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| **Position Title** | Manager Allied Health |
| **Position Number** | NEW |
| **Department** | Community Services |
| **Classification** | Grade 4 |
| **Agreement** | [Allied Health Professionals (Victorian Public Health Sector) (Single Interest Employees) Enterprise Agreement 2021 - 2026](https://intranet.eghs.net.au/Files/Human%20Resources/Awards%20Agreements/Allied%20Health%20Professionals%20(Victorian%20Public%20Sector)%20(Single%20Interest%20Employers)%20Enterprise%20Agreement%202021-2026.pdf) |
| **Reports to:** | Director Community Services |

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| **POSITION DESCRIPTION** |  |

**Position Purpose:**

The Manager Allied Health is a senior position responsible for efficient and effective delivery of a range of Allied Health services to the community. The incumbent is responsible for delivering services that meet community needs and compliance with a number of legislative, accreditation and funding requirements. The Manager will act as a role model by leading a best practice philosophy amongst the staff underpinned by the core values of EGHS.

**Department / Unit Specific Overview:**

East Grampians Health Service aims to meet the needs of the community by offering a vast array of services to the community of Ararat and surrounds. We offer outreach services to Willaura as well as Bush Nursing Centres in Lake Bolac and Elmhurst, and provide contracted clinical services to an Aboriginal co-operative and correctional facilities in the immediate region. Our services include Dental, Physiotherapy, Exercise Physiology, Occupational Therapy, Podiatry, Speech Pathology, Dietetics, Diabetes Education and Social Work. These services support other clinical areas including our acute and residential aged care patients/residents. Our community health centre also hosts Maternal Child and Health Services and clinics and consulting for visiting surgeons and specialist nursing.

**Our Values**

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| **Description: Description: S:\Health Information Management\EGHS Icons\EGHS_Integrity.jpg** | **Integrity** | We value integrity, honesty and respect in all relationships |
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| **Description: Description: S:\Health Information Management\EGHS Icons\EGHS_Excellence.jpg** | **Excellence** | We value excellence as the appropriate standard for all services and practices |
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| **Description: Description: S:\Health Information Management\EGHS Icons\EGHS_Community.jpg** | **Community** | We respect the dignity and rights of our community and acknowledge their beliefs, regardless of their cultural, spiritual or socioeconomic background |
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| **Description: Description: S:\Health Information Management\EGHS Icons\EGHS_Working_Together.jpg** | **Working Together** | We value equally all people who make a contribution to EGHS to achieve shared goals |
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| **Description: Description: S:\Health Information Management\EGHS Icons\EGHS_Learning_Culture.jpg** | **Learning Culture** | We strive to continually lead and develop through education, training, mentoring and by teaching others. |

**Organisational Context**

East Grampians Health Service (EGHS) is a rural health service located in Ararat and Willaura in Western Victoria. EGHS is an integral part of a thriving community and is committed to providing quality health and wellbeing services to people of all backgrounds.

Serving a diverse community, EGHS delivers an extensive range of acute, residential, home and community based services. We strive to continually improve our services to best meet the needs of our patients, consumers and the community.

**Our Vision**

To be leaders in rural health care

**Our Strategic direction**

EGHS strategic plan 2019-22 mirrors the Victorian Government Health 2040; Advancing Health, Access and Care guidelines. It is underpinned by our organisational values and behaviours, which focus on improving our communities health and quality of life through strong partnerships and by responding to changing needs. We incorporate our opportunities through Better Health, Better Access, and Better Care, which are pivotal in achieving our vision of being ‘leaders in rural health care’:

**BETTER HEALTH**

* A system geared to prevention as much as treatment
* Everyone understands their own health risks
* Illness is detected and managed early
* Healthy neighbourhoods and communities encourage healthy lifestyle

**BETTER ACCESS**

* Care is always there when people need it
* More access to care in the home and community
* People are connected to the full range of care and support they need
* There is fair access to care

**BETTER CARE**

* Target zero avoidable harm
* Healthcare that focuses on outcomes
* People are active partners in care
* Care fits together around people’s needs

**Organisational Responsibilities**

* Be aware of and work in accordance with EGHS policies and procedures, including:

[Victorian Public Sector - Code of Conduct](http://intranet.eghs.net.au/Files/Human%20Resources/Victorian%20Public%20Sector%20-%20Code%20of%20Conduct.pdf)

[Confidentiality, Security and Management of Information - SOPP 24.02](http://intranet.eghs.net.au/Files/Policies/CONFIDENTIALITY,%20SECURITY%20AND%20MANAGEMENT%20OF%20INFORMATION%20-%20SOPP%2024.02.pdf)

[Hand Hygiene - SOPP 70.18](http://intranet.eghs.net.au/Files/Policies/HAND%20HYGIENE%20-%20SOPP%2070.18.pdf)

[Occupational Health and Safety - SOPP 72.09](http://intranet.eghs.net.au/Files/Policies/OCCUPATIONAL%20HEALTH%20AND%20SAFETY%20-%20SOPP%2072.09.pdf)

[Person Centred Care - SOPP 60.20](http://intranet.eghs.net.au/Files/Policies/PERSON%20CENTRED%20CARE%20-%20SOPP%2060.20.pdf)

[Safety - SOPP 72.13](http://intranet.eghs.net.au/Files/Policies/SAFETY%20-%20SOPP%2072.13.pdf)

[Performance Development policy - SOPP 35.27](http://intranet.eghs.net.au/Files/Policies/PERFORMANCE%20DEVELOPMENT%20POLICY%20-%20SOPP%2035.27.pdf)

