POSITION DESCRIPTION

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CENTRAL BAYSIDE
COMMUNITY HEALTH SERVICES

1 - POSITION DETAILS

Position Title	Manager Allied Health
Position Number	PH-MAH-00001-Manager Allied Health
Enterprise Agreement / Award	Allied Health Professionals Multi-Employer Agreement 2017-2021
Employment Status	Permanent Full Time
Classification Level / Grade	Allied Health Manager Grade 3
Service Area	Primary Health
Team	Allied Health
Location	Parkdale, Chelsea and Clarinda
Line Manager	General Manager Primary Health
Supervises	Allied Health Staff and Allied Health Assistants

2 – ABOUT US

Central Bayside Community Health Services (CBCHS) is a values driven organisation with a reputation for service innovation and quality. Our not for profit organisation provides a comprehensive range of health and community services.

Central Bayside Community Health Services is a flexible and inclusive employer that values and supports workforce diversity. We strongly support equal opportunity and encourage applications from all people including Aboriginal and Torres Strait Islander communities, those with culturally and linguistically diverse backgrounds, the LGBTIQ community, and people with a disability.

3 - POSITION PURPOSE

This role will ensure that the Allied Health service delivery is consistent with the vision and purpose of Central Bayside Community Health Services. The primary purpose of the Allied Health Manager is to ensure the team provides the highest quality, contemporary client centred care. The role will also support Primary Health (PH) to achieve its targets; improve service efficiency, operational effectiveness and the coordination of the client experience. Through effective planning of services in collaboration with the PH management team the incumbent will drive service growth and development and maximise stakeholder engagement opportunities specifically within the NDIS, Community Health and other new and emerging areas. It is expected that the AH manager holds a PH portfolio aligned to their skills and experience.

The incumbent will be an experienced clinician with contemporary knowledge of the health sector and community health services. The role draws on extensive high levels of specialist knowledge and demonstrated superior consolidated skills to plan, coordinate and deliver high quality professional care consistent with CBCHS policies, procedures, values, and funding guidelines. The successful applicant must be experienced with multidisciplinary team functioning and be willing to support staff from a variety of disciplines to reach their potential.

An understanding of human resource management, supervision, financial management, risk management processes and current OHS requirements is also required. The incumbent is also responsible for ensuring that site related requirements are managed effectively.

The role requires excellent administrative, IT, organisational, communication and leadership skills, the ability to work independently and a commitment to improving the way health services are delivered for clients.

4 – KEY RESPONSIBILITIES

Professional and Clinical Governance

- Provide high quality clinical skills and knowledge, mentoring and coaching to staff in area of expertise;
- Ensure a high standard of screening, comprehensive assessment and care planning using a strength based approach, key worker principles and evidence based practice;
- Ensure the principles of self-management goals are embedded in accordance with identified needs, from a health education, prevention, motivational, capacity building and enabling perspective, and monitor the client's progress against the care plan;
- Ensure all clinicians operate within their scope of practice;
- Ensure effective functioning of the service through monitoring the accuracy and appropriateness of documentation of client information, statistics and educational material;
- Embed the service principles of placed based approaches within the community and ensure the right information and support is made available to clients;
- Work in collaboration with General Manager Primary Health to:
  - Develop, implement and monitor clinical governance frameworks and practice principles across all disciplines;
  - Support planning and implementation of the new vision and direction of PH services through the provision of clinical advice and guidance as we work towards embedding self-managing team principles.
- Ensure appropriate representation and escalation of clinical service issues utilising problem solving and risk mitigation strategies;
- Ensure that clinical practice in the teams is consistent with the stated outcomes of CBCHS including infection control, policy and procedures and operational guidelines and work instructions.

Stakeholder Engagement

- Work strategically with key stakeholders to engage and maximise community opportunities;
- Actively participate and contribute to the ongoing development of effective working relationships with other key services building a strong collaborative practice approach with internal and external partners in service delivery.

Operational Management

- Undertake a range of management functions including but not limited to recruitment, selection, orientation, appraisal, leave management, performance management, rostering and time sheet management and project management;
- Foster a team culture that embraces CBCHS values and works collaboratively to achieve outcomes;
- Ensure staff attend mandatory CBCHS training and participate in annual activities which include but are not limited to fire drills and environmental checklists and assistance in education about policies and procedures;
- Representation and participation in designated meetings including team meetings and case conferences;
- Supervision, allocation and organisation of students in area of expertise;

- Ensure activity targets are met by monitoring data eg. variance against targets, ensuring timely and accurate reporting to maximise productivity;
- Work collaboratively with the PH General Manager to drive strategic and business objectives to ensure the Services meets its deliverables;
- Ensure client access to services is prioritised and areas of concern are escalated for solution focused planning;
- Monitoring of individual appointment schedules and group activities is managed in line with PH work instructions and strategic direction;
- Ensure the multi-disciplinary care model is embedded across the service ensuring community needs are identified and met;
- The incumbent is also responsible for ensuring that site related requirements are managed effectively;
- Other duties as directed.

