

POSITION DESCRIPTION

Position Title:	Allied Health Team Leader
Department:	Royal Rehab Lifeworks Petersham
Location:	Royal Rehab Private Petersham, 275 Addison Rd Petersham NSW
Level:	Calculated based on clinical experience

Employment Screening Check:	
National Criminal Record Check required:	Yes
NDIS Worker Screening Check:	Yes
Vaccination Category required:	Category A
Online Driving Record Check required:	Yes

Position Purpose:
<p>The Allied Health Team Leader is a brand-new role responsible for the launch, operational leadership, management and day-to-day service operations of the Lifeworks business and the programs of care to ensure optimal performance and client outcomes and exceptional customer experience. You will work with and report to the General Manager at Royal Rehab Private Petersham to ensure the delivery of high-quality allied health services to the local area by achieving positive business growth of these services. The position will also maintain a suitable clinical caseload in line with relevant discipline area whilst supporting your multidisciplinary team.</p>

Organisation Context:
<p>Royal Rehab Private Petersham is a 37-bed private hospital specialising in multidisciplinary medical rehabilitation for both inpatients and day patients. Specialty programs include stroke and neurological rehabilitation, orthopaedic rehabilitation and reconditioning. Royal Rehab Lifeworks Petersham operates on site at Royal Rehab Private Petersham, providing NDIS and outpatient allied health services to the local community.</p>

Organisational Relationships:	
Reports to:	General Manager, Royal Rehab Private Petersham
Responsible for:	Role will include supervision of allied health clinicians, AHAs, volunteers and students.

Performance Review & Development Planning:
<p>Assessment against service, professional and organisation performance indicators, and development of professional development plan will occur 3 months after commencement, and annually thereafter</p>

Qualifications, Skills & Experience:
Essential Criteria

- Degree in a relevant Allied Health discipline (eg. Physiotherapy, Occupational Therapy or Exercise Physiology) with current AHPRA registration (or relevant) and minimum 4 years clinical experience
- Demonstrated experience in management, leadership and coordination of service
- Strong clinical knowledge and skills in rehabilitation, including experience in the assessment and treatment of neurological patients (including stroke, acquired brain injury and neurodegenerative conditions)
- Strong leadership skills, including demonstrated ability to supervise junior therapists and AHAs
- Ability to work with and across multiple disciplines
- Ability to negotiate and organise effectively
- Experience navigating funding through the NDIS
- Experience working with clients within a private practice model, NDIS, private health and Medicare
- Management of the financial performance of a team, including the ability to prepare and monitor a budget

Desirable Criteria

- Experience working in a private rehab setting or private practice
- Experience using practice management software

Key Internal & External Relationships:

Internal	<ul style="list-style-type: none"> • General Manager, Royal Rehab Private Petersham • Allied Health Manager, Royal Rehab Private Petersham • All colleagues at Royal Rehab Private Petersham
External	<ul style="list-style-type: none"> • Patients and their relatives / carers • Equipment suppliers, ENABLE, Insurance Companies, Lifetime Care and Support, National Disability Insurance Scheme (NDIS) • Home and community services and My Aged Care • External case managers, support coordinators and care agencies • GPs • Colleagues in other health facilities • Universities

Delegations/Authority

Budget	N/A
Financial Delegations	N/A

Key Responsibility Areas

Key Area of Accountability	Specific Tasks and Responsibilities	KPI
Service Development	<ul style="list-style-type: none"> • Ensure operational activities are aligned with the service's strategic plan and the overall strategic direction of the organisation • Together with the General Manager, develop the service's business plan, in alignment with the service's strategic plan, and lead local business development • Develop KPIs for all clinicians and for overall service • Develop the service's policies, protocols and procedures and ensure that these are compliant with organisation and legislative directives. • Promote multidisciplinary cooperation across all aspects of the service. 	<ul style="list-style-type: none"> • Business plan within 3 months • 60-70% productivity for all staff • KPIs based on available billable hours • Attend/engage in regular business

