

# Position Description

## NDIS Discharge Lead: General Hospital

|                                  |  |
|----------------------------------|--|
| <b>Classification:</b>           | Grade 4 Allied Health Professional (SC53-46, VG14-V17 or equivalent)   |
| <b>Business unit/department:</b> | Allied Health / Social Work or Occupational Therapy  |
| <b>Work location:</b>            | Austin Hospital <input checked="" type="checkbox"/> Heidelberg Repatriation Hospital <input checked="" type="checkbox"/><br>Royal Talbot Rehabilitation Centre <input checked="" type="checkbox"/> Other <input type="checkbox"/> (please specify) |
| <b>Agreement:</b>                | Allied Health Professionals (Victorian Public Health Sector) Single Interest Enterprise Agreement 2021-2026  |
| <b>Employment type:</b>          | Part-Time  |
| <b>Hours per week:</b>           | 22.8 (.6EFT)   |
| <b>Reports to:</b>               | Social Work or Occupational Therapy Manager (depending on candidate qualification)   |
| <b>Direct reports:</b>           | Nil  |
| <b>Financial management:</b>     | Budget: Nil  |
| <b>Date:</b>                     | July 2025  |

### Position purpose

As a lead clinician and subject matter expert in discharge planning your work will focus on supporting the inter-professional teams at Austin Health in complex discharge planning, particularly in respect to navigating the processes of National Disability Insurance Scheme (NDIS) eligibility, planning and implementation.

You will provide expert guidance, leadership and advice to clinicians and the organisation on matters relating to best practice discharge of NDIS participants. This role will work with existing teams with a focus on capability building to better the health outcomes of people with disability and complex support needs in the context of patient flow. The role provides support to all staff within Austin Health and will act as a single point of contact for escalation of complex discharge planning for NDIS participants.

The NDIS discharge lead works closely with the Allied Health Leadership team, Divisional Managers, NUMs and Divisional Directors, across the organisation so as to strengthen organisational capacity, develop new resources and guide the development of models of service delivery that are focused on best practice and patient centred care, align policy and practice and to manage organisational change for continual improvement. The position will support the development of collaborative internal and external relationships across local NDIS areas to facilitate the flow of information and knowledge and the development of referral pathways and discharge initiatives. The role will continually seek

opportunities to support and educate clinical staff and develop organisational competencies, drawing on extensive high levels of specialised knowledge and high levels skills to plan, coordinate and deliver high quality, professional care consistent with Austin Health policies, procedures, and values.

## About the Directorate/Division/Department

The Division of Allied Health comprises the following services:

- Allied Health therapies: Physiotherapy, Social Work, Speech Pathology, Occupational Therapy, Nutrition and Dietetics, Orthotics & Prosthetics, Podiatry, Clinical and Neuropsychology (Royal Talbot site) and Creative and Leisure Services
- Tracheostomy Review and Management Service
- Spiritual Care
- Language Services
- Ngarra Jarra (Aboriginal Health) Program
- Disability Liaison Officer Program
- Ability@Austin

The Allied Health Division is committed to promoting the highest levels of service for our patients. In realising this goal, the Division will lead and excel in research, teaching and the use of person centred evidence-based practice.

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

This position is based within Austin Health's Allied Health Division and will report to the Manager of the Social Work or Occupational Therapy Department (depending on the successful applicant's qualification).

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

## Position responsibilities

### Clinical Care

- Offer primary and secondary consultations to support complex discharge progression.
- Conduct specialist assessments and deliver evidence-based interventions to support safe, timely discharge for patients with complex needs.
- Provide visible clinical leadership and expert knowledge in complex discharge planning, disability, and NDIS within Allied Health.
- Develop and document collaborative treatment goals with patients, families, and the multidisciplinary team.
- Clearly articulate discharge pathways and facilitate timely transitions from hospital to appropriate services.
- Liaise with and refer to relevant health, community, aged care, and disability services.
- Advocate for patients' access to necessary supports that optimise patient flow, including NDIS, but also other supports that can be accessed alongside or in interim circumstances (e.g., VCAT, DHHS, DFFH, OPA, My Aged Care).
- Identify clinical risk and implement mitigation strategies.



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- Stay current with relevant legislation, policies, and professional standards.

## Communication and Teamwork

- Build relationships with patients, families, and carers.
- Collaborate with clinicians across disciplines and services to ensure coordinated care.
- Lead by example in effective communication and team engagement.
- Actively participate in team meetings and case conferences to ensure effective communication and dissemination of information.
- Work in partnership with colleagues in other units to ensure an integrated approach to service delivery throughout Austin Health.
- Identify and initiate connections or relationships with external bodies.
- Maintain open communication with internal and external stakeholders.
- Consult effectively with Manager and/or Head of Profession.
- Escalate barriers and systemic issues affecting NDIS-related processes, particularly those related to hospital discharge.
- Foster a culture of openness, respect, accountability and professionalism in the workplace, promoting a friendly and cooperative work environment.
- Utilise persuasive, accurate and clear written, verbal and presentation skills.
- Support the team to deliver high quality services
- Address and manage conflict constructively and seek guidance when necessary.

## Leadership and Supervision

- Provide leadership to the Allied Health workforce by facilitating team problem solving where issues arise within the team; positively respond to organisational change; communicate change and any resultant expectations to internal and external stakeholders in a timely manner, and ensuring any direct reports' or supervisees' workloads are coordinated, prioritised and distributed, and staff are supported and developed.
- Represent Allied Health within various inter-professional teams at team and other governance meetings, providing constructive recommendations and follow through on agreed actions and timeframes.
- Ensure agreed professional performance targets are met and actively contribute to and lead allied health staff so that team performance targets being met.
- Participate in regular supervision and provide supervision to junior staff or assistants as required.
- Maintain a positive image of Austin Health and the Allied Health Division.

