

Role Delineation – Management and Leadership Positions

Role	Function
Service Manager	<ul style="list-style-type: none"> • Service wide business (financial) administration • Development and review of Model of Care • Alignment of operations with strategy • Responsibility for quality and safety service wide • KPI delivery service wide • Complaints management
Team Manager	<ul style="list-style-type: none"> • Unit business administration (to level of financial delegation) • HR matters (pay, leave approval performance appraisal) • Operational management of local team issues • WHS • Delivery of service in line with Model of Care • Quality and Safety at a Unit level
Team Leader	<ul style="list-style-type: none"> • As with Team Manager – Small service, Minimal FTE • Carries a joint clinical caseload and management/leadership role (as per the Health Professional Award at Level 4 and above)
Clinical Lead	<ul style="list-style-type: none"> • Provide leadership to clinical standards of practise • Quality Improvement leadership and support to clinicians • Ensure clinical practise is aligned to model of care • Provide advice and support to Team and Service Managers on clinical matters when required