

## POSITION DESCRIPTION

<b>Position Title:</b>	Service Manager- ED Care Coordination, Rapid Allied Health and Psychology at Home Teams.
<b>Business Unit/Department:</b>	Operations
<b>Division:</b>	Western Health at Home
<b>Award/Agreement:</b>	Health Professionals (Vic Public Health Sector) Single Interest EA – 2021-2026
<b>Classification:</b>	Allied Health Manager- Grade 4, Year 4
<b>Reports To:</b>	Operations Manager – Western Health at Home
<b>Direct Reports:</b>	ED Care Coordination, Rapid Allied Health, Psychology at Home and other Western Health at Home staff as delegated.
<b>Date Prepared/Updated:</b>	July 2025

### Position Purpose

The Service Manager, ED Care Coordination, Rapid Allied Health, and Psychology at Home, provides strategic leadership and operational oversight across a suite of integrated services that enable safe, effective, and sustainable care for patients presenting to Western Health's Emergency Departments, as well as supporting patients in the community post hospital discharge. This role is pivotal in driving innovative, patient-centred models of care that reduce avoidable hospital presentations and support timely discharge planning.

Western Health's ED Care Coordination team is part of the Western Health at Home Division based at Footscray, Sunshine and Williamstown Emergency Departments (ED). The team's role is assist with coordinated discharge planning for patients with complex care requirements who present to Western Health's Emergency Departments. The ED Care Coordination service runs 7 days per week from 0730-2100 at Footscray and Sunshine and 0930-1800 at Williamstown. The aim of the service is to ensure safe and sustainable discharges and reduce avoidable readmissions. The ED Care Coordination team also includes a Frequent Presenter Lead who coordinates support management plans for patients who frequently present to the ED.

The ED Care Coordination team work closely with the Rapid Allied Health (RAH) team to provide allied health interventions to patients in the community. The RAH service aims to prevent avoidable presentations to ED and hospital by providing a rapid response and short-term Allied Health Intervention. The RAH service focuses on addressing a client's immediate safety and functional concerns. Patients may receive allied health input whilst awaiting mainstream services through internal or external community health services, or where short-term input will avoid the need for referral to mainstream services. Physiotherapy, Occupational Therapy and Social Work can be provided. The RAH Service is predominately provided

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Monday to Friday from 0800-1630 however there is flexibility in the ED Care Coordination workforce to facilitate urgent visits on weekends and public holidays.

The Psychology at Home service provides both primary and secondary clinical, health and neuropsychology intervention, support and consultations to several Western Health at Home services. The Team comprises of several Clinical, Health and Neuropsychologists who are supported operationally by the Service Manager- ED Care Coordination, Rapid Allied Health and Psychology at Home Teams and professionally by Western Health's Psychology Department.

Key responsibilities will include: Managing the ED Care Coordination, Rapid Allied Health and Psychology at Home Teams' workforce and service operations. This will include, but is not limited to, budget and resource management, mandatory training, staff supervision, completion of annual performance development plans, ensuring annual and ado leave excess remains under target, ensuring unplanned leave is under 4%, troubleshooting issues, providing advice and direction on the suite of Western Health at Home services available to support patient discharge. The role will also involve participation in research and quality improvement, service improvement and active participation in supporting Western Health at Home Division and relevant Organisational projects and initiatives.

The Service Manager role will play a vital role in the development of future innovations to shape Best Care service delivery for the people of the West.

## Business Unit Overview

### Western Health at Home

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

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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

- Working closely with the Data Management Lead to ensure accurate reporting of activity and staff data error are resolved in a timely manner.
- Work closely with Division's Business Analyst to ensure accurate reporting of financial results, EFT allocation and achievement of allocated budgets.
- Ensure that Workforce targets are met including unplanned leave is below 4.5%, annual and ADO leave liability does not go into excess
- Ensure performance Development Plan completion for teams reporting to role meets expected KPI of 95%
- Mandatory training indicators are achieved each month.
- Assist in Accreditation preparation as delegated
- Optimise workforce structure and maintain low vacancy rates through active recruitment strategic workforce management

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:

- Executive Director of Operations
- Divisional Director Western Health at Home
- Director Allied Health
- Operations Managers- Western Health at Home
- Managers and Service Managers- Western Health at Home
- Emergency Department Leadership
- Nurse Unit Managers
- Allied Health Managers
- Western Health at Home staff
- People and Culture
- People Operations
- General Practice Integration
- Other Western Health managers and staff

#### External:

- Department of Health
- Department of Social Services
- Community partners and organisations
- Primary Health Network and GPs
- Local Government agencies
- Ambulance Victoria

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## Selection Criteria

### Essential

- Appropriate recognised tertiary qualification in a health-related discipline and registration if relevant with the appropriate body
- Experience and expertise in project management  
Evidence of comprehensive communication and collaboration skills with a wide range of stakeholders
- Demonstrated commitment to the development of integrated services and evidence of promoting integrated practices
- Knowledge of and experience in continuous quality improvement processes
- Demonstrated ability to think and work strategically with key organisational stakeholders
- Demonstrated ability to work within a constantly changing environment and understanding of change management
- Demonstrated computer literacy skills
- Driver's licence
- Evidence of comprehensive communication and collaboration skills with a wide range of stakeholders
- Commitment to the development of integrated services
- Well-developed problem solving and analytical skills
- Well-developed understanding of risk analysis

### Desirable

- Demonstrated understanding of chronic conditions and aged and complex care issues
- Well-developed knowledge of queuing, triaging and scheduling systems and process
- Well-developed knowledge and experience in e-health strategies
- Knowledge of the internal and external drivers affecting service delivery including hospital demand management and key performance indicators
- Understanding of community services and issues in transition from the acute sector to community care
- An understanding of Lean Methodology

## 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

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- 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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