

Position Description

Position Title: Grade 4 Physiotherapist Emergency Department - Team Leader

Classification:	VB24-VB27
Business unit/department:	Emergency Department/Physiotherapy
Work location:	Austin Hospital ☒ Heidelberg Repatriation Hospital ☐ Royal Talbot Rehabilitation Centre ☐ Other ☐ (please specify)
Agreement:	Allied Health Professionals (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2026
	Choose an item.
	Choose an item.
Employment type:	Full-Time
Hours per week:	40 (38+ADO)
Reports to:	Director, Emergency Medicine (Operational) and Manager of Physiotherapy (Professional)
Direct reports:	
Financial management:	Budget:
Date:	July 2026

Austin Health acknowledges the Traditional Custodians of the land on which we operate, the Wurundjeri Woi Wurrung People of the Kulin Nation. We pay our respects to Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples.

Position purpose

The Grade 4 clinician is recognised by peers and colleagues, both within and beyond their profession, as an expert clinician and leader who motivates and inspires others. They contribute to the advancement of professional knowledge in their area of expertise through leadership in quality improvement, research, education and evidence-based practice that extends beyond their own discipline.

As an expert clinical leader, the Grade 4 clinician maintains contemporary professional knowledge, skills and awareness of external influences to support patient care at the highest clinical level. They provide expert clinical care as part of the multidisciplinary team while leading the development of individuals, teams and services to deliver excellent patient outcomes.

In conjunction with the Physiotherapy manager and stream leader, the Grade 4 clinician plays a leading role in departmental and service planning, quality improvement, and policy development and review, ensuring clinical services align with organisational objectives, professional standards and ethical practice.

About the Directorate/Division/Department

The Emergency Department services approximately 95,000 patients per year, about 20% of whom are paediatric patients. The inpatient admission rate is approximately 33%. The Emergency Department aims to assess, manage and admit patients from a broad range of specialties, within the targets set by the Emergency Services Enhancement Programme of the Department of Health and Human Services (DHHS). This service will be delivered in a timely, compassionate and appropriate manner, enhanced through teaching, research and the development of new technologies and processes. The Short Stay Unit is a 20-bed unit which is closely associated with, and staffed by, the Emergency Department nursing pool. Patients admitted to Short Stay usually have a rapidly reversible condition which either requires a short period of treatment or observation, where the likelihood of safe discharge can occur in a 24 period.

The Emergency Department is at the forefront of new and innovative models of Emergency care and is a contemporary leader in Emergency Medicine education, research and quality. The Austin ED provides exceptional care observing best practice and is a leading Australian hospital in regard to educational opportunities and career development and a collaborative team approach to providing the best care to its clients.

The Physiotherapy Department comprises approximately 110 EFT staff at the Austin Hospital, Heidelberg Repatriation Hospital, and the Royal Talbot Rehabilitation Centre. It provides seven days per week, 12 hours per day services to acute and aged care areas, including a seven day a week primary care service for soft tissue injuries in the Emergency Department. The Physiotherapist employed into this position will work closely with all members of the multidisciplinary team including medical, nursing and allied health staff.

The Physiotherapy Department is a major clinical school for the University of Melbourne with responsibility for about 180 students from 1st through 3rd year for the Doctorate of Physiotherapy (DPT) course and 40 students from Swinburne University. Clinical research is a priority of the department and is led by the Chair of Physiotherapy. The department is focused on developing the professional body of knowledge and practice of staff (which is evidence based) in a range of areas to ensure high quality service provision. This is achieved through staff participating in ongoing training and professional development, professional supervision and performance review, research, quality improvement activities and undergraduate and / or post-graduate student teaching. The department has a continuing education, student and quality improvement strategy which is developed and operationalized through senior leadership forums and committees.

This position reports to the Director of Emergency Medicine (operationally) Manager of Physiotherapy (professionally) and may be expected to travel across campuses as required and adopt a flexible approach to clinical caseload management and the provision of care during periods of planned and unplanned leave. They are expected to participate in a roster system across all the Emergency Department physiotherapy clinical services, including the Physiotherapy led Emergency Department clinics and adopt flexible working hours as required.



