

Position Description

Physiotherapist - Grade 5 Strategic Workforce Operations Lead

Classification:	Grade 5 – VB28
Business unit/department:	Physiotherapy
Work location:	Austin Hospital ☒ Heidelberg Repatriation Hospital ☐ Royal Talbot Rehabilitation Centre ☐ Other ☐ (please specify)
Agreement:	Allied Health Professionals (Victorian Public Health Sector) Single Interest Enterprise Agreement 2021-2026
Employment type:	Full-Time
Hours per week:	38 (40 with ADO)
Reports to:	Manager, Physiotherapy
Direct reports:	Grade 4 and Grade 3 cohorts
Financial management:	Budget: \$0
Date:	01/10/2026

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 Strategic Operations Workforce Lead will operationalise the core values of Austin Health through supportive leadership and strategic oversight of the physiotherapy Grade 1 and Grade 2 workforce. In conjunction with the Education Lead, they will oversee the program curriculum to support the Grade 2 rotation program and will have overarching responsibility for the implementation and ongoing evaluation of this program. This position is an integral part of the physiotherapy senior leadership team and reports through to the Manager, Physiotherapy.

The physiotherapy department are a diverse group of skilled professionals and this role understands the strengths and capabilities of the Grade 1 and Grade 2 workforce and harnesses these skills to develop the physiotherapy clinical leads of the future that provides exceptional care delivery and service to our community.

This role understands how our work fits into the changing health landscape and the skills required to provide services now and into the future. The successful candidate is responsible for the systems, frameworks, and broader policies that support physiotherapy professional practice.

The Strategic Lead will support physiotherapy teams to work at their full scope of practice through clear and strategic thinking, as well as thoughtful communication.

They inspire people to deliver expert care and build productive partnerships in pursuit of our vision. They support and mentor teams, building capability and capacity so that everyone feels engaged and safe at work, and is contributing their best.

In addition, the Strategic Operations Workforce Lead will

- Improve supervision for Grade 4 physiotherapists enabling them to have greater impact not only in the Physiotherapy Department and the Allied Health Division but contribute to the broader health service.
- Provide oversight of a clinical stream
- Lead a physiotherapy team that provides excellent clinical care
- Model good inter-professional practice and act as a clinical leader across the multidisciplinary team
- Use their comprehensive clinical experience and knowledge to foster professional development of staff and students
- Be part of the Physiotherapy Department Executive team to manage the overall service
- Lead and or contribute to quality improvement and research projects within their designated area of responsibility
- Conduct successful change management within the designated area of responsibility

About the Department

The Physiotherapy Department comprises about 116 EFT staff at the Austin Hospital, Heidelberg Repatriation Hospital and the Royal Talbot Rehabilitation Centre. This department forms part of the Allied Health Division, which comprises the following:

- Allied Health – Physiotherapy, Social Work, Speech Pathology, Occupational Therapy, Nutrition and Dietetics, Orthotics & Prosthetics, Podiatry, Clinical and Neuropsychology (Royal Talbot site) and Creative and Leisure Services
- Allied Health Interdisciplinary Practitioners (AHIP)
- Tracheostomy Review and Management Service
- Pastoral Care
- Austin Health's Cultural Diversity Unit including Language Services
- Aboriginal Health Team

The Physiotherapy Department is committed to promoting the highest levels of physiotherapy for our patients. In realising this goal, the department will lead and excel in research, teaching and the use of person centered evidence-based practice.

The Department provides services on all three campuses of Austin Health, across all Divisions. The department provides care across the continuum from the Emergency Department through bed based services and ongoing ambulatory care.



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The clinician employed in this position is expected to travel across campus as required and adopt a flexible approach to clinical caseload management and the provision of care during periods of planned and unplanned leave.

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 operationalised through senior leadership forums and committees

Position responsibilities

Role Specific:

Strategic Operations Workforce Lead

- A strong understanding of the current healthcare climate and how it relates to the attraction and retention of allied health professionals.
- Knowledge of successful workforce models that incorporate innovative roles to support broader service delivery.
- A strong understanding of the current capabilities required for Grade 1 and Grade 2 physiotherapy professionals in a contemporary healthcare system.
- Identify knowledge gaps and in collaboration with others, support the development of training and education to raise clinician capability.
- Building a sustained and innovative Grade 2 program
- Develop a sustainable and relevant graduate entry and early career program.
- Knowledge and understanding of existing enterprise bargain agreements for allied health professionals.

Clinical Care:

- Lead excellent, patient centered, evidence based clinical care
- Provide a tertiary level consultancy service to staff within the department, in other areas of Austin Health and externally, imparting expert advice, innovative options and solutions to complex questions of clinical care and service provision
- Ensure the standard of the discipline services provided within the clinical stream are world's best practice and are based on latest available evidence and expert opinion
- Undertake and model evidence based practice principles and interdisciplinary care

Clinical Leadership:

- Evaluate clinical delegations and allocations for staff in area of responsibility
- Keep abreast of organisational structure, strategy, and direction to respond to the demands of the organisation.
- Act as a role model for staff, setting and clearly communicating behavioral expectations



