



Position Description

Position Title	Seniors Lifestyle Program Team Lead
Division / Team	Client services / Allied Health
Reports to	Allied Health Manager
Agreement / Award	Dependent on professional registration
Classification	As per contract of employment
EFT / Term	As per contract of employment
Work Location	As per contract of employment
Date Approved	December 2025

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.

Our Purpose Creating healthy communities through the provision of accessible, affordable and quality health and wellbeing services.

Our Leading Principles Address health inequity and inequality
 Improve the health and wellbeing of our community
 Have impact and be sustainable

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.

Position Summary The Seniors Lifestyle Program Team Lead ensures the planning, coordination and delivery of the program that supports older adults to live independently, safely and confidently in the community. Ballarat Community Health’s Seniors Lifestyle Program is committed to the

provision of an inclusive and accessible service. This role is part of a multidisciplinary, wellness-focused service that builds capacity, enhances social connection and promotes healthy ageing.

The Program focuses on improving functional capacity, enhancing wellbeing, and promoting independence for those who are experiencing mild to moderate frailty. Its aim is to reduce, slow, or reverse frailty symptoms and minimise the risk of avoidable emergency department presentations, falls or falls-related events and unnecessary hospitalisations. This is achieved through coordinated care planning, targeted supports such as physical activity, nutrition and medication management, opportunities for social connection and ongoing assessment and review to support sustained behaviour change.

The Team Lead provides clinical and operational oversight, working collaboratively with allied health, nursing, general practitioners, community partners, carers, and families to strengthen support networks, advocate for participant needs, and support navigation of the aged care system.

The Team Lead is responsible for overseeing the effective delivery, quality and continuous improvement of a wellness and reablement program designed to address service gaps and enhance outcomes for older adults. Operating within a person-centred, evidence-based framework, the role provides operational leadership, ensures coordinated and timely care and supports program flow from referral through to transition.

Principal Areas of Responsibility

Program Leadership and Coordination

- Oversee the end-to-end flow of the wellness and reablement program, ensuring timely assessment, care planning, intervention delivery and transition from the Program.
- Lead service delivery to address service gaps and optimise participant outcomes.
- Ensure program activities align with organisational priorities, funded program requirements, brokerage activity, acquittals and evidence-based practice.
- Monitoring, managing and delegating incoming referrals, undertaking initial contact and screening to determine suitability for the Program.
- Monitor caseload allocation, prioritisation and workflow to ensure timely, person-centred responses.
- Manage a caseload of participants throughout their 6-month Program involvement.
- Conduct initial assessments and develop person-centred care plans aligned with individual goals.
- Undertake regular reviews, monitoring changes in health, social circumstances or function.
- Oversee the use of brokerage in line with program guidelines, maintaining accurate, ongoing monitoring of expenditure, acquittals and remaining funds.
- Respond promptly to risks, deterioration or escalating needs through appropriate coordination.
- Maintain accurate documentation and ensure compliance with BCH, legislative and funding standards.

Participant Support, Capacity Building & Advocacy

- Assist participants, carers and families to navigate aged care pathways and access appropriate supports.
- Advocate for participant rights, preferences and informed decision-making.
- Use coaching, motivational engagement and reablement strategies to build daily living skills and confidence.
- Support social participation, wellbeing and engagement in meaningful activities.

Collaboration & Relationship Building

- Build collaborative relationships with GPs, allied health, nursing, aged care providers and community organisations.
- Facilitate effective communication and information sharing across the participant's care team.

Transition Planning & Post-Program Support

- Prepare participants for Program completion, including goal review and transition planning.
- Provide clear information that promotes sustained behaviour change and self-management beyond the Program.
- Strengthen links with aged care and community networks to support continuity of care.
- Identify ongoing support needs and facilitate referrals to aged care, community and health services.
- Maintain up-to-date knowledge of local services and resources to inform participants and families.