Quality Improvement

- Implementation of clinical governance frameworks ensuring best practice and safe, quality systems;
- Support the management of quality, risk, safety, feedback and complaints and identify opportunities for improvement;
- Oversee accreditation, incident management , risk management, complaint management and safety systems in partnership with the Quality & Service Improvement team, adopting a culture of active reporting and learning;
- Identify, develop, implement and evaluate quality improvement activities in relation to specialist area and organisational initiatives as directed;
- Conduct clinical reviews, audits and report on outcomes and recommendations;
- Develop procedures and work instructions appropriate for the team;
- Maintain an advanced standard of knowledge in relevant clinical areas through participation in professional development and/or research activities, with a commitment to improving professional performance whilst maintaining Professional standards and Ethics.

5 – ORGANISATIONAL VALUES

CBCHS is committed to achieving its Vision of better health, wellbeing and support for our communities. CBCHS staff are required to uphold the core values of:

Respect
For each individual, families and for the diverse cultures within our communities.

Empowerment
As a cornerstone of how we work; we acknowledge the potential of each person and promote client participation and contribution.

Collaboration
With each other and with members of the community and colleagues from other organisations. We recognise that together we can achieve better outcomes.

Quality
In all aspects of our work. Our practice is evidence based and we continually strive to achieve excellence in all of our programs and services.

Transparency
In how we operate, particularly in how we make decisions and communicate.

6 – ORGANISATIONAL RESPONSIBLITIES

All employees are required to participate in organisational initiatives, including OHS, HR, Risk, Quality, Facilities & Learning and Development.

OHS
Ensure requirements of the Occupational Health and Safety Act 2004 are followed. This includes ensuring work is undertaken safely, injuries, accidents, near misses and potential hazards are reported immediately, and as required employees participate in or support consultative structures including the OHS Committee.

Continuous Quality Improvement
Participate in the established quality and safety systems to ensure that safe high quality care is provided to all clients at all times. This includes assisting CBCHS to maintain quality accreditation standards by identifying and participating in the development and implementation of quality improvement initiatives.

Duty of Care
Take reasonable steps to protect themselves, their colleagues and clients from injury or harm. This includes ensuring that adequate supervision/support is provided to all clients.

Code of Conduct
Familiarise themselves with and abide by the CBCHS Code of Conduct and ensure that their actions are in accordance with the CBCHS values and organisation policies and procedures.

Community Participation
Assist CBCHS to promote awareness to the community that consumer, carer, and community participation at all levels of the organisation is encouraged. This includes encouraging community participation in surveys, focus groups and committees as required. Additionally, Primary Health employees must contribute as relevant to CBCHS health promotion plan by working collaboratively with other health professionals.

7 – WORKING RELATIONSHIPS

Direct Reports:

- General Manager Primary Health.

Other Internal working relationships include:

- Allied Health team Speech Pathologists, Occupational Therapists, Psychologist, Dietitian, Physiotherapist and Allied Health Assistants;
- Quality and Service Improvement team;
- Reception and intake teams;
- Other Managers;
- CBCHS staff.

External working relationships include:

- Clients and their family or carer and service users of CBCHS;

- NDIS Local area coordinators and intake;
- Other stakeholders, organisations and agencies;
- Community groups and local networks.

8 – KEY SELECTION CRITERIA

Qualifications & Experience

- Allied Health Professional eligible for registration with APHRA;
- Demonstrated Allied Health management experience.

Knowledge & Skills

- Contemporary knowledge of the community health environment in the context of the broader health agenda;
- Experience managing multidisciplinary/transdisciplinary teams and collaborating with diverse stakeholders to achieve agreed deliverables;
- Strong leadership skills to support staff form a variety of disciplines to reach their potential;
- An innovative approach to identifying opportunities;
- Sound project management skills;
- Demonstrated understanding of key worker model and strength based approach;
- Demonstrated understanding of clinical and professional governance;
- Demonstrated understanding of key worker model and strength based approach;
- Demonstrated understanding of clinical and professional governance;
- Demonstrated competence and outstanding written and oral communication skills including report writing, problem solving and analysis, communication, negotiation and interpersonal interaction, presentation, clinical supervision and computer literacy in a Microsoft environment and TRAK database;
- Well-developed interpersonal skills with a strong client focus and the ability to establish and maintain relationships with a range of stakeholders;
- Demonstrated ability to be flexible and adaptable to changing priorities and objectives while maintaining objectivity and professionalism;
- Current Driver Licence.

Compliance Checks

In line with legislation CBCHS will conduct the following checks that must be returned clear before commencing:

- Police Check – both National and International where applicable;
- Disability Worker Exclusion Scheme (DWES) check – safety screening will include checking whether your name is on the Disability Worker Exclusion List (DWEL);
- CBCHS Child Safe Code of Conduct Acknowledgement;
- Working with Children Check if applicable;
- Professional Registrations if applicable.

9 - AUTHORISATION

CEO	Name	Deb Stuart
	Date	
	Signature	

Employee	Name	
	Date	
	Signature	