

Clinical Services Team Leader

- Full-time ongoing role
- Newly created role with one of Australia's most reputable charities
- CBD location with flexible working arrangements

An exciting and rare opportunity for an experienced clinician and leader to join our Clinical Services team on a full-time ongoing basis.

About Guide Dogs SA/NT

At Guide Dogs SA/NT we use our expertise in vision and dog services to promote independence, participation, inclusion and wellbeing for people with low vision, blindness and specialised support needs.

We offer a collaborative, flexible working environment and opportunities for growth and development.

About the role

Reporting to the Business Operations Manager, Client Services you will lead our clinical team, ensuring high quality and appropriate service delivery to clients by our multi-disciplinary Clinical Services team whilst maintaining a client caseload.

You will supervise the daily operations of clinical services in collaboration with other teams and deliver clinical services through the clinical triaging of clients, assessing, planning, implementing and reviewing plans and services for clients. You will also guide clinical governance, standards and compliance to ensure quality care is provided to clients.

Key responsibilities include:

- Supervise the Clinical Services team to deliver effective and efficient services to clients.
- Control and administer clinical triaging of clients (risk assessment).
- Monitor wait lists in collaboration with the Client Support Team Leader and Business Operations Manager.
- Deliver appropriate vision related programs to clients by exercising professional judgement within prescribed areas, conduct client assessments and evaluations, goal setting, program planning and service delivery.
- Monitor, manage & report work effort and efficiency, clinical and operational data, client records and service delivery information (data integrity)

About You

You are a passionate and experienced Vision specialist with an Orientation and Mobility, Occupational Therapist or other relevant qualification, who is committed to providing best practice care to support our client needs. You have the demonstrated ability to lead and engage a team and collaborate and develop strong, respectful relationships with a variety of individuals.

You will also have:

- Demonstrated knowledge of relevant disability legislation and regulatory requirements including that related to duty of care, access rights, privacy, confidentiality and mandatory notification.
- Demonstrated experience in assessing vision, prescribing assistive technology and therapy, and understanding the impact of vision loss on individuals, their family and/or carers is desirable.
- Knowledge of vision development is desirable.
- High level administrative and organisational skills.
- Proficiency in the use of customer data management systems, funding portals, corporate document storage and quality systems, and Microsoft Office applications.
- Highly developed written and verbal communication, analytical and interpersonal skills.
- Highly developed analytical capability and report writing skills.
- Knowledge of the National Disability Insurance Scheme, My Aged Care is highly desirable.

Relevant employment clearances will be required upon appointment (costs covered by Guide Dogs SA/NT) including a current Driver's Licence.

Following Government Directions in relation to COVID-19 vaccinations, proof of full vaccination will be required.

Benefits

- Opportunity to salary sacrifice and maximise your take-home pay.
- Use of company pool car.
- No weekend work.
- Work within a friendly and supportive team who are passionate about what they do.
- Access to training and professional development opportunities.
- Flexible working arrangements – including work from home options.
- An Employee Assistance Program offering external counselling and support services to you and your family.
- Free annual flu shots.

- Make a difference for people living with low vision or blindness.
- Dogs in the office!

Learn more

To access a copy of the Position Description please visit the Guide Dogs SA/NT website, <https://applynow.net.au/jobs/GUI34>.

For a confidential discussion please call Tom Salerno, Business Operations Manager – Clinical Services on (08) 8203 8329.

Please ensure your application addresses the requirements of the role as described in the Position Description and apply via our website using the link above.

Applications will close 9am Monday 8 August 2022.