	<ul style="list-style-type: none"> • Ensure monthly KPIs are met, and data is submitted to General Manager as per directed time frames. • Ensure service is meeting NDIS and ACIS standards • Responsible for the coordination of clinical care • With the support of the Business Improvement Coordinator, prepare and participate in for accreditation, including engaging in regular audits and quality improvement activities • Proactive liaison and disputes management with insurance companies for compensable clients • Represent LifeWorks externally as required 	development events
Service Delivery	<ul style="list-style-type: none"> • Provide high quality, evidence-based services to patients to maximise function, performance of activities of daily living and participation in meaningful activities • Work collaboratively with other members of the multidisciplinary team to ensure that the patient receives an integrated service that meets their needs. • Produce timely and high quality reports and clinical documentation • Liaise with Allied Health Manager, Royal Rehab Private Petersham, regarding equipment and facility usage 	<ul style="list-style-type: none"> • 0.4 FTE clinical load at 60-70% productivity
Financial	<ul style="list-style-type: none"> • In consultation with the General Manager, develop, implement, monitor and control the budget for the clinical unit / service. • Ensure care is delivered within the constraints of the budget & financial KPIs are met 	<ul style="list-style-type: none"> • Work to allocated financial budget and meet targets
Leadership	<ul style="list-style-type: none"> • Create an environment that ensures optimal client experience • Facilitate regular supervision and support to all team members as required • Coordinate department meetings, and seek and facilitate opportunities for professional development 	<ul style="list-style-type: none"> • Meet with team members as per PDP policy
Human Resources	<ul style="list-style-type: none"> • Performance manages employees as required following HR policies and procedures • Ensure an appropriate establishment of adequately skilled multidisciplinary staff is available to meet the service objectives: recruitment, succession planning, and performance management. • Ensure workforce planning and recruitment activities are done in consultation with the General Manager • Ensure incidents are managed per policy and procedures. • Ensure staff comply with service standards 	
Resourcing	<ul style="list-style-type: none"> • Ensure adequate supply of consumables are available • Ensure consumables are well managed i.e. rotation of stock, optimal levels of stock on hand with a minimum of wastage • Ensure all equipment required for the delivery of care, and functioning of the physical environment is available and well maintained • Ensure equipment is maintained in good working order, maintain an inventory of items, and follow maintenance procedures 	
Environment	<ul style="list-style-type: none"> • Responsible for implementation of the OH&S program within the service • Ensure all risks are identified, documented and addressed as per relevant policies and procedures 	

GENERAL RESPONSIBILITIES

Work Health and Safety

Royal Rehab is committed to providing a healthy and safe workplace for all employees, clients and visitors. To facilitate this safe and healthy workplace it is your responsibility to:

- Ensure that all potential hazards, accidents and incidents are identified and notified
- Ensure your own safety and that of others

Equity and Zero Tolerance to Bullying, Harassment and Discrimination

Royal Rehab upholds the Federal and State government's policies to bring equality in employment for all employees to assist them to achieve their full potential. Royal Rehab will ensure merit based selection and that all facets of employment are fair, by making unlawful discrimination of persons based on gender, pregnancy, race, religion, marital status, age, sexual preferences, disability or carer responsibilities.

As an employee of Royal Rehab it is your responsibility to:

- Deal with others in a fair and equitable manner free from harassment and discrimination
- Ensure that a working environment free from sexual or any other harassment is recognised as a basic right

Principles of Multiculturalism

Employees are expected to:

- Respect and make provision for culture, language and religion of others within an Australian legal and institutional framework where English is the common language
- Organise access to health care interpreting services to facilitate communication with clients who are from non-English speaking backgrounds as required
- Abide by the principles of the Multiculturalism Act 2000
- Implement the Multicultural Policies and Services Program (MPSP) within their area of responsibility

Code of Conduct

Royal Rehab requires a professional standard of behaviour from staff which:

- Demonstrates respect for the right of the individual and the community
- Promotes and maintains public confidence and trust in the work of the Centre