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Position responsibilities

Clinical Care

- Manage an individual clinical caseload in the Emergency Department (Fast Track service), providing expert clinical consultancy and acting as a resource within Austin Health and externally.
- Provide care, lead and manage Physiotherapy led Emergency Department clinics including the Rapid Access Back Pain Clinic and Rapid Access Return to Imaging Clinic.
- Provide clinical care in the ED Short Stay Unit as required
- Deliver high-quality, patient-centred, evidence-based care to a designated patient group.
- Provide tertiary-level clinical consultancy across the department, Austin Health and external services, offering expert advice and innovative solutions for complex clinical and service delivery issues.
- Ensure services within the clinical stream reflect best practice, informed by the latest evidence and expert consensus.
- Model and promote evidence-based practice and interdisciplinary, collaborative care.

Clinical Leadership

- Lead discipline services to a clinical area of care within the context of Physiotherapy Departmental, ED departmental and Austin Health strategic priorities
- Ensure effective collaboration between the ED Physiotherapy team and the Outpatient Physiotherapy stream, including participation in shared education, training, and collaborative quality improvement projects
- Strengthen integration between the ED Physiotherapy team and the broader Physiotherapy Department
- Evaluate clinical delegations and allocations for physiotherapy staff in ED, including the Physiotherapy led Emergency Department clinics
- Ensure patients receive the best care possible with the available resources by re-allocating staff during periods of changing demand and leave
- In conjunction with the Director of Emergency Medicine, lead the development, implementation and evaluation of policy, service provision and strategic direction of the emergency department allied health team.
- Keep abreast of organisational structure, strategy and direction to respond to the changing demands of the organisation
- Act as a role model for staff, setting and clearly communicating behavioral expectations
- Create a team environment which promotes a positive culture, opportunity for learning and development, safety and welfare of employees
- Contribute to high levels of staff satisfaction, high staff retention rates and low absenteeism
- Understand the principles of change management and contribute to the implementation of changes required
- Coordinate workforce planning, recruitment, performance management, staff rostering, and leave management for the ED Physiotherapy workforce.
- Represent the area of responsibility and/or department at relevant Austin Health forums and meetings as required
- Assist with local initiatives / projects in collaboration with the Director of Emergency Medicine and/or Divisional Manager, Access, Critical Care, Imaging and Ambulatory (ACIA) Service
- Lead the supervision program in the designated work area by supporting supervisors and providing direct supervision to therapists, Allied Health Assistants and students when necessary

Teaching



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- Provide strategic input into department policy and procedures regarding student training and education for staff, students and other health professionals
- Provide leadership and participate in undergraduate, postgraduate and early-career teaching programs in the clinical area of responsibility and/or department
- Foster the professional development of staff and students through supervision, mentoring and education within their designated area of clinical responsibility.
- Initiate and provide training and education to hospital staff, other professionals and student groups within Austin Health and externally on issues pertaining to their discipline
- Initiate and provide teaching/clinical guidance to other members of the department utilising expertise through, for example, direct teaching, team meetings and continuing education forums

Quality and Risk

- Ensure team and personal compliance with mandatory training requirements
- Escalate and discuss any team related issues to the Non-admitted Physiotherapy Executive Lead
- Develop, implement and monitor goals and objectives, policies and improvement projects regarding clinical practices, service delivery and administration of clinical services
- Provide ongoing analysis, review and evaluation of the services provided to patients
- Lead and undertake quality improvement initiatives within their designated area of responsibility and continuously evaluate the quality and outcomes of service design and intervention .
- Actively participate in the ongoing identification, assessment, treatment and prevention of risks
- Undertake activities and audits to support compliance with the national standards

Research

- Contribute to or help facilitate high caliber research trials in the area and implement evidence into clinical practice.
- Promote and lead a culture of scientific activity including journal clubs, providing support and education for others in the department to identify and undertake research, presentations and publications
- Present findings of research in scientific publications and at relevant conferences.

Professional Development

- Participate in department performance appraisal, supervision and Professional Development Planning process
- Lead the professional development of staff within the designated area in line with individual PRDs, and the strategic objectives of the department and organisation
- Ensure that all staff in designated area have an annual Performance Review and Development Plan (PRD)
- Undertake education and training to ensure clinical practice is evidence based

Information Management

- Ensure the appropriate dispersion of information to staff
- Record in patient medical files according to policy/ procedure and Austin Health documentation standards
- Adhere to Austin Health's policies for use of Information Technology
- Meet activity and reporting timelines as required
- Maintain and store minutes of meetings in areas of responsibility
- Record accurate statistics as per policy and procedures

