCH) provides a wide range of community health and wellbeing services across Ballarat and Western Victoria. We are passionate about improving the health and wellbeing of the communities we support and addressing health and social inequality. We strive for safe, effective, connected, person centred quality services, and advocate to improve systems to bring about positive outcomes for the broader community. Our work is guided by our core values. These values inform how we work with each other, the partnerships we develop, as well as how we collaborate with and support our community. At BCH we believe our people are our greatest asset. We know that developing and retaining a skilled workforce is fundamental to our success. We are committed to nurturing an inclusive, capable and diverse workforce, and creating environments where our people thrive and excel.
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Our Purpose	Creating healthy communities through the provision of accessible, affordable and quality health and wellbeing services.
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Our Leading Principles	Address health inequity and inequality Improve the health and wellbeing of our community Have impact and be sustainable
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Values	Respect Valuing other points of view and treating people with respect	Integrity Acting with sincerity and honesty	Courage Strength in the face of challenges
	Resilience The ability to be strong in adversity, and bounce back with renewed hope	Responsibility Being reliable and accountable to others	Optimism Focusing on potential and abilities

Diversity Statement	Ballarat Community Health recognises and celebrates the diversity of the community within which we work. We acknowledge the first peoples of Australia and their unique contribution. We welcome and work with people of all ages and health status, of all races, abilities, gender identities, sexual orientations, religious, cultural, and linguistic backgrounds, and financial status.
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Position Summary	The Community Nurse & Specialist Care Program Team Leader is a leadership role within the Allied Health services team, reporting to the Allied Health Manager. The role provides day to day leadership and oversight of BCH’s community nursing services delivered home and clinic
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settings under CHSP, HACC-PYP, CHP, Support at Home and other funding streams, including fee for service programs.

The Community Nurse & Specialist Care Program Team Leader works collaboratively with programs leaders and other BCH service areas to support integrated, rights-based, person-centred care and reablement focused care to BCH clients. The role is responsible for the ongoing review and redevelopment of systems and processes, engaging with consumers and staff to identify opportunities for service improvement and innovation.

The role provides clinical support, staff supervision and development, resource allocation and leadership in relation to staff wellbeing, ensuring the effective and responsive delivery of community nursing services.

The position requires flexibility to work across BCH sites and as required, provide support within clients' homes.

Principal Areas of Responsibility

Program oversight

- Provide oversight and leadership of BCH Community Nursing & Specialist Care Programs, including, services delivered under CHSP, HACC-PYP, CHP, Support at Home and other funding streams, including fee-for-service, in consultation with the Allied Health Manager.
- Undertake efficient daily management of the Community Nursing and Support Services including staff supervision, rosters, management of staff leave, attendance at committee meetings, and liaison with clinical staff.
- Demonstrate a professional responsibility for work and management teams.
- Role model a professional approach to education, interpersonal relationships, teamwork, and communication
- Ensure services are delivered in accordance with the Aged Care Act 2024, relevant legislation, Aged Care Quality Standards, professional standards and BCH policies and procedures.
- Collaboration with healthcare professionals and relevant stakeholders to develop, review and implement clinical guidelines, protocols and practice standards.
- Develops and maintains sound relationships with the multidisciplinary team to ensure best possible teamwork and consumer directed care delivery to clients.
- Provide assurance of safe and effective care and appropriate clinical governance.
- Represent nursing services on BCH Committees as required.
- Ensure service delivery aligns with BCH strategic priorities, values and relevant funding requirements.
- Contribute to quality improvement, accreditation, evaluation and continuous improvement activities.

Process and System Improvement

- Maintaining, updating, initiating, and participating in the development of policies and procedures, systems and processes.
- Identify opportunities to improve service access, efficiency, quality and client outcomes through consultation with clients, staff and relevant stakeholders
- Support the development of systems that promote compliance with the Aged Care Act 2024, including person-centred care, client choice and control, feedback and complaints, documentation and continuous improvement.
- Support service sustainability and effective use of resources.

Performance Monitoring

- Monitor and report on nursing service performance, quality, safety and compliance against relevant standards and funding requirements.
- Monitor service activity, clinical outcomes and performance indicators and identify opportunities for improvement.

- Ensure appropriate systems are in place for monitoring clinical activity, recalls, referrals and follow-up.
- Monitor and respond to client feedback, complaints, incidents and identified risks in accordance with BCH processes and legislative requirements, in consultation with the Allied Health Manager.

Clinical

- Provide clinical leadership and oversight of nursing care quality, safety and compliance.
- Demonstrates a timely and efficient problem-solving approach to client access without compromising quality or client outcomes.
- Support staff to maintain the knowledge, skills, qualifications and competencies required for their roles.
- Support the development and review of clinical screening, assessment, care planning and practice protocols.
- Ensure delivery of evidence-informed nursing care in accordance with clinical guidelines, professional standards and legislation.
- Provide clinical support and respond appropriately to clinical emergencies and escalated care needs.
- Ensure appropriate management, maintenance and storage of clinical equipment and supplies.
- Ensure clinical documentation and reporting comply with relevant standards and requirements.

