

## POSITION DESCRIPTION

<b>Position Title:</b>	Deputy Director Allied Health – Clinical Operations
<b>Business Unit/Department:</b>	Allied Health
<b>Division:</b>	Operations
<b>Award/Agreement:</b>	ALLIED HEALTH PROFESSIONALS (VICTORIAN PUBLIC SECTOR) (SINGLE INTEREST EMPLOYERS) ENTERPRISE AGREEMENT 2021 – 2026
<b>Classification:</b>	Grade 6
<b>Reports To:</b>	Director of Allied Health
<b>Direct Reports:</b>	TBD
<b>Date Prepared/Updated:</b>	28 May 2024

### Position Purpose

The role of the Deputy Director Allied Health – Clinical Operations is to work in partnership with the Director of Allied Health, Deputy Director Allied Health – Operational Performance and Transformation, Deputy Chief Operating Officers, Clinical Service Directors and Divisional Directors, across Cancer Services, Cardiology and Specialist Medicine; Women's and Children's; Aged, General Medicine and Subacute Services, Surgery, Endoscopy and Anaesthesia Services; and Emergency Medicine and Intensive Care Services.

The position will ensure the Allied Health Service planning, organising, integration and coordination is aligned with the goals, values, operations and activities of Western Health. It will provide leadership, management and support to the Allied Health Managers and take a lead role in the implementation of Allied Health strategy including the leadership of specific projects, portfolios or service development, or representing Allied Health on committees as required.

Deputy Director Allied Health – Clinical Operations will work in close collaboration with the Western Health divisional senior leadership teams to contribute to decision making in corporate & clinical governance, and operational management. They will ensure that Allied Health issues are well represented within Western Health and externally, working flexibly and responsively with integrating new models of care.

Working collaboratively with Deputy Director Allied Health – Operational Performance and Transformation and Director of Allied Health to ensure Allied Health services are effective and complementary across all programs. They will perform duties as may be appropriately required by the Director of Allied Health.

The Deputy Director Allied Health – Clinical Operations will strategically lead delivery of Allied Health operations to maximise patient access, safety, patient access and experience.

### Business Unit Overview

### Our Vision

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The Operations Directorate is one of the largest and most complex directorates within Western Health providing Western Health's patient care and contacts. These services range from outpatients to inpatients, theatres to Intensive Care, birthing rooms and Emergency Departments and many more services.

The Operations Directorate is split into several key work areas through which clinical and supporting programs are delivered. The Executive Director Operations is supported by Directors of the following divisions to deliver the operational agenda and targets set.

- Allied Health
- Clinical Support & Specialist Clinics
- Western Health at Home
- Aged, General Medicine and Subacute Services
- Health Support Services
- Emergency Medicine and Intensive Care Services
- Surgery, Endoscopy and Anaesthesia Services
- Cancer Services, Cardiology and Specialist Medicine
- Women's & Children's Services
- Drug Health Services
- Integrated Community Health Services

It is the effective working of the teams of people in each of these areas that leads to the successful delivery of patient care and the discharging of our purpose of "Together caring for the West".

Allied Health provides a range of evidence based, client centred, specialist services at Western Health, across the care continuum, from admission within the emergency department through to discharge in the community. These services work across the spectrum of life, from neonates to the elderly. The predominant focus of Allied Health is the return and optimisation of an individual's function, and wellbeing, from both physical and psycho-social perspectives. Activity is aligned with Western Health's Best Care Model and CARES values. Allied Health involvement is pivotal to efficient and effective multidisciplinary team functions, discharge planning and patient centred care. Western Health employs a range of Allied Health disciplines, each with unique specialist tertiary training and skills, including:

- Audiology
- Clinical Psychology and Neuropsychology
- Exercise Physiology
- Language Services
- Nutrition and Dietetics
- Occupational Therapy
- Pastoral Services
- Physiotherapy
- Podiatry
- Social Work
- Speech Pathology

Allied Health in Western at Home and Integrated Community Allied Health Services provide integrated and continuing care by supporting patients not in hospital. This care is patient centred and improves patient flow through the tertiary health sector by fostering strong links with the community. A comprehensive range of clinical services are delivered in various locations within the western region including centre based rehabilitation at Sunshine and Williamstown Hospital and services at Melton and Caroline Springs. Clinical care is also delivered in the patient's home and Residential Aged Care Facilities.