The purpose of the Code of Conduct is to provide a framework for decisions and actions in relation to conduct in employment. The code provides assistance to both employers and employees when they are required to decide what the acceptable standards of behaviour are. It underpins commitment to a duty of care to all staff and clients receiving our services. Employees should refer to the Code of Conduct for further information

Safety & Continuous Quality Improvement

All employees of Royal Rehab are expected to be actively involved in the review, evaluation and continuous improvement of processes and services within the employee's area of responsibility and/or interest. Royal Rehab participates in a number of relevant external accreditation and certification programs which include a continuous quality improvement approach. These programs support and facilitate the effective and efficient provision of quality care and the safety of clients of Royal Rehab.

Organisational Values

Employees are expected to demonstrate a high standard of personal and professional behaviour and uphold Royal Rehab's values being:

Honesty: We conduct ourselves with truth, openness and integrity.

I will:

- Be sincere and genuine will all interactions.
- Communicate openly and encourage others to do the same.
- Be trustworthy in all that I do.

Respect: We acknowledge and appreciate people’s rights, roles, views, and feelings.

I will:

- Treat people with dignity.
- Acknowledge and value a person’s perspectives, connections and diversity.
- Be thoughtful and considerate.

Working Together: We work as a team to achieve shared goals.

I will:

- Share my knowledge, skills, experience and resources.
- Foster a culture of learning.
- Build positive relationships.

Innovative Thinking: We embrace a culture of creativity to find the best solutions.

I will:

- Explore better ways to continuously improve.
- Welcome and encourage new ideas.
- Actively participate in change.

Environmental Policy and Waste Minimisation

Being a good corporate citizen Royal Rehab will seek to implement changes that will ensure that its activities are undertaken in a manner consistent with best environmental health and safety practice. Employees are expected to be accountable for efficient resource utilisation, the reduction of waste, and commitment to recycling

Smoke Free Policy

Royal Rehab is committed to adopting a smoke free workplace that will preclude all staff and visitors from smoking within the Centre

Royal Rehab Policies and Procedures

It is a requirement that all Royal Rehab employees read, understand and adhere to Royal Rehab policies and procedures, paying particular attention to the following:

- Manual Handling
- Confidentiality of Patient Information
- Infection Control
- Security
- Fire Safety
- Emergency Procedures
- IT and Internet Utilisation

Job Demands Checklist	
Frequency Definitions	
O = Occasional	Activity exists up to 1/3 of the time when performing the task
F = Frequent	Activity exists between 1/3 and 2/3 of the time when performing the task

C = Constant	Activity exists more than 2/3 of the time when performing the task
R = Repetitive	Activity involves repetitive movement
NA	Not applicable to this role

