



**The Royal
Melbourne
Hospital**

Advancing health for everyone, everyday.

Could this be you?

**Join The Royal
Melbourne
Hospital Team**



Position Description

**Team Leader – Transition Care
Program (Home based)**



THE ROYAL MELBOURNE HOSPITAL

The Royal Melbourne Hospital (RMH) began in 1848 as Victoria's first public hospital. And while we only had 10 beds to our name, we had the community of Melbourne behind us, and we were ready to provide the best possible care for those in need.

Since those early years, we've moved forward with purpose. Always at the forefront, leading the way on improving the quality of life for all.

Today the RMH is one of the largest health providers in the state, providing a comprehensive range of specialist medical, surgical, and mental health services; as well as rehabilitation, aged care, outpatient and community programs.

Our reputation for caring for all Melburnians is as essential to who we are as any scientific breakthrough we make. We're here when it matters most, and we'll continue to be the first to speak out for our diverse community's wellbeing.

OUR VISION

Advancing health for everyone, every day.

THE MELBOURNE WAY

At The RMH we're inspired by our vision of Advancing health for everyone, every day. While we're each going about our different roles, we're united by a shared understanding of the way we do things around here. We call it The Melbourne Way. We put people first — leading with kindness and working together, we excel as one Royal Melbourne Hospital.

People First



People are at the heart of everything we do. We take the time to understand how we can make the most positive difference for them.

Lead with Kindness



Our care and compassion sets us apart. We lead the way with a respectful, inclusive spirit — embracing the things that make us all unique.

Excellence Together



True excellence is only possible when we work as one Royal Melbourne Hospital community. Through collaboration, we set the highest of standards and achieve our goals.

OUR PRIORITIES

The RMH Strategic Plan: Towards 2025. Advancing health for everyone, every day is our plan for the future — one which we are committed to achieving together. This position contributes to the achievement of the five Strategic Goals, articulated in the plan:

1. Be a great place to work and a great place to receive care
2. Grow our Home First approach
3. Realise the potential of the Melbourne Biomedical Precinct
4. Become a digital health service
5. Strive for sustainability



Position Description

Position Title:	Team Leader – Transition Care Program (Home based)
Service:	Transition Care Program – Home Based (TCP HB)
Location:	Royal Park campus
Reports To:	Director Community Programs
Enterprise Agreement:	Allied Health Professionals (Victorian Public Health Sector) Single Interest Enterprise Agreement 2021–2026
Classification:	Grade 3 Allied Health (Management) / Registered Nurse Grade 4B
Employment Status:	Part time 64 hours fortnight
Immunisation Risk Category:	Category C
Date of Review:	September 2026

POSITION SUMMARY

The Team leader will take a leading role within the Transition Care Program – Home Based including quality planning, policy review, budget management and ensuring the services are aligned with organizational objectives and professional standards. The role includes the identification and resolution of client and staff issues and overseeing and ensuring a quality service for the Program. The role will work closely with the clinical lead for the program to ensure appropriate client service provision and flow.

Transition Care Program – Home Based is a jointly funded program (DHHS/Commonwealth) and aims to assist frail aged patients to complete their restorative processes at home, optimise their functional capacity and finalise their long-term care arrangements.

KEY ACCOUNTABILITIES

Leadership

- Lead TCP HB program in the context of Melbourne Health, Commonwealth and Department of Health aims and priorities
 - Provides direction and leadership to the TCP HB service to ensure its services are effective, efficient and responsive to the needs of patients, families and the organization.
 - Motivate staff to perform in their roles with vulnerable client groups to meet complex care needs
 - Negotiate and influence parties for win-win outcomes while working through complex issues and finding strategies to meet client needs
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- Work collaboratively with stakeholders both internal and external to the service to build relationships, partnerships and improve service models and patient flow
- Promote collaboration and a safe working environment as part of Community Services and in line with other community service teams, empower staff to be confident and autonomous in their daily activities and problem solving, supervision for staff as required
- Ensure direct reports receive regular feedback and participate in annual discussions.
- Contribute to organisation-wide and service/division initiatives and planning activities.
- In conjunction with the Director Community Programs, engage suitable external service providers through formal service agreements.
- Complete formal annual performance review for designated staff
- Implement regular forums with staff for communication and to involve staff in service planning.
- Manage employee recruitment, retention, recognition and development strategies for direct reports, ensure there are effective consultation and communication processes in place.
- Lead the development of and monitor procedures and guidelines to ensure clinical services meet relevant standards.
- Provide representation at organisational and department meetings, committees and working parties
- Keep abreast of organisational structure, strategy and direction in order to respond to the demands of the organisation