## Key Responsibilities

Western Health our vision for quality care and services is that each of our patients receives 'Best Care' with us, every time. To enable 'Best Care' all employees are required to:

- Scan for and act on opportunities to create Best Care;
- Model positive and proactive attitudes and behaviours that support the dimensions of Best Care;
- Collaborate on achieving the goals for Best Care with other employees and patients/consumers.

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All managers and senior clinicians will:

- Be responsible for Best Care in their service;
- Model and reward the behaviours and actions outlined in the Western Health vision for Best Care;
- Clarify specific employee roles and behaviours for creating Best Care and support employees to fulfil their roles;
- Implement and maintain systems, materials, education and training that ensure employees deliver best care;
- Support the establishment of partnerships with patients and carers when designing, implementing and maintaining systems;
- Understand and address key local quality, safety and patient experience issues and the broader organisational goals and prioritised actions for Best Care.

**Specifically, the Deputy Director Allied Health:**

Provide strategic and operational leadership across all Allied Health services as part of the Allied Health Leadership Team.

With the Director of Allied Health ensure delivery of a high quality, evidence-based Allied Health service that meets the needs and preferences of patients and carers of Western Health by:

- Ensuring that there are appropriate structures and processes in place for clinical accountability and risk minimisation for the care of patients;
- Ensuring that services provided are responsive to patient need and provided in a timely manner;
- Providing leadership in the application of evidence-based practice in all clinical areas;
- Developing patient-related outcome measures for Allied Health interventions to assist in measuring service performance;
- Demonstrating a leadership role in the evaluation and ongoing review of Allied Health activities to ensure a quality service;
- Developing and implementing professional development and continuous quality improvement plans;
- Ensuring that services are delivered within the context of the Allied Health strategic plan, and aligned with the division and organisational plan;
- Establishing and implementing business planning and communication strategies to ensure all staff have input into service development in conjunction with other key stakeholders.

Lead and influence local cultures which support Best Care and a competent, highly performing and motivated workforce by:

- Displaying the Western Health values when carrying out duties and in dealing with patients, consumers and colleagues;
- Acting in accordance with the Code of Conduct;
- Ensuring employees are clear about what they need to achieve at work and are supported to deliver and to develop, via active participation in day-to-day conversations about performance and via the annual performance development process;
- Ensuring any risks and adverse events are reported appropriately and promptly and prevention strategies are implemented to ensure the safety of all patients and consumers.

Foster an environment that attracts develops and retains high calibre staff who work towards achieving excellence in health care. This includes:

- Providing direct and regular support and supervision to staff in their portfolio;
- Implementing a performance management system that ensures a high level of clinical practice and promotes staff development;
- Fostering an environment that encourages peer review;
- Providing leadership across Allied Health to promote cohesion and encourage a working environment in which staff feel valued and their contributions acknowledged;
- Providing opportunities for staff development and diversification where appropriate.

Ensure effective and efficient Human Resource management of their portfolio by:

- Coordinating recruitment of staff;
- Promoting flexibility and innovation in service delivery maximizing opportunities for staff;

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- Overseeing issues around coordinating leave cover, vacancy management and rostering with senior management team.

Demonstrate effective leadership and management when:

- Working with the Director and Allied Health managers to set a strategic direction for Allied Health;
- Taking the lead on identified portfolios representing Allied Health and the health service as appropriate;
- Providing mentorship and support collaboration across disciplines;
- Actively promoting and representing Allied Health issues internally and externally;
- Providing flexible and dynamic leadership promoting strategic partnerships and collaborations.

