

Position Description

Details

Job title	Impact Programs Team Leader	Team	Impact Team
Reports to	Impact Programs Manager	Job status	Fixed Term Contract (12months)
Direct reports	Nil	Hours	Full Time
Effective	May 2023		

Our Vision and Mission

Our Vision	Every child has every chance to thrive.
Our Purpose	We ignite and inspire generosity to improve the health and wellbeing of children and young people.
Our Values	
Accountability	We aim to deliver high impact results, are accountable for our actions and resources and communicate this openly and honestly.
Recognition & Respect	We are respectful in all our interactions and committed to recognising others and valuing their contributions.
Care	We care for everyone we impact – the children always come first.
Working Together	We selflessly support and trust each other and our teams, share our ideas and goals, work hard, have fun and celebrate our achievements.
Excellence & Innovation	We strive for excellence, encourage innovation and develop our skills to achieve our best.

Key Relationships

Primary internal relationships	Impact Programs team, Volunteers and all other Foundation team members.
Primary external relationships	Queensland Children's Hospital patients, families and staff. Children's Health Queensland staff and contractors, suppliers, entertainers and performers.

The Person

Qualifications	• Tertiary qualification in role related discipline or an equivalent combination of relevant experience and/or education. • Certification or accreditation or equivalent experience in professional boundaries would be advantageous.
Skills & Experience	• Min 2 years' experience developing and delivering programs and services in the healthcare or family service community, including completion of relevant documentation and reporting. • Min 2 years' experience planning and executing multiple children's programs across a variety of ages, including negotiating with suppliers. • Min 2 years' experience developing direct reports or managing and upskilling volunteers. • A strong understanding of professional boundaries, privacy and confidentiality. • Experience in training and supervising large numbers (45+) of staff and/or volunteers (including rostering) in children and family service areas. • Significant experience in administration and effective management of a number of different programs. • Demonstrated stakeholder management skills with ability to build rapport and relationships with a wide variety of people. • Excellent customer service and people skills with an ability to maintain a professional demeanour when interacting and providing information to people who may be experiencing crisis or are vulnerable. • Demonstrated ability to develop and document processes and procedures with a high level of detail. • Demonstrated experience in outcomes measurement, evaluation, identifying trends and producing program reports. • Comprehensive data entry experience, including experience using CRM databases. • Experience in financial tasks, including budget skills and procurement experience across multiple programs. • Excellent time management and prioritization skills with the ability multi-task in a fast-paced environment. • Well-developed oral and written communication skills with strong attention to detail. • Strong computer skills, including Microsoft Office suite and the use of web-based platforms and social media, to engage with your client group and undertake administration tasks relevant to the role. • Experience in the entertainment / creative arts industry would be advantageous. • Experience in the health industry would be advantageous.



Job Purpose

Primary purpose of role	The Impact Programs Team Leader is responsible for connecting families with Children's Hospital Foundation programs and information that supports their healthcare experience. This role coordinates the delivery of quality entertainment and distraction programs and initiatives including Kidzone playroom, Loans, Bedside Play, Book Bunker, and supports the Foundation's in-kind donation program, in addition to actively supporting activations under the Impact Programs remit.
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Key Responsibilities

Program Coordination	• Responsible for the planning and day to day management of impact programs that improve the patient and family experience, including Kidzone playroom, Loans, Bedside Play, Book Bunker, and supporting the Foundation's in-kind donation program. • Provide day to day support to kids and families accessing Kidzone, including connecting them to other CHF programs where appropriate. • Lead volunteers and families in the use of Kidzone and Loans digital sign-in/out systems for accurate records management. • Ensure Kidzone child minding is delivered within care restrictions and is considerate of children with higher needs. • Coordinate daily play, resource loans and birthday present requests, ensuring they are facilitated in a timely manner. • In conjunction with the broader Impact Programs team, organise regular entertainment, performances, and activities for the wards (roving), Kidzone and performance space (common areas). • Support the Impact Programs Manager in the review and update of program specific documentation, including volunteer related documentation where relevant, and make procedural changes where required. • Conduct regular evaluations of all programs to ensure maximum impact is achieved. • Contribute to the coordination of the Foundation's in-kind donation program. • Develop and manage relationships with key stakeholders from other charities within QCH and liaise with those groups whose services intersect with those of the Foundation.
Operational Support	• Support the expansion and improvement of current programs and services to meet the needs of the hospital and its stakeholders, as identified through approved consumer and community engagement activities.