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- Create a team environment which promotes a positive culture, opportunity for learning and development, safety and welfare of employees
- Ensure a high level of staff satisfaction, high staff retention rates and low absenteeism
- Understand the principles of change management and implement changes required
- In conjunction with the manager, lead human resource management, including junior workforce planning, recruitment, performance management, staff rostering and leave management
- Represent the area of responsibility and/or department at relevant Austin Health forums and meetings as required
- Perform additional administrative duties and projects under direction of the professional discipline manager
- Lead the supervision program junior staff in the designated stream by supporting supervisors and providing direct supervision to therapists, Allied Health Assistants and students when necessary
- Develop/enhance and lead a strategic approach to junior physiotherapists recruitment and retention.
- Provide strategic input into department policy regarding student training and education for junior staff, students and other health professionals.
- Grow the capabilities, knowledge and resources required to achieve department priorities.
- Foster, enhance, and maintain strong relationships (internal and external to the Physiotherapy Department and the health service) to facilitate the achievement of the priorities.
- Inspire and guide others to achieve desired results.
- Champion, support, and facilitate change and innovation to advance departmental priorities.

Key Performance Indicators:

- Understand and interpret future trends in health care and impact on the junior workforce.
- Anticipate challenges and risks.
- Promote and build support for the Department's vision.
- Develop/contribute and implement strategic/operational plans.
- Strategically align decisions with vision, values, and evidence.
- Makes decision based on what is best for the Department as a whole.
- Balance short-term needs with the long-term vision
- Use a collegial and consultative style and appreciates the importance of collaboration when dealing with opportunities, challenges, and direction setting.
- Encourage an open exchange of information and ideas.
- Develop meaningful strategic partnerships and collaborates across streams and professions.
- Build teams by engaging others and facilitating environments of collaboration and cooperation.
- Demonstrate integrity, build trust and be politically savvy.
- Establish and communicate clear expectations, standards, and outcomes.



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- Measure and evaluate outcomes, compare the results against established benchmarks and takes appropriate action.
- Remove barriers and resolves conflicts in a timely manner.
- Seek feedback from stakeholders to improve results.
- Allocate resources to achieve desired results.
- Challenge the status quo and encourages appropriate risk taking.
- Assess the departmental capacity and readiness for change.
- Create a climate that encourages continuous improvement, creativity, and innovation.
- Communicate a clear and compelling vision of the benefits/outcomes associated with change.
- Model resiliency and adaptability
- Provide leadership in the effective management and stewardship of resources.
- Seek, secure, and mobilise resources.
- Ensure systems, process and structure are effective, efficient, and aligned with the organisational priorities.
- Engage in and facilitates personal, team and leader development.
- Provide timely constructive feedback and encourages ongoing development of the junior workforce.
- Engage in succession planning efforts and facilitates the transfer of institutional knowledge.
- Empower others with appropriate authority and responsibility and recognizes the achievements/contributions of others.

Quality Assurance:

- Ensure stream and personal compliance with mandatory training requirements.
 - 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/or support the quality improvement program in the junior workforce 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
- Professional Development

Professional Development and Planning process:

- Participate in department performance appraisal, supervision, and Professional Development Planning process.
- Lead the professional development of Junior staff in line with individual PRDs, and the strategic objectives of the department and organisation.
- Ensure that all junior staff have an annual Performance Review and Development Plan (PRD)
- Participate in performance management as delegated by the manager.



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- Participate in regular supervision with the manager.
- Undertake education and training to ensure clinical practice is evidence based.

Research:

- Contribute to high calibre research trials in the area and implement evidence into practice in the area of clinical expertise.
- 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
- Supervise clinical research students as required.

Information Management:

- Ensure the appropriate dispersion of information to staff.
- Record in patient medical records 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 for projects and committee work.
- Maintain and store minutes of meetings in areas of responsibility.
- Record accurate statistics as per policy and procedures.

All Employees

- Comply with Austin Health policies and procedures, as amended from time to time, which can be located on the intranet.
- Participate in Austin Health's annual Performance Review and Development (PRD) program as required.
- Engage in processes to monitor service delivery and participate in improvement activities.
- Undertake not to reveal to any person or entity any confidential information relating to patients, employees, policies, and processes and not make public statements relating to the affairs of Austin Health without prior authority of the Chief Executive Officer.
- Report incidents or near misses that have or could have impact on safety and participate in the identification and prevention of risks.
- Participate in the emergency incident response activities as directed.

Credentialing and Scope of Clinical Practice

AHPRA Registration



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Selection criteria

Essential skills and experience:

- Extensive experience in the leadership and management of a complex health service/function
- Extensive experience in innovation in the health care setting that has led to improved patient outcomes.
- 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 A commitment to Austin Health values: Our actions show we care; we bring our best; together we achieve and we shape the future
- Demonstrated understanding of contemporary patient centric models, frameworks and services and experience in the implementation of service practices that meet customers'/patients and organisational needs.
- Demonstrated understanding of workforce innovation models and frameworks and experience in the testing and implementation of new roles that result in unique and differentiated solutions
- Demonstrated ability to undertake professional supervision and promote professional competence of other staff, which also incorporates a history of team leadership • High level interpersonal skills that promote team-work and proven ability to relate to people at all levels within an organisation

Desirable but not essential:

- A sound understanding of information technology • An understanding of IR/HR as it relates to the health industry

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.*



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- 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 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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