

# Human Resources

## Position Description



**MAXimusSolutions**  
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**Position Title:** Team Leader Health

**Accountable To:** State Manager Health & General Manager Health

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### **Company Overview**

MAXimusSolutions Australia is a division of MAX Employment a multi-disciplinary organisation providing high quality return to work health assessments, clinical treatment, employment and training services across Australia. MAX Employment has developed a recognised integrated model of combining employment, health and training solutions for a range of intervention services.

MAXimusSolutions Australia employs a team of fully qualified and accredited health professionals to assist with the management of government human services programs. We specialise in assessments, rehabilitation, return to work programs and occupational health. Our multi-disciplinary team includes physiotherapists, occupational therapists, psychologists, rehabilitation consultants, exercise physiologists and other specialists.

Our range of comprehensive health services includes:

- Job Capacity Assessments of medical, physical and psychological barriers to returning to and sustaining employment.
- Short term evidenced based clinical interventions in a multidisciplinary setting to improve occupational capacity (including CBT, counselling, work conditioning, pain management and social case work.
- Health management programs for occupational wellbeing solutions including injury management and rehabilitation services.
- Employee assistance programs and critical incident debriefing.
- Medico-legal services such as expert evaluation and assessments.
- Retrenchment/job placement services including career transition counselling.
- Occupational health services including psychological assessment interviews, personality profiling, and pre-employment physical screening.

### **Position Overview**

The Team Leader Health is responsible for ensuring the delivery of high quality professional health services that link to a range of stakeholder programs. The Team Leader Health will also provide coaching, mentoring and supervision to staff. Team Leaders will have operational responsibilities within their specific discipline particularly focused on complex cases, sustainability programs with employers and group interventions. Team Leaders will facilitate case reviews across all stakeholder programs. Team Leaders are responsible for driving the sales and marketing of Maximus Solutions Australia services throughout the region.

### **Personal Attributes**

To be successful in this role you must have a consistently flexible, positive and innovative approach to delivering a range of services across all of our programs with the ability to travel between sites as required. You will also demonstrate expertise and a high knowledge base across a range of our programs. You will be required to have some business acumen and advanced communication skills. Team Leaders will demonstrate coaching skills and the ability to foster performance and clinical excellence. Team Leaders will also be responsible for quality controls

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in a multidisciplinary team. They will demonstrate a thorough understanding of contractual obligations, philosophy's and quality standards.

### **General Duties and Responsibilities**

- Demonstrates expertise across a range of contracts DEEWR, DHS and Vocational Rehabilitation
- Committee member of the Health Quality Review team providing feedback to peers
- Provides professional development seminars to peers where required
- Maintaining and reporting statistics relating to the provision of staff and services
- Coaching, mentoring and supervising Health Services Officers
- Responsibility for sales and marketing of MaximusSolutions Australia services whilst maintaining a high profile and professional company image across the region
- Key liaison point for customers within this region
- Delivering individual and group discipline specific services, including assessments, clinical intervention, vocational assessments counselling services that are consistent with MaximusSolutions Australia philosophy and quality standards
- Providing services that are evidence based and solution focused for job seekers returning to work
- Working as part of an employment team to achieve the goals of the organisation
- Contribute to a multidisciplinary team of psychologists, physiotherapists, occupational therapists, exercise physiologists and rehabilitation counsellors
- Performing quality services consistent with DEEWR & DHS contractual and legislative requirements
- Ensuring all administrative requirements are adhered to including written reports and internal/external invoicing
- Maintaining professional registration and resources necessary for the provision of discipline specific services
- Contributing in the proposals for future health services business
- Participating in and delivering professional development, case review meetings and training as required
- Involvement and participation in MAXNetwork and MaximusSolutions Australia meetings and functions as required
- Other duties as requested

### **Other Discipline Specific Duties and Responsibilities**

#### **Psychologists**

- Assessments for psychological work capacity including an awareness of multidisciplinary barriers
- Clinical and intellectual testing using psychometric testing where appropriate
- Clinical and vocational counselling for job seekers returning to work
- Solution focused clinical intervention that links to employment
- Cognitive behavioural therapy and other modes of evidence based practice
- Occupational Rehabilitation and liaison with case managers, worksites and job seekers
- Employee Assistance Program including counselling and critical incident debriefing

#### **Physiotherapists**

- Assessments for physical work capacity including an awareness of multidisciplinary barriers
- Functional capacity testing, ergonomics and worksite assessments where appropriate
- Solution focused evidence based rehabilitation links to employment
- Work conditioning and strengthening programs
- Liaison with medical and community health services

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### **Occupational Therapists**

- Assessments for physical work capacity including an awareness of multidisciplinary barriers
- Functional capacity testing, ergonomics and worksite assessments where appropriate
- Occupational and vocational rehabilitation including ergonomic audits, work site assessments, return to work or suitable duties plans, case management/rehabilitation plans, education and training.
- Solution focused evidence based rehabilitation links to employment
- Work conditioning and strengthening programs
- Liaison with medical and community health services

### **Exercise Physiologists**

- Assessments for physical work capacity including an awareness of multidisciplinary barriers
- Functional capacity testing, ergonomics and worksite assessments where appropriate
- Solution focused evidence based rehabilitation links to employment
- Work conditioning and strengthening programs
- Liaison with medical and community health services

### **Rehabilitation Counsellors**

- Assessments for work capacity including an awareness of multidisciplinary barriers
- Vocational counselling for job seekers that links to employment
- Counselling and other modes of evidence based practice
- Occupational Rehabilitation and liaison with case managers, worksites and job seekers

### **Standards and Regulations**

Health Services Officers are responsible for ensuring that the following regulations, standards and codes are complied with:

- The Company's Quality System
- The Company's Policies and Procedures
- ESC4 Contractual requirements including participation reporting as required
- MAXNetwork's Responsibilities/Authority Matrix
- DHS program guidelines, policies and procedures
- Employment Services Industry Code of Conduct
- MaximusSolutions Australia and DEEWR Complaints Procedure
- EA3000 Job Aids
- Relevant legal, professional and ethical obligations

### **Selection Criteria**

#### **Required:**

#### **Qualifications**

- Tertiary qualifications in your health services profession with registration with the state professional board (where required for each state) is essential

#### **Skills and Attributes**

- Have demonstrated advanced interpersonal and communication skills including the ability to facilitate case conferences
- A sound business acumen and marketing skills to develop/maintain relationships with key stakeholders
- Have demonstrated advanced mentoring, coaching and training skills

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- Have the ability to work to Key Performance Indicators and motivate staff towards these
- Experience in facilitating group intervention is essential as coordinating group interventions will be a component of this role
- Be flexible and have a solutions-focused approach to practice which links to employment

### **Highly Desirable**

- Have computer skills including intermediate typing skills
- Experience in Employment Services, Vocational Rehabilitation or occupational rehabilitation fields would be highly regarded.
- Knowledge of relevant legislation including; anti-discrimination, equal employment opportunity, occupational health and safety, privacy and freedom of information and relevant WorkCover or accident compensation legislation

### **Additional Factors**

- Travelling between offices is a requirement of this position
- This position may require occasional attendance at meetings, training or professional development outside normal business hours
- Must be willing to participate in relevant discipline specific supervision where required
- Successful applicants are required to maintain a standard of professional knowledge, skills and equipment to undertake your Health Services duties
- Flexibility to work across all MAXNetwork divisions is a requirement of this position
- This role may involve some on-call work (paid in accordance with MAXNetworks on-call remuneration guidelines) for MAXNetwork clients as required