## Service Development Activities

- Analyse and interpret the needs of the Allied Health Division as related to NDIS discharge issues and take action to improve systems and service delivery.
- Develop recommendations for senior management about complex service-level issues.
- Develop and evaluate policies and procedures in line with strategic directions of Austin Health and the Allied Health Division.
- Identify, lead and contribute to quality improvement projects, cross-campus initiatives, and service redesigns.
- Actively participate in cross-site Austin Health and/or discipline specific development projects (eg. quality projects, cross campus education and training).
- Undertake high level investigative reviews, including literature searches, benchmarking and funding opportunity investigations.
- Participate in working groups, service reviews, and administrative projects as delegated.



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## Professional Development

- Maintain expert knowledge in complex care, disability, and discharge planning.
- Assume responsibility for own learning needs by actively participating in continuing education and professional development opportunities.
- Participate in your own regular clinical, operational and professional supervision with your Manager, or another suitable Clinician as agreed with manager
- Provide high quality, evidence-based input into internal education programs as required.
- Present papers at relevant conferences, highlighting the research and development undertaken within the organisation (with due regard to ethical research practices, policies and procedures).
- Support a culture of learning and continuous professional growth.

## Workforce

- Participate and co-operate in consultative processes to improve health and safety.
- Observe safe working practices and as far as you are able, protect your own and others' health and safety.
- Act as a role model to other staff and patients/carers for professional behaviours

## Governance and Teaching

- Contribute to teaching and training resources to support ongoing staff education and development.
- Provide training and education to colleagues and other hospital staff on (NDIS) issues pertaining to their discipline
- Initiate and provide teaching/clinical guidance to other members of the organisation utilising expertise through, for example, direct teaching, team meetings and continuing education forums
- Ensure processes and practices are in place to maintain high quality patient care
- Ensure a high level of work quality for yourself and the team by monitoring work performance and modifying practices as necessary to ensure clinical care is in line with agreed standards.

## Quality and risk

- Uphold responsibility for patient safety and quality assurance.
- Participate in audits, incident reviews, and mandatory training.
- Monitor clinical risks and support improvement in service quality and safety practices.
- Contribute to compliance with the National Safety and Quality Health Service Standards.

## Research

- Support the implementation of research projects pertaining to the relevant area of clinical expertise as part of the departmental research program
- Promote and role model behaviours that support the culture of scientific activity
- Participate in writing up research and evaluations for journal article publications, present papers at relevant conferences to highlight research and service improvement undertaken at Austin Health

## Information Management

- Ensure the appropriate dispersion of information to staff



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- 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 for projects and committee work
- Maintain and store minutes of meetings in areas of responsibility
- Record accurate statistics as per policy and procedures

## **Key Relationships**

### **Internal**

- Clients, carers, and families
- Allied Health team members (Occupational Therapy, Social Work, etc.)
- Inpatient and outpatient clinical teams
- Allied Health Managers and Chief Allied Health Officer
- Program Managers, Divisional Directors, and medical leads

### **External**

- Families, carers, and support coordinators
- General Practitioners
- Community, disability, education, and health services
- NDIS personnel (Local Area Coordinators, Support Coordinators, Providers)
- Aged care providers and My Aged Care
- Department of Health and Human Services
- Advocacy and accommodation services
- Universities and research partners

## **Selection criteria**

### **Essential skills and experience:**

- Minimum of ten (10) years of relevant experience in Occupational Therapy or Social Work within a hospital setting.
- Strong subject matter experience, and expertise in hospital discharge practices.
- Thorough knowledge of the NDIS and the interface with health services.
- Demonstrated comprehensive knowledge, experience and skill in the delivery of evidence-based practices in Occupational Therapy or Social Work (assessment, interventions and care of patients).
- Demonstrated clinical expertise in delivering a quality service to patients within an inpatient setting.
- Demonstrated ability to integrate knowledge of wider issues to the role/team, such as government policies, the health system and service providers, and structural and financial arrangements into practice.
- Demonstrated independent professional practice, professional integrity and quality collaboration within an inter-professional team
- Strong capabilities in juggling clinical priorities and risks ensuring safe, appropriate, efficient and effective service delivery and resource allocation.
- Well-developed clinical and professional leadership skills, including the ability to provide high quality supervision and support, that promotes improved professional competence of other staff and students, and supports the wider team.



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- A demonstrated commitment to ongoing professional development (skills, knowledge and performance), and participation in regular quality supervision.
- Demonstrated skills in quality improvement, program evaluation or research,
- Experience and skill in implementing evidence-based practice and modification of service delivery to ensure safety and a high level of patient satisfaction.
- Project management skills, including organisation and consultation abilities, and the ability to lead a project to achieve specified targets and deadlines.
- Excellent interpersonal skills with a demonstrated ability to interact with all levels of the organisation, and a proven ability to liaise with internal and external stakeholders
- Excellent writing skills including a demonstrated ability to prepare reports or consumer information using clear, concise language, organise information into a logical sequence and include content appropriate for the purpose and audience
- Current and valid Victorian Driver's License.

#### Desirable but not essential:

- Post graduate studies in relevant field

### Professional qualifications and registration requirements

- Tertiary qualification in occupational therapy or social work
- Registration with the Australian Health Practitioner Regulation Agency (AHPRA) or equivalent professional registration

### 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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