

Position Information

Position Title	Team Leader, Finance and Business Supports
Program	Business Services
Reports to	Executive Manager, Business Supports
Direct reports	Finance and Payroll Coordinators, Finance and Business Supports Officer
Award	Social, Community, Home Care and Disability Services Industry Award 2010
Award classification	Level 5

Organisation Information

TeamHEALTH has been providing services to people with mental illness in the Northern Territory for over 30 years. TeamHEALTH was established by a group of relatives and service providers of people with a mental illness who wished to provide stable, safe, accommodation for their family members.

Over time TeamHEALTH has developed and now provides a range of supports focusing on prevention, early intervention and recovery including residential services for people with severe and persistent mental illness, a community housing service, individual recovery and group-based support, together with early intervention support, home based aged care support, mental health promotion and education.

TeamHEALTH's vision is that all people should lead a full and valued life. This is articulated through our purpose and operational philosophy of creating community capacity for good mental health, to enable people to live a full and valued life through the provision of supports, advocacy and education. Success in achieving our purpose requires consolidation of existing work, the use of evidence-based approaches and an adaptable skilled organisation.

With accreditation to the National Standards for Mental Health Services, NDIS Quality and Safeguarding Framework, National Regulatory System for Community Housing and the Aged Care Quality Standards, TeamHEALTH continues to focus on ensuring quality service provision and the pursuit of goals with participants.

Position Summary

The Business Services Team plays a key role in creating an environment that supports the staff of TeamHEALTH to ensure positions and programs work efficiently and effectively. The Team is responsible for the establishment of systems, procedures and registers to ensure that resources are appropriate to meet the demands of a growing organisation. The Team is also responsible for monitoring the effective use and renewal of resources, and the management of TeamHEALTH information.

Reporting to the Executive Manager, the Team Leader provides overall management and leadership to the Business Services Team. The Team Leader will work closely with relevant Team Leaders, Coordinators and staff to ensure that planning informs, streamlines and communicates the establishment and maintenance of efficient business systems and processes to support the needs of the organisation. The Team Leader will play a key role in supporting and coaching the team responsible for payroll, processing of accounts payable and receivables, financial reconciliations or month end processes and reporting. The Team Leader is responsible for managing and planning work to ensure that key deadlines and statutory returns are prepared and submitted in accordance with reporting deadlines.

TeamHEALTH operates in a dynamic, rapidly changing environment which requires the role to be flexible, reliable, adaptable, a good listener and communicator with the ability to use initiative in performance of work. The Team Leader will ensure that the range of business support activities are highly functional and responsive and will be responsible for identifying and making recommendations to the Executive Manager on efficiencies and improvements that can be made to business support activities.

At times the Team Leader may be required to provide support or assistance to other areas of TeamHEALTH, which may involve travel and weekly or overnight absences.

Key Result Areas

1. Finance and Business Support

- 1.1. Provide leadership in the provision of services in payroll, accounts, assets and finance areas, implementing staff and process changes to ensure the range of business supports are delivered efficiently and effectively in accordance with relevant statutory requirements and reporting deadlines.
- 1.2. Undertake systems administration role for payroll and financial systems, ensuring that changes are made in timely manner to ensure compliance with Award and other statutory legislation.
- 1.3. Perform General Ledger reconciliations, including preparing month end accruals, pre-payments and journals.
- 1.4. Working closely with the Executive Manager in the external audit process and preparations.
- 1.5. Prepare all financial reports including monthly profit and loss statements, annual budgets, year-end financial report, cash flow, acquittals and audit.
- 1.6. Prepare FBT Report, Instalment and Business Activity Statement.
- 1.7. Maintain TeamHEALTH insurances, including workers compensation, and oversee claims process.
- 1.8. Identify and provide written analysis, business model planning and implementation advice to TeamHEALTH on appropriate direction relating to business systems improvements.
- 1.9. Facilitate training and information sessions for Team Leaders, Coordinators and Staff to increase their knowledge and understanding of business services functions that ensure positions and programs work efficiently and effectively.
- 1.10. Contribute within the team to ensure that a range of business support activities are highly functional and responsive through the provision of accounting or administrative support as required.

2. Relationship Management

- 2.1. Develop and maintain professional working relationships with TeamHEALTH's programs and key stakeholders.
- 2.2. Work effectively with all people including those of Aboriginal, Torres Strait Islander descent, and those with Culturally and Linguistically Diverse (CALD) backgrounds.
- 2.3. Uphold the TeamHEALTH values of Integrity, Accountability, Wellbeing and Respect in all engagement with staff, participants, contractors and external contacts.

3. Team Management

- 3.1. Provide leadership, mentoring and assist in day to day management of business support activities, including supporting staff to adjust to changed ways of working.
- 3.2. Ensure that all staff are trained to complete all duties as required and ensure that a process is established based on best practice and reflective of statutory requirements.
- 3.3. Regularly complete internal audits of business processes to ensure accuracy and relevance in line with statutory requirements.
- 3.4. Conduct and facilitate Team meetings and group supervision on a regular basis with Staff, ensuring staff meet any legislative requirements relevant to their role.
- 3.5. Regularly review processes and identify and recommend areas of improvement within Policies, Procedures and ways of working.

4. Reporting and Administration

- 4.1. In consultation with the Executive Manager, develop and manage the Services budgets, assets and expenditure, ensuring appropriate Policy, Procedures and Reports are completed within established timeframes and delegation levels.
- 4.2. Oversee TeamHEALTH compliance with appropriate Australian regulations and legislation, including preparation and lodgements of PAYG, FBT, Superannuation, ACNC and BAS returns.
- 4.3. Prepare Management and Board ready briefing papers and analysis as required.
- 4.4. Undertake research and investigations into identified projects as required.
- 4.5. Assist in the development and maintenance of all Business Services Policies and Procedures in conjunction with other members of the Business Services team.
- 4.6. Actively participate in regular support and supervision with the Executive Manager, including continued professional development and performance reviews.

Key Selection Criteria

TeamHEALTH recognises the value of experience in all facets of life and work and encourages individuals with a lived experience of mental illness to apply.

All TeamHEALTH Staff

1. A National Police Certificate that was issued less than two years ago or proof of an application for a National Police Certificate.
2. A current Driver's Licence.
3. NDIS Worker Screening Clearance.
4. NDIS Worker Orientation Module Certificate.

Essential for Position

5. Relevant qualification in business, finance, management or substantial experience in a business of finance related area.
6. Demonstrated experience in at least two of the following areas payroll, processing of accounts payable, financial reconciliations or month end processes and reporting.
7. Intermediate Excel skills and knowledge of other MS office programs, MYOB or similar accounting packages.
8. Proven leadership skills and experience with the capacity to manage, support and supervise staff.
9. Demonstrated ability to develop and build relationships with key stakeholders,
10. Action orientated, flexible and innovative with the proven ability to work under limited direction and collaboratively and harmoniously as part of an integrated team.
11. High level of negotiation and communication skills, including written and verbal, and demonstrated ability to interact with a diverse range of people.
12. Demonstrated ability to manage workload in a busy environment and prioritise to ensure deadlines are met.
13. Demonstrated ability to analyse and exercise good judgment in problem solving and decision making with a commitment to strive for continuous quality improvement.
14. Demonstrated attention to detail and high level of accuracy in work.

Desirable for Position

15. Experience working in the Community Services sector.

Position Description Approval

Approved by	Kylie Beard, Executive Manager, Business Services
Date approved	11 December 2023
Signature	