Job Demands		Frequency				
		O	F	C	R	NA
Physical Demands	Description					
Kneeling/squatting	Tasks involve flexion/bending at the knees and ankle possible at the waist, in order to work at low levels				✓	
Leg/foot movement	Tasks involve use of leg and or foot to operate machinery				✓	
Hand/arm movement	Tasks involve use of hands/arms i.e. stacking, reaching, typing, mopping, sweeping, sorting, inspecting				✓	
Bending/twisting	Tasks involve forward or backward bending/twisting at the waist				✓	
Standing	Tasks involve standing in an upright position without moving about				✓	
Driving	Tasks involve operating any motor powered vehicle		✓			
Sitting	Tasks involve remaining in a seated position during task performance			✓		
Reaching	Tasks involve reaching overhead with arms raised above shoulder height or forward reaching with arms extended			✓		
Walking/running	Tasks involve walking or running on even surfaces			✓		
	Tasks involve walking on uneven surfaces			✓		
	Tasks involve walking up steep slopes			✓		
	Tasks involve walking down steep slopes			✓		
	Tasks involve walking whilst pushing/pulling objects			✓		
Climbing	Tasks involve climbing up or down stairs, ladders, scaffolding, platforms, trees		✓			
Working at heights	Tasks involve making use of ladders, footstools, scaffolding etc. Anything where the person stands on an object rather than the ground		✓			
Lifting/carrying	Tasks involve raising/lowering or moving objects from one level/position to another, usually holding an object within the hands		✓			
	1) Light lifting/carrying 0-9kg				✓	
	2) Moderate lifting/carrying 10-15kg				✓	
	3) Heavy lifting/carrying 16+kg				✓	
Restraining	Tasks involve restraining clients/clients, others					✓
Pushing/pulling	Tasks involve pushing/pulling objects away from or towards the body. Also includes striking or jerking				✓	
Grasping	Tasks involve gripping, holding, clasping with fingers or hands				✓	
Manual dexterity	Tasks involve fine finger movements i.e. keyboard operation, writing		✓			
Sensory Demands	Description					
Sight	Tasks involve use of eyes as an integral part of task performance i.e. looking at screen/keyboard in computer operations		✓			
Hearing	Tasks involve working in a noisy area i.e. boiler room, workshop					✓
Smell	Tasks involve the use of the smell senses as an integral part of the task performance i.e. working with chemicals					✓
Taste	Tasks involve the use of taste as an integral part of task performance					✓
Touch	Tasks involve the use of touch as an integral part of task performance				✓	
Psychological Demands	Description					
	Tasks involve interacting with distressed people		✓			
	Tasks involve interacting with people who as part of their lives may be aggressive, verbally or sexually uninhibited	✓				
	Tasks involve viewing/handling deceased and/or mutilated bodies					✓
Exposure to Chemicals	Description					
Dust	Tasks involve working with dust i.e. sawdust					✓

Gases	Tasks involve working in areas affected by gas, or working directly with gases					✓
Fumes	Tasks involve working with fumes i.e. which may cause problems to health if inhaled					✓
Liquids	Tasks involve working with liquids which may cause skin irritations if contact is made e.g. dermatitis				✓	
Hazardous substances	Tasks involve handling of hazardous substances including storage or transportation					✓
Biological matter	Tasks involve work with human biological matter through examination, storage, transport or disposal	✓				
Allergenic substances	Tasks involve exposure to allergenic substances					✓
Anti-biotics	Tasks involve handling, transport, administration or disposal of anti-biotics					✓
Working Environment	Description					
Lighting	Tasks involve working in lighting that is considered inadequate in relation to task performance e.g. glare, not enough natural light				✓	
Colour	Tasks involve differentiation of colour					✓
Sunlight	Exposure to sunlight			✓		
Temperature	Tasks involve working in temperature extremes e.g. working in a cool room, working outdoors, boiler room	✓				
Confined spaces	Tasks involve working in confined spaces				✓	
Accident Risk	Description					
Surfaces	Tasks involve working on slippery or uneven surfaces					✓
Housekeeping	Tasks involve working with obstacles within the area, bad housekeeping					✓
Heights	Tasks involve working at heights					✓
Manual handling	Tasks involve manual handling				✓	
Noise	Tasks involve working in a noisy environment				✓	
Radiation	Tasks involve exposure to x-rays					✓
Electricity	Tasks involve working with electrical apparatus and currents					✓
Machinery	Tasks involve use of machinery and equipment:					✓
	1) Light					✓
	2) Heavy					✓
	3) Portable					✓
Biological hazards	Tasks involve working with blood, blood products/body fluids			✓		
Other Issues	Description					
Workplace access	Tasks involve difficult access or movement from site to site					✓
Personal protective equipment	Tasks involve use of Personal Protective Equipment	✓				
Safety critical issues	Tasks involve responsibility for safety of others		✓			

Document Control (Hiring Manager use only)	
Effective Date: 15/08/2023	Authorised By: Michelle McDonnell

Acknowledgement:

I accept the position description as documented above and understand that the position description will be reviewed during the performance review time. I understand that the position description may need to be amended periodically due to changes in responsibilities and organisational requirements.

Name _____

Signature _____

Date _____ / _____ / _____