

## POSITION DESCRIPTION

<b>Position Title:</b>	Service Manager, Specialised Rehabilitation Program
<b>Business Unit/Department:</b>	Operations
<b>Division:</b>	Western Health at Home
<b>Award/Agreement:</b>	Health and Allied Services, Managers and Administrative workers (Victorian Public Sector) (Single interest employers) Enterprise Agreement 2021-2025
<b>Classification:</b>	HS6
<b>Reports To:</b>	Operations Manager – Western Health at Home
<b>Direct Reports:</b>	Operationally: SRP clinicians Professionally: SRP clinicians in collaboration with Discipline Managers
<b>Date Prepared/Updated:</b>	July 2025

Position Purpose
<p>The Service Manager – Specialised Rehabilitation Program (SRP) is a strategic and operational leadership role responsible for the effective delivery of high-quality, community-based rehabilitation care. This position ensures that patients receive timely, goal-oriented, multidisciplinary care that maximises recovery and independence following illness or injury, enabling more healthy days at home.</p> <p>The Service Manager plays a pivotal role in driving service excellence through:</p> <ul style="list-style-type: none"> <li>• Clear operational oversight and coordination of daily clinical activities,</li> <li>• Strategic workforce planning and staff development,</li> <li>• Optimisation of systems and processes to enhance access, efficiency, and patient outcomes, and</li> <li>• Strong partnerships across internal teams and external stakeholders.</li> </ul> <p>Working closely with clinical discipline leads and senior managers, the Service Manager is accountable for leading a high-performing team, ensuring safe and person-centred care, and contributing to the continuous evolution of the SRP model of care.</p> <p>The role also encompasses:</p> <ul style="list-style-type: none"> <li>• Oversight of safe and efficient appointment scheduling, care planning, and multidisciplinary case conferencing.</li> <li>• Leadership in staff recruitment, onboarding, rostering, leave management, and compliance.</li> <li>• Supportive supervision, mentoring, and professional development of staff.</li> <li>• Resource and equipment management to ensure effective service delivery.</li> <li>• Performance monitoring against activity targets and key quality indicators.</li> <li>• Input into quality improvement, research, and innovation projects.</li> </ul>

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- Engagement in service access meetings and strategic planning forums as required.

As a key leader within the Western Health at Home service, the Service Manager is expected to model excellence in clinical leadership, foster a culture of continuous improvement, and contribute to the refinement and sustainability of the SRP's integrated, patient-centred approach.

### Business Unit Overview

The Division of Western Health at Home provides a comprehensive range of inpatient, clinic based and home-based services. Our multidisciplinary workforce of over 1,000 employees includes medical, nursing, pharmacy, allied health and administration staff. Western Health at Home services provide care from all Western Health campuses and within patient's homes, including residential aged care, supported accommodation and the custodial setting. The division is rapidly expanding to meet the needs of the community through the delivery of innovative, integrated and patient centred care.

Western Health at Home services support patients across the continuum of care with a primary objective to support patients to live more healthy days at home. Our breadth of services, clinics and units work collaboratively to reduce avoidable hospital presentations and support early and sustainable hospital discharges. Through multidisciplinary service delivery, integration with primary care, research and clinical trials our division supports the detection, management and secondary prevention of chronic disease.

The divisions medical specialties include Renal, Endocrinology and Diabetes, Geriatric Medicine and the General Practice (GP) Integration Unit. Western Health at Home provides a range of acute and subacute services that deliver hospital level care within the comfort of a patient's home. These services include Hospital in the Home, Rehab at Home, GEM at Home, Community Based Transition Care Program and Dialysis at Home, which deliver healthcare that would otherwise be provided within an inpatient setting.

Western Health at Home's breadth of community-based care and specialty assessment clinics provide comprehensive care to support the management of chronic disease. The division has chronic dialysis units located at all Western Health main campuses and acute units at Sunshine and Footscray Hospital. Western Health at Home manages a primary healthcare service within Dame Phyllis Frost Centre, a maximum-security women's prison located in Melbourne's West.