Lead, build and promote the development of relationships that respect our culturally diverse community and colleagues and enhance the patient experience by:

- Working collaboratively to achieve desired outcomes for the organisation;
- Ensuring relationships with colleagues, patients and consumers are professional and ethical and that cultural differences are respected;
- Ensuring an excellent standard of service is offered by partnering with patients, consumers and the community at all levels of health care provision, planning and evaluation.

Participate and support participation in research and professional development to promote a culture of learning by:

- Supporting and contributing to quality and continuous improvement activities;
- Participating in relevant professional and leadership development and continuing education activities;
- Assisting in the development of employees by providing supervision, coaching and mentorship;
- Ensuring self and employees complete all mandatory training by the due date.

Create a knowledge-sharing environment, which supports teaching, research and learning to promote excellence in the health care provided by the service by:

- Developing and implementing a professional development program to meet the needs of staff;
- Creating a research and learning plan for the Allied Health;
- Supporting the involvement of Allied Health staff in research initiatives;
- Identifying research opportunities and exploring funding sources;
- Demonstrating a leadership role in continuing education and professional development, both attending and presenting at education sessions, seminars and external conferences where appropriate, and encouraging Allied Health staff to do so;
- Liaising with academic institutions and determining the scope for providing clinical experience and supervision for students;
- Demonstrating and supporting an active role in professional bodies associated with their discipline.

Contribute to the delivery of the Operational Plan requirements of the Division and Directorate through efficient and effective utilisation of time, resources and equipment by:

- Ensuring the responsible use and management of resources and equipment;
- Identifying and communicating potential sources of waste minimisation within department/unit;
- Maintaining an acceptable level of attendance and adhere to Western Health policies and procedures pertaining to annual leave, personal leave and other leave as appropriate.

Balance financial, social and environmental responsibilities to optimize service delivery and contribute to the sustainability of the services of Western Health by:

- Supporting the preparation and implementation a business and strategic plan for Allied Health, which aligns with the goals and vision of Western Health
- Preparing and managing Allied Health within portfolio budgets and resources associated with the service;
- Reporting on budget variances;
- Managing the service to ensure KPIs are achieved.
- Reporting on variances to service KPIs
- Developing and implementing strategies to manage budget variances;

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- Managing information systems and reporting requirements;
- Monitoring workload statistics and service demands;
- Monitoring staffing levels in relation to service demands and putting strategies in place to modify if necessary;
- Developing patient-related outcomes measures for Allied Health to assist in measuring Service performance;
- Contributing to the overall operations of the Directorate as appropriate.

Model proactive leadership, drive and commitment to ensure:

- Western Health's obligations for Occupational Health & Safety (OHS) and WorkCover rehabilitation are met;
- Compliance with OHS and WorkCover legislation;
- OHS policies and procedures are followed by all employees and contractors;
- A safe and healthy environment for employees, contractors, patients and visitors;
- Risks are identified, assessed and controlled as far as is practicable with injury prevention being a high priority;
- Safe work systems and controls are in place, which are regularly monitored for effectiveness;
- The Western Health prescribed OHS training and education sessions are attended;
- Suitable training is provided to employees to be able to perform tasks safely with adequate records kept;
- Interpretation of Health and Safety systems are provided for non-English speaking employees, where required, to ensure understanding and competencies;
- Unsafe work practices, hazards, near miss incidents and accidents are reported;
- Consultation with employees is undertaken prior to changes made to work practices or work environment that may affect their wellbeing;
- A safety and wellbeing culture is imbedded into normal business activities;
- Contractors that are engaged to perform work have undergone the contractor induction process;
- Knowledge and application of infection control and hygiene precautions are in accordance with infection control policies and procedures.

In addition to the key responsibilities specific to your role, you are required to deliver on the [Key Organisational Accountabilities](#) which are aligned with the Western Health strategic aims.