All Employees:



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- Comply with Austin Health [policies & procedures](#) as amended from time to time
- Comply with the Code of Conduct and uphold our values, and diversity and inclusion commitments
- Maintain a safe working environment for yourself, colleagues and members of the public. Escalate concerns regarding safety, quality and risk to the appropriate staff member, if unable to rectify yourself
- Comply with the principles of patient centred care
- Comply with Austin Health mandatory training and continuing professional development requirements
- Work across multiple sites as per work requirements and/or directed by management

People Management Roles:

- Maintain an understanding of individual responsibility for safety, quality & risk and actively contribute to organisational quality and safety initiatives
- Ensure incident management systems are applied and a response to local issues and performance improvement occurs
- Support staff under management to comply with policies, procedures and mandatory training and continuing professional development requirements

Selection criteria

Essential skills and experience:

- Current registration with AHPRA or eligible for membership of relevant professional association
- 10 years of relevant clinical experience
- Extensive clinical experience in the specialist area with recognition as a leader in the field
- Demonstrated ability to undertake professional supervision and promote professional competence of other staff, which also incorporates a history of team leadership
- Demonstrated research and/or quality improvement project work, including knowledge and skills in benchmarking and data analysis
- High level interpersonal skills that promote teamwork and proven ability to relate to people at all levels within an organisation
- Demonstrated leadership/management approach to change and the ability to engage and influence staff
- High level verbal and written skills
- Demonstrated history of and commitment to ongoing professional development
- Ability to build and lead a dynamic team which works effectively within a multidisciplinary environment
- Ability to lead development, implementation and evaluation of models of care, guidelines, policies and procedures
- Knowledge of wider health issues including government policies, the health system, structural and financial arrangements and KPI's, and the ability to integrate into clinical practice
- Demonstrated ability to engage collaboratively with key stakeholders to achieve a positive outcome for patients
- A sound understanding of information technology including clinical systems, applications relevant to the Management of rostering and risk management reporting or as required for the role and/or department.
- Ability to identify opportunities for process re-design and to support/ coach staff in the implementation of re-design projects and activities



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Desirable but not essential:

- Hold a higher degree or progressing towards higher qualification in a relevant clinical area or health care leadership / management
- Knowledge / Skills and experience in quality improvement, project management or service redesign

Professional qualifications and registration requirements

- Bachelor of Physiotherapy (or equivalent)
- AHPRA registered

Quality, safety and risk – all roles

All Austin Health employees are required to:

- Maintain a safe working environment for yourself, colleagues and members of the public by following organisational safety, quality and risk policies and guidelines.
- Escalate concerns regarding safety, quality and risk to the appropriate staff member, if unable to rectify yourself.
- Promote and participate in the evaluation and continuous improvement processes.
- Comply with the principles of person-centered care.
- Comply with requirements of National Safety and Quality Health Service Standards and other relevant regulatory requirements.

Other conditions – all roles

All Austin Health employees are required to:

- Adhere to Austin Health's core values: *our actions show we care, we bring our best, together we achieve, and we shape the future.*
- Comply with the Austin Health's Code of Conduct policy, as well as all other policies and procedures (as amended from time to time).
- Comply with all Austin Health mandatory training and continuing professional development requirements.
- Provide proof of immunity to nominated vaccine preventable diseases in accordance with Austin Health's immunisation screening policy.
- Work across multiple sites as per work requirements and/or directed by management.

General information

Cultural safety

Austin Health is committed to cultural safety and health equity for Aboriginal and/or Torres Strait Islander People. We recognise cultural safety as the positive recognition and celebration of cultures. It is more than just the absence of racism or discrimination, and more than cultural awareness and



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cultural sensitivity. It empowers people and enables them to contribute and feel safe to be themselves.

Equal Opportunity Employer

We celebrate, value, and include people of all backgrounds, genders, identities, cultures, bodies, and abilities. We welcome and support applications from talented people identifying as Aboriginal and/or Torres Strait Islander, people with disability, neurodiverse people, LGBTQIA+ and people of all ages and cultures.

Austin Health is a child safe environment

We are committed to the safety and wellbeing of children and young people. We want children to be safe, happy and empowered. Austin Health has zero tolerance for any form of child abuse and commits to protect children. We take allegations of abuse and neglect seriously and will make every effort to mitigate and respond to risk in line with hospital policy and procedures.



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