### 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 and leadership capability framework
- Maintain registration (as required) 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 Operations Manager, ensure staff are appropriately directed and supported to deliver high quality client centred care in line with the "Best Care" Framework
- Lead and deliver high quality person centred multi-disciplinary care in line with the "Best Care" framework
- Demonstrate extensive, evidence-based specialist knowledge, clinical reasoning and competencies, to lead and enhance patient care in area of practice
- Provide and direct others in the provision of evidence based clinical services using a person-centred approach
- Demonstrate capacity to develop and implement methods to ensure that staff in the area of responsibility have an appropriate, measureable level of competence
- Ensure the application and maintenance of clinical standards in areas of delegated responsibility
- Demonstrate highly developed organisational skills and efficient time management to appropriately evaluate, prioritise and complete workload
- Identify and support others to solve complex problems

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- In conjunction with Operations Manager, 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
- Lead planning for clinical services for the team and support staff to meet service targets/goals
- Provide leadership which promotes effective teamwork, encourages cohesion and ensures staff feel valued and contributions are acknowledged
- In conjunction with the Operations Manager, actively work towards service integration and streamlined patient journeys
- Ensure appropriate orientation of new staff
- 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 staff and service providers
- Demonstrate highly effective negotiation skills and conflict resolution skills when dealing with difficult situations
- Actively participate in regular supervision, demonstrating ongoing development of clinical skills and reflective practice as identified in supervision 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 at relevant committees, working groups and meetings as requested.
- Lead the provision of information and education about the service and professional role within the service
- Assist in promoting effective workplace relations and teamwork to ensure optimum relations across acute services and collaborating community agencies
- Lead and contribute to relevant case conferences, team meetings, client/family feedback meetings
- Assist in cultivating an environment where workers have the opportunity to work to their full scope of practice and potential
- Assist in fostering and developing research opportunities across the service
- Conduct or contribute to feedback to staff on their performance including performance development planning and performance management where relevant
- Where designated, provide high quality supervision to junior staff and students that is timely, flexible and responsible
- Lead and participate in the development, organisation and delivery of education programs for Western Health staff, external service providers and the community
- Present at internal and external forums to enhance personal knowledge and professional development
- Lead service development and evaluation through quality improvement activities or research projects where appropriate
- Assist in writing procedures and guidelines as required for the ongoing development of the program, and support relevant staff to complete these tasks
- Assist in meeting reporting requirements relating to the service
- Ensure that service/program outcomes are achieved through appropriate client management and pathways
- Lead/facilitate the process of recruitment, selection and retention of staff to meet client and service needs.
- Ensure that workload statistics, and other required information, is entered and reported as directed, and on time by self and staff in area of responsibility
- Perform other duties as directed

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:**

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- Specialised Rehabilitation Program multi-disciplinary care team
- Service Managers within Western Health at Home division
- Operations Managers, Western Health at Home
- Divisional Director Western Health at Home
- Director Allied Health
- Nurse Unit Managers
- Allied Health Managers
- People and Culture
- Other Western Health managers

**External:**

- Clients and their family/carers and case managers
- Community Care providers
- Department of Health
- Department of Social Services
- Community partners and organisations
- Primary Health Network and GPs
- Local Government agencies

### **Selection Criteria**

**Essential**

- Appropriately recognised tertiary qualification and registration if relevant with the appropriate body and eligible to practice. E.g. AHPRA
- Experience in the area relevant to the position
- Highly developed interpersonal, written and electronic communication skills
- Computer literacy commensurate with role
- Capacity to be innovative, resourceful and adaptable to change
- A current Victorian Driver's Licence

**Desirable**

- Hold a relevant postgraduate qualification or be working towards same
- Managerial experience, including experience in managing a multi-disciplinary team
- Evidence of participation in successful change management process
- Evidence of involvement in, and understanding of, principles of research and/or evaluation

**Desirable Personal Attributes**

- Self-Motivated
- Broad systems and innovative thinking
- Ability to influence others
- Mindful observation
- Timely informed decision making
- Collaborative approach
- Confidence in own ability
- Embraces self-growth and continual learning
- Adaptable, flexible and persistent as required
- Strong problem-solving skills and an ability to think critically
- Effective delegator
- Resilience

### **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

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- 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
- Be aware of and comply with the Code of Conduct for Victorian Public Sector Employees and other Western Health employment guidelines

### General Information

- Redeployment to other services or sites 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
- 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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