Performance

- Monitor resources to ensure timely, effective and efficient service delivery
- Monitor and achieve relevant KPIs and targets and operate within their allocated budget.
- Manage and monitor the financial performance of the budget and adjust to meet operational requirements and annual targets
- Actively manage brokerage funding budget in order to meet programmatic needs.
- Actively work with the Clinical Lead for the TCP HB Program to maintain package capacity for clients who are transitioning from acute, sub-acute inpatient beds to the home.
- Empower Case Managers and administrative staff to undertake sound clinical judgement and administrative and financial decision making to support clients to live independently and be connected to services and community resources as required.
- Drive KPI performance based on guidelines, provide regular updates via report distribution and daily email updates
- Ensure systems are in place for effective daily fiscal management of client packages and brokerage spend
- Ensure systems are in place for monitoring the ordering of supplies, aids and equipment and other items
- Effectively manage workforce requirements in relation to planned and unplanned leave, ADO's, use of casuals, overtime and meet KPI's
- Undertake staff rostering / RosterOn / timesheets etc. and other relevant daily work allocation and coverage
- Ensure patients receive the best care possible with the available resources by re-allocating staff during periods of changing demand and leave and working with colleagues to allocate resources
- Coordinate and report on team clinical activities, staffing, projects

Quality & Safety

- Create a team environment which promotes a positive culture, opportunity for learning and development, safety and welfare of employees
- Lead the quality improvement program in the designated area of responsibility and continuously evaluate the quality and outcomes of service design and intervention
- Strive towards continuous improvement, by initiating, participating and continuously evaluating the quality and outcomes of service design and intervention
- Ensure self and all staff follow Melbourne Health policies and procedures including mandatory training, organizational values, brokerage contracts, OH&S guidelines, risk reporting, consumer engagement, quality activities and other governance requirements
- In collaboration with the Director Community Programs, ensure systems are in place for HSW/OHS planning support
- Ensure training needs of direct reports are identified and undertaken.



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- Ensure risk management activities are completed, effective controls are in place and incidents are recorded, investigated and corrective actions implemented as far as is reasonably practical.
 - Undertake activities and audits to support compliance with the national standards
 - Support the investigation of any adverse events within the programs, supporting both staff and the organization in reviewing such incidents with transparency to support improved service provision.

General

- Undertake relevant additional duties as directed
 - Undertake a case load as required particularly in times of staff leave / high demand
 - Take reasonable care for your safety and wellbeing and that of others.
 - Work in your scope of practice and seek help where required.
 - Work in partnership with consumers, patients and where applicable carers and families.
 - Work collaboratively with colleagues across all RMH teams.
 - Continue to learn through mandatory training and other learning activities.
 - Seek feedback on your work including participation in annual performance discussion.
 - Create a psychologically safe work environment where everyone feels safe to speak up.
 - Speak up for safety, our values and wellbeing.
 - Prioritise wellbeing and ensure safe work practices are developed and adhered to in their area.
 - Respect that the RMH is a smoke-free environment.
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KEY RELATIONSHIPS

Internal

- Director Community Programs
- Transition Care Program – Home Based clinical lead, case managers and administration
- Sub-acute data officers
- Ward / Unit staff within RMH / RPC
- Community programs within MH e.g. SACS, HITH, HARP, ACAS
- Medical staff on ward /unit / Geriatricians
- People and Culture
- Communications
- Infection Prevention
- Finance

External

- Brokerage service providers
 - External Referrers
 - Local Council
 - Other government agencies e.g. My Aged Care, NDIA
 - GPs / Private medical specialists
 - Consumers
 - Families / carers of consumers
 - Department of Health
 - Other TCP providers
 - Quality and Safety
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KEY SELECTION CRITERIA

Formal Qualifications

- Bachelor of Allied health or relevant equivalent
- Registered Nurse Division 1

Essential:

