

Position Description

HIP Specialist Services Manager

Classification:	Management Contract
Business unit/department:	Health Independence Program, Continuing Care Division
Work location:	Austin Hospital ☐ Heidelberg Repatriation Hospital ☒ Royal Talbot Rehabilitation Centre ☐ Other ☐ (please specify)
Agreement:	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2025-2027
Employment type:	Full-Time
Hours per week:	38
Reports to:	Divisional Manager, Health Independence Program and Community Aged Care Services
Direct reports:	Approx 10 FTE
Financial management:	Budget: Approx \$4.6M; 34 FTE
Date:	October 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 key function of the role is to lead and manage the HIP Specialist Clinics and Community Rehabilitation services ensuring that the HIP key service performance deliverables are met including activity targets, budget, human resources and quality. The Specialist Services Manager will also apply their clinical knowledge and skills to support the Divisional Manager (in partnership with the Chief Nursing Officer and Chief Allied Health Officer) in ensuring effective clinical and professional governance across the scope of Health Independence Program services.

The Specialist Services Manager will have responsibilities across the health service and may travel between all three campuses and Austin's community partners when required.

About the Directorate/Division/Department

Continuing Care Division

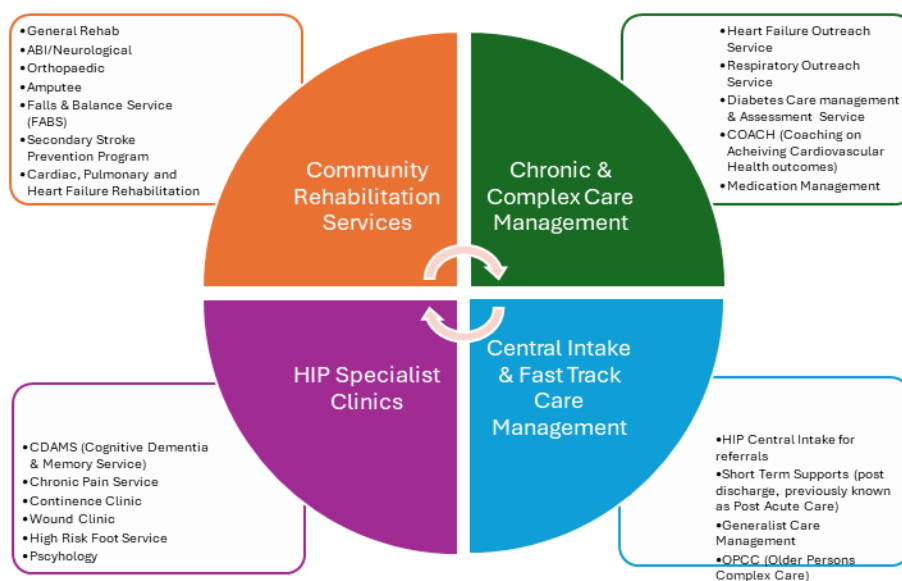
Austin Health's Continuing Care Service is comprised of the following Divisional specialties and services, which are provided within a range of care settings including inpatient, outpatient and community-based locations across all campuses:

- Health Independence Program
- Admitted Acute and Sub Acute Aged Care Services
- Rehabilitation
- Acquired Brain Injury Unit
- Victorian Spinal Cord Service Rehabilitation and Community Services
- Medical and Cognitive Research Unit
- Community Aged Care Services
- Better@home-subacute and acute
- Residential In Reach

Health Independence Program

The Health Independence Program (HIP) is funded by the Victorian Department of Health and is part of the Continuing Care Division. HIP provides multi-disciplinary services that support people with health problems and other complex conditions to optimise their function and self-management skills so that they can live independently and well in their homes and community.

The Health Independence Program encompasses many of the services that deliver health care to support the transition from hospital to home. These services can also prevent the need for a hospital presentation or stay, with people able to access these services directly from the community.



Position responsibilities

Leadership and management of staff

- Operationally lead the HIP Specialist Services teams, in alignment with the Divisional and local business plans informed by Austin Health's strategic plan.
- Manage the HIP Specialist Clinics teams including recruitment and selection, daily staffing, job rotation, leave management, rostering and attendance.



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- Lead and line manage direct reports, ensuring they receive appropriate performance appraisal and management, professional training and development opportunities.
- Foster innovation in practice that results in a high level of staff satisfaction, high staff retention rates and low absenteeism.
- Foster a culture of performance and engagement which is consistent with Austin Health's values.
- Work with the broader HIP and Community Aged Care Services leadership team to optimise service efficiency and contribute to organisational patient flow.

Managing performance of the service

- Provide effective workforce management that ensures optimal clinical service provision and leave cover within budgets.
- Set, measure and report on Key Performance Indicators as agreed with the Divisional Manager HIP & Community Aged Care Services, ensuring that all necessary information and data requirements of the service are met.
- Ensure the Divisional Manager HIP & Community Aged Care Services, is well briefed on matters affecting the team's performance, including the provision of advice and recommendations on measures to ensure superior performance.
- Develop and maintain systems that ensure high quality, client-centred care is delivered, in line with Austin Health policies and procedures.
- When required, undertake service reviews to ensure that care delivered is responsive, evidence-based and aligned with contemporary best practice.
- Develop and maintain systems to monitor equipment, tools and resources, ensuring the adequate provision of resources.
- Ensure that all Austin Health HIP Specialist Services staff have the appropriate credentialing to perform the tasks required, consistent with organisational policy.
- Manage staff leave and ADOs to provide minimal interruption of service, whilst preventing excessive accumulation of leave.

Strategic and business planning

- Plan and develop the delivery of HIP Specialist Services within Austin Health, in line with the HIP Guidelines, Department of Health policies, Continuing Care Division business plans and broader Austin Health Strategic Plans. This should consider aspects such as service effectiveness, efficiency, continuity of care and alignment with other services within and external to the Continuing Care Division.
- Actively participate in interdisciplinary committees and working parties locally, organisation-wide and professionally as required.
- Develop structures that facilitate a flexible workforce so that the service can meet the ever-changing demands of a dynamic health service.
- Complete monthly and annual budget analysis, planning and development that includes detailed business plans as required or as opportunity arises.

Managing budget and financial performance

- Demonstrate accountability for the preparation, monitoring, delivery and evaluation of budgets, with consideration to the impact on the broader organisation.
- Plan, budget and provide resources to ensure quality services for clients, and effective use of resources in line with organisational priorities.
- Ensure compliance with all Austin Health financial policies.
- Identify cost effective and efficient approaches to managing resources.



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Selection criteria

Essential skills and experience:

- Demonstrated experience in leading & managing large multidisciplinary clinical teams and in program management, human resource and financial management and quality improvement.
- Proven leadership capacity and a demonstrated commitment to quality, excellence and best practice in health service delivery.
- Comprehensive understanding of the Victorian health system and services across acute, subacute and community sectors.
- Demonstrated ability to clearly identify and articulate priorities with complex problems and generate options to achieve goals.
- Excellent communication and interpersonal skills which promote teamwork 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 skills in workforce and service review/re-design.
- Sound understanding of clinical governance across nursing and allied health roles.

Desirable but not essential:

- Relevant post-graduate qualification in management (or working towards)
- Ability to identify opportunities for process redesign and to support/coach staff in the implementation of redesign projects and activities
- Demonstrated capacity to undertake/support research, publication and public presentation

Professional qualifications and registration requirements

- Allied Health or Nursing qualification, registered with AHPRA, Nursing & Midwifery Board or eligible for membership of Professional Association.

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:



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- 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 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.

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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