	• Support the Impact Programs Manager with inclusion of corporate volunteering into impact programs and strategy. • Record, update & monitor volunteer records and attendance through appropriate systems. • Support the Impact Programs Manager with contributions for key projects and committees that support the CHQ relationship and CHF objectives. • Work with the Impact Programs Manager to control budget expenditure within areas of responsibility and maintain adequate records through competent use of finance software and systems. • Daily management of the support@ inbox and families@ inbox. • Complete data entry of service statistics and meet reporting responsibilities. • Regularly maintain the database to ensure family's data records are current and accurate in relation to their use of programs. • Undertake general administration tasks including office storage and cleanliness, raising purchase orders and processing invoices etc. • Write, maintain, and review standard operating procedures for areas of responsibility in accordance with the policy register. • Produce program reports that are accurate and provide insight into current operations.
People & Leadership	• In conjunction with the team, support the daily coordination and performance of program volunteers and their effective delivery of programs. • Liaise with People and Culture regarding volunteer resourcing for programs and ongoing training and development opportunities for volunteers. • Assist with volunteer training and inductions as required. • Coordinate records, updates & monitoring of volunteer records and attendance through appropriate systems. • Lead the professional development and upskilling of program volunteers in consultation with Impact Program Manager. • Recognise program volunteer birthdays and anniversaries in conjunction with People and Culture. • Encourage a positive culture amongst staff and volunteers demonstrated by leading by example and being engaged in their development. • In conjunction with the broader Impact Programs team, support regular consumer engagement activities and forums. • Escalate to the Impact Programs Manager any performance management, grievance, and dispute resolution for staff and volunteers.



Stakeholder Relations	• Develop and maintain professional relationships with key hospital staff and stakeholders from partner organisations to ensure the effective delivery of services. • Facilitate hospital tours and presentations with potential donors, corporate partners, key stakeholders, where required. • Negotiate with external suppliers, using proven relationship skills to secure discounts or complimentary support.
Work Health & Safety	• Support the Impact Programs Manager, in collaboration with People and Culture, to manage risks associated with program delivery and consumer participation, including accurately reporting and investigating incidents. • Ensure contractors have been inducted and receive appropriate briefings on CHQ compliance training, WHS requirements, emergency management and incident reporting. • Comply with and champion all Children's Hospital Foundation workplace health and safety policy and procedures. • Comply with all Children's Health Queensland policies and procedures, including infection control and room precautions. • Follow professional boundary protocols and policies when engaging with stakeholders including caregivers, children and CHQ staff. • Responsible for leading existing volunteers through all mandatory compliance. • Take reasonable care at work to ensure your own and others' safety. • Report all known or observable hazards. • Any other duties that may be required to meet the WH&S needs of the organisation.

Competencies

Problem Solving	Uses rigorous logic and methods to solve difficult problems with effective solutions; probes all fruitful sources for answers; can see hidden problems; is excellent at honest analysis; looks beyond the obvious
Informing	Provides the information people need to know to do their jobs and to feel good about being a member of the team, unit and/or the organisation; Provides individuals information so that they can make accurate decisions; is timely with information
Peer Relationships	Can quickly find common ground and solve problems for the good of all; can represent his/her own interests and yet be fair to other groups; Can solve problems with peers with minimum noise; is seen as a team player; easily gains trust and support of peers; encourages collaboration; can be candid with peers
Functional	Has the functional and technical knowledge and skills to do the job at a high level of



Technical Skills	accomplishment
Organising	Can marshal resources to get things done; can orchestrate multiple activities at once to accomplish a goal; uses resources effectively and efficiently; arranges information and files in a useful manner
Action Orientated	Enjoys working hard; is action oriented and full of energy for the things he/she sees as challenging; not fearful of acting with a minimum of planning; seizes more opportunities than others

Other Considerations

The Children's Hospital Foundation is committed to child safety. The Working with Children (Risk Management and Screening) Act 2000 requires that people who work with children in certain categories of employment undergo the 'working with children' check. All Foundation employees must be eligible for a Blue Suitability Card, issued by the Department of Justice and Attorney-General. The issue and maintenance of a positive suitability notice is a requirement for continued employment at the Foundation.

