

Position Description

Physiotherapy Manager

Classification:	Grade 6 Physiotherapist
Business unit/department:	Allied Health/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:	Chief Allied Health Officer
Direct reports:	Up to 6 direct reports
Financial management:	\$12M
Date:	August 2026

We acknowledge the Traditional Custodians of the land on which Austin Health operates, the Wurundjeri 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. We acknowledge the deep and enduring connection that First Nations Peoples have to this land, and we honour their strength, resilience, and leadership. We are committed to creating a culturally safe and supportive workplace where Aboriginal and Torres Strait Islander voices are heard, valued, and empowered.

Position purpose

The Physiotherapy Manager is the professional and operational leader of Austin Health Physiotherapy and is responsible for providing strategic direction, governance, and management of a large and complex workforce delivering services across acute, subacute, ambulatory and community settings.

The Physiotherapy Manager will foster a high-performing and future-focused culture that supports excellence in clinical practice, interdisciplinary collaboration, workforce capability, wellbeing, research, quality improvement and service transformation. Through strong clinical governance and strategic leadership, the role will identify opportunities to redesign care, optimise workforce models and embed innovation to ensure Austin Health remains a leader in physiotherapy practice and allied health service delivery.

The role is accountable for ensuring physiotherapy services are contemporary, responsive and aligned to the evolving needs of patients, carers, communities and the broader health system.

The Physiotherapy Manager is a key member of the Allied Health Leadership Team and contributes to Allied Health and organisational priorities through strategic planning, workforce innovation, financial stewardship, research leadership and transformational change initiatives.

About Physiotherapy

The Physiotherapy Department comprises approximately 115 EFT staff at the Austin Hospital, Heidelberg Repatriation Hospital and the Royal Talbot Rehabilitation Centre. It provides services seven days per week, to acute, subacute and care and community programmes. There is also a seven day a week Fast Track service in the Emergency Department.

Our department is focused on providing high quality evidence-based care to all patients and clinical research is a priority of the department. Austin Health is a major clinical school for the University of Melbourne with responsibility for about 180 students from 1st through to 3rd year for the Doctorate of Physiotherapy (DPT) course. In addition, the department is also a major clinical school for Swinburne University.

Position responsibilities

Strategic Leadership and Service Transformation

Responsibilities

- Provide visionary leadership for the Physiotherapy Department, establishing a clear strategic direction aligned with Austin Health and Allied Health strategic priorities.
- Drive transformational change initiatives that optimise care pathways, strengthen interdisciplinary practice and improve value-based healthcare delivery.
- Lead the design, implementation and evaluation of innovative and contemporary models of care that improve access, patient outcomes, staff experience and service efficiency.
- Implement a strategic workforce plan that ensures the department has the capability, capacity and flexibility to meet current and future service demands.
- Anticipate and respond proactively to emerging healthcare trends, policy reforms, technological advances and changing population health needs.
- Foster a culture of innovation, continuous improvement and learning across all areas of practice.

Key Performance Indicators

- Completion of an annual business improvement plan with initiatives aligned with organisational priorities, including establishment of performance monitoring and metrics.
- Achievement of workforce sustainability and succession planning objectives.
- Successful delivery of service redesign and transformation projects.
- Evidence of innovation resulting in improved patient, workforce and organisational outcomes.
- Department recognised as a leader in contemporary physiotherapy practice and model-of-care development.



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Workforce Leadership, Capability and Wellbeing

Responsibilities

- Provide strong leadership for a large and diverse physiotherapy workforce, creating an environment where people feel valued, supported, connected and empowered.
- Develop and implement workforce strategies focused on attraction, retention, succession planning and capability development.
- Lead workforce redesign initiatives that optimise scope of practice, advanced practice roles, allied health assistant workforce utilisation and interdisciplinary models of care.
- Promote workforce wellbeing, psychological safety and a positive workplace culture that supports engagement and performance.
- Build leadership capability across all levels of the department and support the development of future physiotherapy leaders.
- Ensure that the Department is appropriately staffed with a suitable skill mix to meet the needs of Austin Health patient
- Ensure that all Austin Health Physiotherapy staff have the appropriate credentialing to perform the tasks required, consistent with organisational policy.
- Champion diversity, inclusion and cultural safety across the workforce.