- Commitment to live the Melbourne Way - putting people first, leading with kindness and achieving excellence together.
 - Excellent interpersonal and communication skills, written and oral
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- Mandatory Working with Children's Check and Police Check and Immunisation Assessment
 - Leadership experience, preferably in a community health setting, acute or sub-acute setting is also considered
 - Experienced in providing supervision to clinical staff
 - Understanding of aged care networks and legislative requirements, including My Aged Care
 - Ability to manage competing demands and work under pressure, remaining calm to provide logical and reasonable response in tight timeframes
 - To work closely with clients, family members, and/or other personal support networks/service providers in monitoring and evaluating service delivery and client care needs
 - Skills in comprehensive assessment and discharge planning
 - Ability to be flexible with work task allocation
 - Demonstrate an ability to work collaboratively as part of a multidisciplinary team and autonomously
 - Innovative, resourceful and agile
 - Knowledge of hospital processes and the community service system
 - Skilled in Microsoft Office suite of programs - Word, Excel and Outlook
 - A current Victorian Driver's License

Desirable:

- Postgraduate qualification in management and/or clinical area of expertise or working towards same.
- Experience / knowledge of TCP program / ACAS / Community nursing
- Previous experience as a leader in the health industry for 3+ years
- Knowledge of quality improvement processes

KEY PERFORMANCE INDICATORS

Your performance will be measured through your successful:

- Demonstration of RMH values
- Achievement of portfolio specific KPI targets
- Participation in and satisfactory feedback through the annual performance review process
- Ability to maintain a safe working environment and ensure compliance with legislative requirements
- Successful completion of required mandatory training activities, including training related to the National Standards
- Participation in the development and implementation of the annual Melbourne Health and portfolio specific business planning process (if required);
- Ability to operate within allocated budget (if required);
- Achievement of Melbourne Health and portfolio specific KPI targets as they apply to your area of responsibility;
- Participation in and satisfactory feedback through the annual performance review process; and, where applicable, ensure all your direct reports have an individual development and work plan including an annual review;
- Ability to take accountability for all reasonable care to provide a safe working environment within your area of responsibility and ensure compliance with legislative requirements concerning Occupational Health and Safety, anti-discrimination, and equal opportunity.

- Aim to provide a working environment that is safe and without risk to the health, safety and wellbeing of all employees, patients and consumers, and visitors.
- Speak up for patient, consumer, colleague and visitor safety, escalating issues if required.
- Deliver Safe, Timely, Equitable, Person-centred Care (STEP) in line with our clinical governance framework.
- Work in accordance with relevant policies, procedures, standards and legislation including those related to clinical or competency requirements, risk management, discrimination, equal opportunity and health safety and wellbeing.

- **Equity, Inclusion, Belonging and Safety**
 - As a leader in healthcare, we recognise the need to foster a culture of equity, inclusion, and belonging — safe spaces where every individual is empowered to be their authentic self, contributing meaningfully to the collective well-being of our community.
- **First Nations Commitment**
 - We acknowledge and pay our respects to the Traditional Owners of the lands on which we work and stand in solidarity with Aboriginal and Torres Strait Islander peoples. We are committed to creating a culturally safe environment that honours First Nations voices, knowledge, and self-determination through inclusive governance, respectful policies, and a steadfast commitment to anti-racism. The Royal Melbourne aspires to lead by example in addressing the injustices of colonisation and its ongoing impacts.
- **Child Safe Standards**
 - RMH is a child safe organisation. We are dedicated to fostering an environment that respects and upholds the rights of children and young people, in line with the Child Safe Standards. We actively embed these standards in our culture, policies, and practices, ensuring that the safety and wellbeing of children and young people is a central priority.
- **Equal Opportunity and Accessibility**
 - We are proud to be an equal opportunity employer that champions diversity in all its forms. We value the strengths and perspectives that come from people of all backgrounds, identities, abilities, and lived experiences. We encourage applicants from all communities, and we will provide reasonable adjustments to support equitable participation.
- **Thriving Together**
 - Together, we are committed to fostering an environment where everyone feels respected, safe, and empowered to thrive.

I acknowledge and accept that this position description represents the duties, responsibilities and accountabilities that are expected of me in my employment in the position. I understand that The RMH reserves the right to modify position descriptions as required, however I will be consulted when this occurs.

Date _____