

## **POSITION DESCRIPTION**

### **PROGRAM TEAM LEADER - NATIONAL DIABETES SERVICES SCHEME (NDSS)**

#### **ORGANISATIONAL CONTEXT**

Diabetes Australia is the national peak body for people affected by all types of diabetes and those at risk. Diabetes Australia is committed to reducing the impact of diabetes. We work in partnership with diabetes health professionals and educators, researchers and healthcare providers to minimise the impact of diabetes on the Australian community.

Diabetes Australia is a respected and valued source of information, advice and views utilised by government and the community. Our credibility and independence as a national voice allows us to translate knowledge and evidence into advocacy and programs for diabetes.

Diabetes Australia has managed the delivery of the NDSS in partnership with successive Australian Governments since its inception in 1987. A new, four-year agreement was signed in May 2016 whereby the Government committed \$174 million funding to Diabetes Australia for the NDSS through to June 2020.

#### **GENERAL SCOPE OF ROLE**

The Program Team Leader, NDSS reports to the National Program Manager, NDSS. The General Manager, NDSS has responsibility for the management and business development of all aspects of the NDSS.

The Program Team Leader, NDSS contributes to the planning and development of national NDSS programs and other strategic initiatives, to deliver project and program results which meet scope and are on time and within budget, and coordinates key reporting activities.

The Program Team Leader, NDSS supports the Program Manager's leadership and management of the delivery of NDSS services including Administrative Services, Universal Services and Continuing Support Programs, and collaborates with NDSS Agents and other Diabetes Australia senior managers.

To achieve this, the Program Team Leader has a significant role in supporting and contributing to:

- initiating regular and open communication in a collaborative operating model to ensure information sharing among NDSS Agents
- providing timely and accurate responses to information and service requests from NDSS stakeholders
- working to improve NDSS services through the identification of areas for improvement
- leading a national improvement process for the NDSS

- providing oversight of national evaluation activities
- ensuring service performance requirements for the NDSS Agreement are met or exceeded and reporting requirements and timelines are met.

This position in non-ongoing, long-term contract to 30 June 2020.

## **REPORTING**

The Program Team Leader reports to the National Program Manager, NDSS.

## **STAFF RESPONSIBILITIES**

The Program Team Leader supervises the team, coordinates and prioritises daily team activities and maintains oversight of timelines to ensure agreed deliverables and NDSS contractual obligations are met or exceeded.

## **QUALIFICATIONS**

- Tertiary qualifications in a health-related field, management, business or equivalent is essential.
- Previous experience in program and project management and/or leadership roles is essential.
- Experience in the health care sector or not-for-profit sector is highly desirable.

## **KEY ATTRIBUTES AND SKILLS FOR THIS POSITION**

### **Leadership**

- Previous supervision, team leading experience or demonstrated ability to motivate and mentor team members.
- Strong work ethic and ability to excel in a fast-paced environment.

### **Stakeholder engagement**

- Experience in developing and maintaining collaborative internal and external working relationships.

### **Result oriented**

- Demonstrated ability to achieve deliverables and outcomes on time, within budget and within scope.
- Ability to navigate and re-evaluate targets to prioritise and respond rapidly to requests.
- Previous experience in managing expectations and competing demands.
- Knowledge and understanding of managing budgets.

### **Communication**

- Has excellent verbal and written communication skills.
- Is a strong negotiator and has well developed presentation skills.
- Demonstrated ability to prepare reports in a timely manner.

### **Commitment and drive**

- Is committed to achieving organisational strategic aims, objectives and business outcomes.
- Demonstrates professional judgement, probity and commitment to self-directed learning and personal development.

### **KEY RESPONSIBILITIES**

The key responsibilities of the Program Team Leader are to work with and support the National Program Manager and Team to:

- achieve the strategic objectives and planned outcomes of NDSS services
- liaise with internal and external stakeholders in the preparation of NDSS services plans, forecasts and budgets
- maintain and develop policies, processes and procedures for operational, financial and stakeholder relations activities relating to NDSS services, especially with the Department of Health and NDSS Agents
- monitor contracts, meet deliverables for NDSS services and actively participate in the NDSS reporting cycle
- oversee resource requirements, participate in monitoring of staff performance and development
- contribute in collaboration with Agents in the review and continuous improvement of NDSS service pathways
- comply with regulatory and statutory requirements and improve and support activities that maintain a quality management system and risk management framework that conform to contractual obligations and meets the requirements of ISO9001:2015 standard
- maintain open and collaborative communication channels with internal and external stakeholders
- support the advance of the interests of people living with diabetes by participating in addressing concerns from people with diabetes who are registered with the NDSS and maintaining a productive working relationship with health professionals and other parties interested in the health and welfare of people with diabetes.

The Program Team Leader may be required to perform other duties and to accept other responsibilities as approved from time to time.

All employees are expected to have an understanding of, and commitment to, the principles of workplace diversity, equity and occupational health and safety. All employees are expected to uphold Diabetes Australia's values.

**Approved by:** A Polinelli February 2018

**Due for review:** January 2019