

POSITION DESCRIPTION

Position Title:	Physiotherapist (Clinical Operations Lead)
Business Unit/Department:	Physiotherapy & Exercise Physiology
Division:	Allied Health
Award/Agreement:	Allied Health Professionals (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement
Classification:	Grade 4 – Year 1 to Year 4 (VB24 to VB27)
Reports To:	Allied Health Manager – Physiotherapy & Exercise Physiology
Direct Reports:	Physiotherapists Allied Health Assistants
Date Prepared/Updated:	16 April 2026

Position Purpose

The Physiotherapy Clinical Operations Lead works collaboratively with key stakeholders to develop and implement operational and strategic objectives for the Physiotherapy and Allied Health Workforce. This includes assisting the Physiotherapy Manager with recruitment, supervision of senior clinical staff, coordinating the undergraduate teaching program of the Physiotherapy department, leadership within an Allied Health portfolio, maximising operational effectiveness, implementing evidence-based practice, creating strong partnerships internally and externally and other activities to contribute to the Allied Health Best care model.

The Grade 4 Physiotherapy Clinical Operations Lead position requires advanced communication skills, an aptitude for teamwork and flexibility, along with a passion for mentoring and supporting junior staff. The successful candidate may have opportunities to participate in research and quality improvement within the Physiotherapy service, joining a leadership team that is dedicated to excellent patient outcomes, evidence-based practice and continuous improvement.

The Physiotherapy Clinical Operations Lead is expected to maintain their currency of knowledge and skill in their specialty area and support an evidence-based approach to patient management by clinical team members.

The Physiotherapy Clinical Operations Lead works collaboratively with the Manager of Physiotherapy and Exercise Physiology to develop and implement the operational and strategic objectives for the Physiotherapy workforce. There are additional opportunities for involvement in Allied Health leadership through committee and portfolio representation, creating strong partnerships internally and externally, and other activities that contribute to the Allied Health Careers Pathways Blueprint and the Western Health Best Care framework.

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Business Unit Overview

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.

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

Key Responsibilities

- Demonstrate a commitment to the patient 'Charter of Healthcare Rights'
- Comply with the expected scope of the role and standards of performance in the role as described by the relevant professional bodies/industry standards
- Maintain registration and report any changes or limitations on practice if applicable
- Hold accountability for own actions and seek guidance and support from appropriate employees when limited by own skills and experience
- Comply with confidentiality obligations with regard to patients, consumers and colleagues
- Comply with all Western Health policies and procedures
- In conjunction with the service manager ensure employees are appropriately directed and supported to deliver high quality client centred care in line with the 'Best Care' Framework
- Is responsible and leads a portfolio across Allied Health
- Lead and deliver high quality person centred interprofessional care in line with the 'Best Care' framework
- Modelling and application of extensive, effective evidence-based specialist knowledge, clinical reasoning and competencies, to lead and enhance patient care
- Lead, provide and direct others in the provision of evidence-based services using a person-centred approach
- Contribute to development and implementation of methods to ensure that staff in the area of responsibility have an appropriate, measurable level of competence
- Lead and ensure the application and maintenance of clinical standards in areas of delegated responsibility
- Identify, lead and support others to solve complex problems in area of responsibility
- Deliver expert and authoritative advice, innovative options and solutions in area related to expertise
- Develops recommendations for senior management regarding complex service level issues.
- In conjunction with service managers, contribute to the development and implementation of processes to facilitate effective consumer participation, and ensure that appropriate responses are provided to customer feedback and complaints