Key Performance Indicators

- Improved workforce engagement, wellbeing and retention metrics.
- Reduced vacancy rates and strengthening of workforce sustainability indicators.
- Development and implementation of workforce capability and succession plans.
- Positive staff experience and engagement survey outcomes.
- Lead and line manage direct reports, ensuring they receive annual performance reviews, appropriate performance appraisal and management, professional training, and development opportunities.
- Ensure 100% of Austin Health Physiotherapists are credentialed to practice and maintain a credentialing and scope of practice register of same at local level

Operational Leadership

Responsibilities

- Ensure that models of care within the department improve access, patient outcomes, staff experience and service efficiency. Plan, budget and provide resources to ensure quality services for patients, and effective use of resources in line with organisational priorities.
- Provide effective workforce management that ensures optimal clinical service provision and leave cover within budgets.
- Demonstrate accountability for the preparation, monitoring, delivery, and evaluation of Department service budgets, with consideration to the impact on the broader organisation.
- Set, measure and report on Key Performance Indicators as agreed with the Chief Allied Health Officer, ensuring that all necessary information and data requirements of the service are met.
- Ensure the Chief Allied Health Officer is well briefed on matters affecting the Department's performance, including the provision of advice and recommendations on measures to ensure superior performance.
- Work with the Clinical Education Unit, the Chief Allied Health Officer and tertiary institutions to support clinical placements for Physiotherapy students at Austin Health.



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Key Performance Indicators

- Report on service KPIs as agreed with the Chief Allied Health Officer, ensuring all necessary information and data requirements regarding the service are provided.
- Develop and manage budgets effectively within targets and timelines for Departmental cost centre, provide financial reports monthly, identifying financial and activity variances, and implement a remedial action plan where required.
- Audit adherence to departmental and organisational procedures (e.g. handover, patient identification, consent) demonstrating a high or improving level of compliance.
- Achieve the National Safety & Quality Health Service Standards across the Physiotherapy Department at each accreditation cycle.
- Demonstrate that systems and safety non-compliance are monitored, and remedial action plans are implemented when required.
- Ensure that, at any given time at least 85% of employees in the department have completed e-learning training on Fire Safety, Aggression Management, Hand Hygiene and Bullying & Harassment.
- Ensure that all new employees on commencement complete any and all orientation and training packages prescribed by Austin Health organisation-wide policies and procedures as well as local policies and procedures.

Research

Responsibilities

- Provide strategic leadership for physiotherapy research, innovation and evidence-based practice, contributing to overarching Strategic plan for Austin Health and the Research Plan for Allied Health.
- Foster a culture where research is embedded within clinical practice and informs service planning and model-of-care development.
- Support the translation of research findings into measurable improvements in patient care and service delivery.
- Establish partnerships with universities, research institutes and clinical networks to advance physiotherapy research capability.
- Support clinician researchers and research-active staff through mentorship, career development and funding opportunities – including publication of work and public presentations within the local, national, and international healthcare community
- Champion innovation, digital health solutions and emerging technologies that enhance patient outcomes and workforce effectiveness.

Key Performance Indicators

- In collaboration with the Physiotherapy Research and Education Lead, develop an annual Departmental Research Plan that aligns to organisational strategic objectives.
- Maintain relevant dashboards on key research indicators; for example, publications, presentations, grants and journal clubs.



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Selection criteria

Essential Knowledge and skills:

- Demonstrated knowledge and experience in the leadership of innovative and contemporary physiotherapy services within public healthcare sector.
- Demonstrated skills in workforce review and redesign
- Proven leadership capacity and a demonstrated commitment to quality, excellence, and best practice in health service delivery.
- Operational management experience of a large department, including human resource and financial management.
- Demonstrated ability to clearly identify and articulate priorities with complex problems and generate options to achieve goals.
- High levels of communication and interpersonal skills which promote team work and a proven ability to relate effectively to people at all levels in the organisation.
- Demonstrated ability to use clinical, management and financial information systems.
- Demonstrated experience in leading both quality improvement and research initiatives.
- A current understanding of governmental policy, the Victorian public health care system and the broader health care issues that impact on the delivery of Physiotherapy services within Austin Health and the profession.
- Information technology proficiency.

Desirable but not essential

- Demonstrated evidence of research, publications and public presentations.
- Ability to identify opportunities for process redesign and to support/coach staff in the implementation of redesign projects and activities.
- 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. Experience and proficiency in computer skills.

Professional qualifications and registration requirements

Essential skills and experience:

- A degree in Physiotherapy
- Relevant post graduate qualification in Physiotherapy and/or management
- Current Registration with the Australian Health Practitioner Regulation Agency (AHPRA)



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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

Austin Health is committed to creating a culturally safe, inclusive and anti-racist environment for all staff, patients, consumers, carers and communities. We recognise that racism, discrimination and exclusion negatively impact health and wellbeing, and acknowledge the unique and ongoing effects of colonisation, dispossession and systemic inequities experienced by Aboriginal and Torres Strait Islander Peoples. We are committed to embedding cultural safety and inclusion across all levels of our health service, actively identifying and eliminating racism in all its forms, and equipping our people with the knowledge, skills and confidence to challenge racism, foster respect, and create a safer and more equitable experience for everyone.

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.



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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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