Team Leadership and Management

- Provide supervision, coaching, clinical support and workload oversight for direct reports.
- Conduct annual Performance Development Reviews and provide ongoing feedback and development opportunities.
- Lead recruitment, workforce planning and team development in partnership with Allied Health Manager, Executive Manager and People & Culture.
- Liaise with People & Culture and other BCH nursing teams to facilitate meaningful and appropriate nursing clinical placement opportunities.
- Where necessary, implement disciplinary, grievance or performance management procedures in consultation with People & Culture and the Allied Health Manager/Executive Manager.
- Ensure staff (and where necessary contractors and volunteers) are working in a safe environment that complies with OH&S requirements and respond promptly to any injury, incident or near miss
- Foster a positive team culture that reflects BCH values, supports staff wellbeing and promotes high-quality, person-centred care

Scope

- Be the lead and decision maker for the day-to-day operations of the programs under this role's purview. Assist the Allied Health Manager/Executive Manager in the wider strategic direction for the relevant programs.
- To follow leadership and management direction and seek advice on all matters outside the usual scope of practice.
- Practice in a manner consistent with the requirements of the relevant professional registration requirements and relevant registration board
- Continuing education to keep abreast of changes

Organisational Responsibilities

- Be aware of and perform all duties in accordance with the organisation's stated policies and procedures
- Understand practice frameworks relating to the Multi Agency Risk Assessment and Management (MARAM) framework and Information Sharing Schemes

- Establish and maintain cooperative working relationships with staff and always ensure alignment with the BCH values
- Work within professional boundaries and relevant scope of practise at all times
- Maintain relevant professional registration
- Work cooperatively across the teams to provide a comprehensive coordinated health promotion service
- Attend approved professional development sessions and keep up to date with current developments, theories and practises in the field
- Participate in compulsory BCH training programs
- Ensure that client and staff confidentiality is respected and upheld at all times
- Attend and actively participate in meetings as required
- Represent and promote Ballarat Community Health appropriately, taking into consideration BCH advocacy statements and values
- Participate in performance development plans and supervision
- Participate in the organisation's continuous quality improvement programs and activities

Qualification requirements

- Registered Nurse with Australian Health Practitioners Regulation Agency.
- Relevant management qualification or working towards same.
- Refer to BCH Staff Immunisation and Infectious Diseases Policy and Procedure for recommended vaccinations.
- Demonstrated commitment to professional development and maintaining contemporary clinical knowledge and practice

Key Selection Criteria

1. Experience:

- Minimum of 3 years' professional nursing experience including community nursing,
- Demonstrated experience providing clinical leadership of dynamic teams, providing oversight of safe, evidence-informed, person-centred and reablement-focused care, modelling high standards of professional nursing practice.
- Experience managing community nursing operations, including workforce allocation, rostering, referrals, recalls, service activity and resource management.
- Demonstrated experience in clinical governance, risk management, compliance, quality improvement and incident management, informed by data, feedback and evidence.
- Demonstrated understanding of community health and aged care funding models, including CHSP, HACC-PYP, CHP and Support at Home.

2. Interpersonal Skills:

- Highly developed interpersonal and communication skills, with the ability to communicate clearly, professionally and empathetically.
- Ability to build and maintain respectful, collaborative relationships with clients, families, staff and external stakeholders.
- Demonstrated emotional intelligence, active listening and the ability to understand and respond to diverse perspectives and needs.
- Ability to manage difficult conversations, competing perspectives and conflict in a constructive and professional manner.
- Ability to engage, influence and support others while modelling BCH values, teamwork and professional behaviour.

3. Written Communication:

- Highly developed written communication skills, with the ability to produce clear, concise and professional documentation.
- Ability to develop and review policies, procedures, guidelines, correspondence and other written resources.

- Demonstrated ability to accurately document clinical information, client outcomes, incidents, risks and relevant service activity.
- Ability to adapt written communication to support effective communication with clients, staff, management and external stakeholders.

4. Computer Skills:

- Strong knowledge of and ability to use the Microsoft Office Suite and Windows based programs and database management systems and a willingness to learn and adapt to technology platforms relevant to the role.

5. Organisational Skills:

- Excellent organisational and time-management skills, with the ability to prioritise competing demands.
- Ability to effectively coordinate workloads, staffing, rosters and operational requirements.
- Demonstrated ability to meet deadlines and maintain accurate and timely records.
- Ability to manage multiple tasks while maintaining service quality, compliance and client outcomes.
- Proven ability to use initiative to solve problems

6. Alignment with BCH values:

- Demonstrated commitment to BCH values and their application in day-to-day leadership and service delivery.
- Ability to model respectful, inclusive and person-centred behaviours in all interactions.
- Demonstrated commitment to equity, client rights, choice, dignity and positive health outcomes.
- Ability to contribute positively to a collaborative team culture and support continuous improvement.

Conditions of Employment and other relevant information

- The successful applicant will be required to maintain a current driver's licence.
- BCH strongly supports Equal Opportunity and Access to Services and requires all staff to be sensitive and inclusive of individual needs including but not limited to cultural, religious and sexual orientation.
- The successful applicant will be required to undertake a police records check. Appointment is subject to the outcome of this check.
- The successful applicant will be required to obtain and maintain a valid employment Working with Children Check whilst employed in this position.
- The successful applicant will be required to obtain and maintain a valid NDIS Worker Screening Check whilst employed in this position.
- Prior to being appointed to this position it is required that there is a full disclosure of any pre-existing injuries or disease that might be affected by employment in this position.
- BCH reserves the right to vary the location of the position according to the needs of BCH and its clients and any future changes to the BCH's areas of operation.
- Management may alter this Position Description if and when the need arises. Any such changes will be made in consultation with the affected employee(s). Statements included in this position description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all inclusive.
- Salary sacrifice arrangements are available to all staff subject to BCH's ongoing Fringe Benefits Tax exempt status.