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- In conjunction with service managers, support staff to meet service targets/goals
- Lead the development of strategic and service plans informed by internal and external policy and evidence based practice
- Provide positive leadership and role modelling which promotes effective teamwork, encourages cohesion and ensures employees feel valued and contributions are acknowledged
- Demonstrate positive leadership behaviour through representation and attendance at key Western Health events
- Actively work towards service integration and streamlined patient journeys
- In conjunction with service manager ensure appropriate orientation of new employees
- Demonstrate expert knowledge of resources relevant to area and acts as a resource person for other team members
- Demonstrate high level open and effective communication (verbal, non-verbal, written and electronic) with consumers, other employees and service providers
- Demonstrate extensive, effective negotiation and consultation skills at all levels to develop and consolidate key relationships
- Lead and contribute to relevant team and client meetings
- Actively participate in regular supervision, demonstrating ongoing development of skills and reflective practice as identified in performance development plan
- Demonstrate flexibility/responsiveness within professional practice/duties/roles and assumes extra responsibility as required to meet organisational priorities and appropriately delegates as necessary
- Participate and represent the service in consultation with service manager at relevant committees, working groups and meetings as required
- Lead the provision of information and education about Allied Health and professional role within the service
- Assist in promoting effective workplace relations and teamwork to ensure optimum relations across services and collaborating community agencies
- Maintain active links and roles with relevant professional bodies and organisations
- Lead in cultivating an environment where workers have the opportunity to work to their full scope of practice and potential
- Lead in fostering and developing research opportunities across the service
- Conduct or contribute to feedback to employees on their performance including performance development planning and performance management where relevant
- Where designated, provide high quality supervision to junior employees and students that is timely, flexible and responsible
- Lead and participate in the development, organisation and delivery of education programs for Western Health employees, external service providers and the community
- Present at internal and external forums to enhance personal knowledge and professional development and represent Western Health
- Lead service development and evaluation through quality improvement activities or research projects
- Lead in the development and evaluation of procedures and guidelines as required for the ongoing development of the program, and support relevant employees to complete these tasks
- Integrate knowledge of wider issues affecting area of responsibility such as government policies, the health system, structural and financial arrangements and key performance indicators
- Meet reporting requirements relating to the area of responsibility
- Ensure that service/program outcomes are achieved through appropriate client management and pathways
- Demonstrate highly developed organisational skills and efficient time management to appropriately evaluate, prioritise and complete workload
- Work independently within parameters delegated by manager/director
- In conjunction with service manager lead in the processes of recruitment, selection and retention of employees to meet client and service needs
- Ensure that workload statistics, mandatory training requirements and other required information, is entered and reported as directed, and on time by self and employees in area of responsibility

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

Key Working Relationships

Internal:

- Manager of Physiotherapy and Exercise Physiology
- Director of Allied Health
- Allied Health Managers
- Physiotherapy staff across the network
- Other members of the service/team, including the multidisciplinary team
- Western Health Senior Management relevant to area of responsibility i.e. Education, Research, Service Division

External:

- University and other higher degree institute partners
- Clients and their family/carers
- Key community organisations
- Physiotherapy peers at other health services

Selection Criteria

Essential:

- Completion of a professional entry degree in Physiotherapy and registration with AHPRA
- Completion of, or progress towards an additional formal qualification at a Masters / Doctorate level related to role
- Demonstrated achievement in provision of expert clinical service in area of expertise
- Highly developed organisation and time management skills
- Highly developed interpersonal, written and electronic communication skills
- Innovative, resourceful and adaptive to change
- Demonstrated achievement in leadership and supervision within area of responsibility to ensure effective service provision/program delivery
- Commitment to quality improvement and evidence-based practice
- Proficient use of word processing, database and presentation software as well as internet and varied information technology
- Ability to advise the Physiotherapy Manager on issues related to service development
- Well established profile and networks within the profession and health sector
- Able to provide leadership and engage with key internal and external stakeholders

Desirable:

- At least 10 years relevant clinical and leadership postgraduate experience
- Experience in leading and coordinating a clinical physiotherapy program in a public health service

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

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Additional Requirements

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), Occupational Health and Safety (Psychological Health) Regulations 2025, the Privacy Act 1988 and responsibilities under s141 Health Services Act with regard to the sharing of health information, Part 5A of the Family Violence Protection Act 2008 and Part 6A of the Child Wellbeing and Safety Act 2005
- 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: _____

Employee's Signature: _____ Date: _____

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