Program Delivery, Evaluation & Quality Improvement

- Complete mandatory assessments and data reporting as required by Program guidelines and the Department of Health.
- Contribute to program monitoring, evaluation and continuous improvement activities.
- Use professional judgement and relevant experience to inform service planning and problem solving.
- Have the ability to work within the boundaries of the role when multiple services are involved and support the team to undertake the work within the scope of their practice.
- Participate in service development and implement best-practice approaches aligned with Aged Care Quality Standards and BCH values.

Data, Reporting & Analytics

- Oversee program analytics, ensuring accurate data entry, monitoring and reporting against organisational and departmental KPIs.
- Analyse program performance trends and use insights to inform service improvements, resource planning and clinical governance.
- Prepare routine and ad-hoc reports for leadership, internal committees and external stakeholders.
- Lead quality improvement initiatives using evaluation results, participant feedback and risk management processes.

Team Leadership, Supervision & Workforce Development

- Provide supervision, coaching and daily support to the Seniors Lifestyle team to ensure safe, consistent and evidence-based practice.
- Support staff capability building, performance development and reflective practice.
- Facilitate team huddles, case reviews and professional development opportunities.
- Model values-based leadership, fostering a positive, collaborative and engaged team culture.
- Represent the Program in meetings, networks and working groups.
- Strengthen referral pathways and external partnerships to enhance service access and continuity.

Scope

- Work under the direction of the Allied Health Manager and contributes to the delivery of a community-based, multidisciplinary service supporting older adults to remain living well at home.
- Be the lead and decision maker for the day to day operations of the Seniors Lifestyle Program in conjunction with the Allied Health Manager. Assist the Allied Health Manager on the wider strategic direction for the program.
- To follow leadership and management direction and seek advice on all matters outside 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
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Qualification requirements

- Tertiary qualification in Allied Health, Counselling or related discipline and/or relevant substantial experience in Assessment, Case management or the Community Services sector.
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Key Selection Criteria**1. Experience:**

- Demonstrated experience leading or coordinating programs within community health, aged care or allied health settings, preferably within a wellness and reablement framework.
- Proven ability to manage complex caseloads, oversee program flow and support multidisciplinary collaboration to achieve participant-centred outcomes.
- Experience using data, analytics and reporting to monitor performance, inform decision-making, and drive quality improvement initiatives.
- Demonstrated ability to supervise, support and develop staff within a dynamic service context.
- Proven ability to communicate and work with a diverse range of people experiences; including but not limited to; Elder Abuse, mental health, social isolation, functional decline, cognitive decline and financial disadvantage.
- Experience with working with older people and/or participants with complex needs.

2. Interpersonal Skills:

- Highly developed interpersonal skills with the ability to build strong, collaborative relationships with participants, carers, staff and internal/external stakeholders.
- Demonstrated capacity to provide supportive coaching, conflict resolution and constructive feedback to promote safe, consistent and high-quality practice.
- Commitment to person-centred, strengths-based communication that empowers older people to engage in reablement and self-management strategies.
- Ability to maintain client privacy and confidentiality
- Effective oral and verbal communication skills, including the ability to show empathy and patience towards clients and staff and effectively solve problems through discussion and innovation

3. Written Communication:

- Strong written communication skills, including the ability to prepare clear case notes, care plans, reports, program summaries and quality improvement documents.
- Ability to interpret and document participant goals, interventions, risk and outcomes in alignment with organisational, funding and clinical governance requirements.
- Experience preparing quality departmental reports or briefings for leadership and stakeholders.

4. Computer Skills:

- Strong knowledge of and ability to use the Microsoft Office Suite and Windows based programs and database management systems
- Familiarity with clinical management software and technology, PRODA and My Aged Care.
- Ability to quickly learn new systems, maintain data accuracy and support staff with technology use as required.

5. Organisational Skills:

- Excellent organisational skills with the ability to manage competing priorities, oversee program demand and meet deadlines.
- Demonstrated ability to coordinate team workflows, allocate tasks and ensure timely, high-quality service delivery.
- Strong problem-solving skills and sound judgement in managing risk, service complexity and operational challenges.
- Self-motivated, proactive and an ability to work independently
- High attention to detail

6. Alignment with BCH values:

- Ability to align with the BCH values in all areas of work

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.