[Risk Management - SOPP 74.01](http://intranet.eghs.net.au/Files/Policies/RISK%20MANAGEMENT%20-%20SOPP%2074.01.pdf)

* Be respectful of the needs of patients, consumers, visitors and other staff and maintain a professional approach in all interactions, creating exceptional experiences.
* Be aware of the National Safety and Quality Health Service Standards and all other standards as it relates to your area of work and associated accreditation.
* Undertake other duties as directed that meet relevant standards and recognised practice.
* Agree to provide evidence of a valid employment Working with Children Check and provide the necessary details for East Grampians Health Service to undertake a national Police check.
* Identify and report incidents, potential for error and near misses and supports staff to learn how to improve the knowledge systems and processes to create a safe and supportive environment for staff and patients, consumers and visitors
* Contribute to a positive and supportive learning culture and environment for health professional students and learners at all levels.
* Participate in all mandatory education and orientation sessions as outlined by EGHS.

East Grampians Health Service is an equal opportunity employer and is committed to providing for its employees a work environment which is free of harassment or discrimination.

EGHS reserves the right to modify position descriptions as required. Staff will be consulted when this occurs.

**Responsibilities and Major Activities**

* Lead the coordination of care through staff rostering and overseeing operational workflows to ensure consumer needs are met
* Manage the recruitment and induction of new team members including appropriate credentialing. Complete annual Professional Development Plans and capability frameworks to ensure team members receive and capitalise on appropriate clinical supervision, education and training opportunities
* Provide expert guidance, mentoring and supervision to other practitioners and students
* Lead and motivate staff to develop and achieve inter-professional team goals and shared care
* Coordinate regular team and individual clinician meetings to support safe and effective interdisciplinary care and promote and monitor completion of quality improvement activities
* Ensure systems are in place to monitor and deliver services within legislative and funding guidelines

Identifying opportunities for systems improvements

Lead, contribute and promote safety and quality initiatives including activities to support Community Services meeting accreditatrion requirements

* Provide leadership for service/program development whilst supporting clinicians to deliver the service requirements outlined in the funding agreements.
* Actively participate in the Community Services leadership meetings and communicate relevant information to the team
* Accept responsibility for own actions, providing clinical and governance oversight to clinical practice within the designated area. Recognise limitations in practice and abilities and seek input from more experienced clinicians and help as necessary
* Demonstrate accurate, complete and up-to-date documentation in line with EGHS policies and maintain a high documentation standard of all staff within the designated area
* Ensure that all consumers, visitors and staff are treated with respect, dignity and courtesy in an environment that is safe and free from harassment and discrimination
* Manage the complaints process facilitating discussion with all relevant stakeholders including staff, patients, carers and family, escalating to the Director Community Services as necessary.
* Effectively represent the unit and EGHS its interests in external forums
* Undertake any additional duties as required

**Key Performance Indicators**

Key performance measures are how you demonstrate meeting the responsibilities of the position. These measures will be used as a part of the Personal Development Plan (PDP) to be commenced within the first six months of appointment and then reviewed on an annual basis.

* *Demonstrates practice within the Vision, Mission and Values of EGHS.*
* *Demonstrates leadership and application of knowledge to operate within the agreed budget for the Department and facility and the organisation’s Financial Management framework.*
* *Demonstrates understanding, application of knowledge and implementation of the organisation’s clinical governance framework to ensure the provision of high quality health care through continuous improvement.*
* *Demonstrates commitment to personal and professional development and participate as an active member of a team.*
* *Demonstrates knowledge and application of skills to ensure the organisation’s information management goals are met.*
* *Demonstrates knowledge and understanding of legislation and maintenance of a safe environment for employees, consumers and visitors*

Key Selection Criteria

**Essential Criteria:**

* Allied Health qualifications(AHP1)and current registration with the appropriate professional registration board
* Demonstrated experience in the management and supervision of Allied Health staff with an understanding of contemporary human resource management.
* Demonstrated outstanding leadership qualities
* Relevant experience or expertise in program development and management gained from a combination of experience, training or professional accreditation
* Demonstrated ability to effectively direct and manage change within a health care environment
* Highly developed skills in interpersonal communication (i.e. verbal, written and presentation) and relationship development/management supported by examples of successfully negotiating outcomes
* An understanding of State and Federal community services funding, service delivery platforms and strategic direction
* Demonstrated analytical and problem solving skills within a health care environment
* Demonstrated experience to effectively plan, organise and manage a team in order to achieve outcomes and priorities including KPI’s
* Demonstrated ability to develop and support integration of quality, risk and clinical governance management into the delivery of programs and services including an understanding of the relevant accreditation standards
* Confident in the use of electronic data management systems

**Desirable Criteria:**

* At least 10 years clinical experience with postgraduate clinical qualifications
* Masters of Business Administration, Masters of Health Administration or equivalent qualification, or working towards same
* Experience in a rural/regional health service
* Experience in health related research

**Must comply to having or completion of:**

* National Police Check (renewed every 3 years)
* Working with Children Check (renewed every 5 years)
* NDIS Worker Screen
* Immunisation requirements (annually)

**Acknowledgement**

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| Employee Name | |
| Employee Signature | Date |
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| Manager Name |  |
| Manager Signature | Date |
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| Developed Date (MM,YY) | May 2023 |
| Developed By Name - Sarah Woodburn | Developed by Title - Director Community Services |
| Date of next review (12 months) | May 2024 |