## Key Working Relationships

### Internal:

- Allied Health Director
- Deputy Director Allied Health – Operational Performance and Transformation
- Deputy Chief Operating Officers
- Chief Operating Officer
- Divisional Directors
- Operations managers
- Allied Health Management
- Allied Health Workforce
- Department Heads and Program managers
- Manager Allied Health Programs Bacchus Marsh and Melton
- Nurse Unit Managers
- Patients and Carers

### External:

- Department Health and Human Services and other appropriate government entities
- Key community organisations
- Professional Associations
- Universities
- Western Health Clinical School
- Community Service Providers

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- All referral source organisations

## Selection Criteria

### Essential

- Completion of a professional entry degree in Allied Health
- Eligibility for registration or membership of the relevant professional body
- Post-graduate qualifications in a clinical area or health services management/administration/business management or relevant field
- Highly developed organisation and time management skills
- Highly developed interpersonal, written and electronic communication skills
- Demonstrated achievement in leadership and supervision within area of responsibility to ensure effective service provision/program delivery
- Proficient use of word processing, database and presentation software as well as internet and varied information technology
- Understanding of improvement methodology and project management and a passion for building an improvement culture that supports Best Care
- Demonstrated ability to motivate and performance manage professional staff
- Demonstrated ability to function at a strategic level
- Comprehensive understanding of clinical governance and workforce development with demonstrated interest in developing a skilled, effective, flexible, fit-for-purpose and sustainable Allied Health workforce

### Desirable

- At least 10 years relevant clinical and leadership postgraduate experience
- Victorian Drivers Licence
- Experience in a senior management role within health

### Desirable Personal Attributes

- Self-motivated
- Broad systems and innovative thinking
- Ability to influence others positively
- Mindful observation
- Timely informed decision making
- Collaborative approach
- Confidence in own ability
- Embraces self-growth and continual learning
- Adaptable, flexible and persistent as required
- Resilience
- Effective delegator
- Critical Thinker
- Advocate

## Additional Requirements

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All employees are required to:

- Obtain a police / criminal history check prior to employment
- Obtain a working with children check prior to employment (if requested)
- Obtain an Immunisation Health Clearance prior to employment
- Report to management any criminal charges or convictions you receive during the course of your employment
- Comply with relevant Western Health clinical and administrative policies and guidelines
- Comply with and accept responsibility for ensuring the implementation of health and safety policies and procedures
- Fully co-operate with Western Health in any action it considers necessary to maintain a working environment, which is safe, and without risk to health
- Protect confidential information from unauthorised disclosure and not use, disclose or copy confidential information except for the purpose of and to the extent necessary to perform your employment duties at Western Health
- Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Western Health
- Be aware of and comply with relevant legislation: Public Administration Act 2004, Victorian Charter of Human Rights and Responsibilities Act 2006, the Victorian Occupational Health and Safety Act 2004, the Victorian Occupational Health and Safety Regulations 2017 (OHS Regulations 2017), Fair Work Act 2009 (as amended), the Privacy Act 1988 and responsibilities under s141 Health Services Act with regard to the sharing of health information, the Family Violence and Child Information Sharing Schemes, Part 5A and 6A Family Violence Protection Act 2008
- Be aware of and comply with the Code of Conduct for Victorian Public Sector Employees and other Western Health employment guidelines
- Work at any of the Western Health sites as directed, in accordance with business and organisational demands and priorities.

### General Information

- Redeployment to other services within Western Health may be required
- Employment terms and conditions are provided according to relevant award/agreement
- Western Health is an equal opportunity employer and is committed to providing for its employees a work environment which is free of harassment or discrimination. The organisation promotes diversity and awareness in the workplace
- Western Health is committed to Gender Equity
- Western Health provides support to all personnel experiencing family and domestic violence
- This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Western Health reserves the right to modify position descriptions as required. Employees will be consulted when this occurs
- Western Health is a smoke free environment

*I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.*

Employee's Name: [Click here to enter the Employee's name.](#)

Employee's Signature: \_\_\_\_\_ Date: [Click here to enter a date.](#)

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