

Austin Health Position Description



Position Title: Physiotherapy Patient Safety, Clinical Excellence & Innovation Lead (G4)

Classification:	VB24 - VB27
Business Unit/ Department:	Physiotherapy
Agreement:	Allied Health Professionals (Victorian Public Health Sector) Single Interest Enterprise Agreement 2021-2026
Employment Type:	Full-Time or Part-Time
Hours per week:	40 (38 + ADO)
Reports to:	Manager of Physiotherapy
Direct Reports:	Nil
Date:	19.09.2024

About Austin Health

Austin Health is one of Victoria's largest health care providers. Comprising of the Austin Hospital, Heidelberg Repatriation Hospital, Royal Talbot Rehabilitation, Hospital in the Home and community-based health services; Austin Health is an internationally recognised leader in clinical teaching, training and research, with numerous university and research institute affiliations.

Austin Health employs near 9,000 staff across its sites; including over 1,600 doctors, 3,000 nurses and 1,000 therapy & science Allied Health staff and delivers a full range of leading-edge clinical services, including several state-wide services (liver transplant, spinal cord injury service, respiratory support service, child inpatient mental health service). In total, Austin Health provides over 900 beds, including mental health, aged-care and rehabilitation beds and a range of community and in the home services. The current annual operating budget is more than \$960 million.

Austin Health delivers vital state-wide services to all Victorians, including to diverse multicultural and veteran communities. It also provides community and specialty services to the people of Melbourne's north-eastern corridor in a safety-focused, team-oriented and stimulating work environment.

Austin Health's current vision is: *Shaping the future through exceptional care, discovery, and learning.*

Our values define who we are, shape our culture and the behaviours, practices, and mindset of our people. Our values are: *Our actions show we care, We bring our best, Together we*

achieve and We shape the future. www.austin.org.au/about-us

Austin Health is committed to providing an inclusive culture where all employees can contribute to the best of their ability and strive to develop further. Find more at <http://www.austin.org.au>

Position Purpose

The Physiotherapy Patient Safety, Clinical Excellence & Innovation Lead (G4) is responsible for coordinating and leading the quality assurance, quality improvement and innovation activities of the Physiotherapy Department.

The Physiotherapy Patient Safety, Clinical Excellence & Innovation Lead (G4) will be responsible for leading projects and facilitating others to contribute to projects on the Physiotherapy Quality Business Plan.

The Physiotherapy Patient Safety, Clinical Excellence & Innovation Lead (G4) will be recognised as an expert by peers and colleagues both internal and external to the profession and will motivate and inspire others. They will be leaders in building and contributing to the professional knowledge in their area of expertise, with a particular emphasis on improvement science, implementation science and innovation methodology. They are experts who are expected to lead and develop individuals and teams, and to have currency of professional knowledge, skills and external influences that support patient care at the highest level.

The Physiotherapy Patient Safety, Clinical Excellence & Innovation Lead (G4) takes a leading role in department planning and development, (strategic planning, improvement activities and workforce development), to ensure clinical services are aligned with organisational objectives, best practice, professional standards and ethics.

In addition, the Physiotherapy Patient Safety, Clinical Excellence & Innovation Lead (G4) will:

- manage their individual workload and act as a consultant/resource in the relevant area of expertise, both within Austin Health and elsewhere
- model good interprofessional practice and act as a leader across the multidisciplinary team
- use their comprehensive knowledge and experience to foster professional development of staff and students
- lead a designated portfolio within their department, across Allied Health or a specified area and act as part of a senior leadership team to manage the overall service provided
- lead projects within their designated area of responsibility
- have responsibility for undergraduate and postgraduate teaching within their designated area of responsibility conduct successful change management within the designated area of responsibility

About Physiotherapy Department

The Physiotherapy Department is committed to delivering excellent Physiotherapy care for our patients. In realising this goal, the department will lead and excel in research, teaching and the use of person-centred, evidence-based practice.

The Physiotherapy Department provides services on all three campuses of Austin Health. The department provides care across the continuum from the Emergency Department through inpatient services and ongoing ambulatory care.

The G4 employed in this position reports to the Manager of Physiotherapy and is expected to travel across campus as required and adopt a flexible approach to workload management and service provision during periods of planned and unplanned leave. They may be expected to participate in an after-hours roster system and adopt flexible working hours as required.

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.

The Physiotherapy Department is part of the Allied Health Division, within the Operations Directorate. The Allied Health Division includes the following departments: Physiotherapy, Social Work, Speech Pathology, Occupational Therapy, Nutrition & Dietetics, Orthotics & Prosthetics, Podiatry, Clinical and Neuropsychology (Royal Talbot site), Leisure & Creative Therapies, Tracheostomy Review and Management Service (TRAMS), Spiritual Care, Language Services and Ngarra Jarra (Aboriginal Health).

Purpose and Accountabilities

Role Specific:

Patient Safety & Clinical Excellence

- Lead the Patient Safety and Clinical Excellence program in the Physiotherapy Department including facilitation and leadership of the Physiotherapy Department Stream Quality Representatives and Improvement Contacts
- Support the Manager of Physiotherapy to effectively manage incidents and feedback related to the Physiotherapy Department
- Actively participate in the identification of issues and hazards, and the assessment and mitigation of risks associated with Physiotherapy Department operations
- Undertake activities and audits to support assessment of compliance with the National Safety & Quality Health Service (NSQHS) Standards, Version 2
- Monitor and coordinate department compliance with staff credentialing and

mandatory training requirements

- Provide ongoing analysis, review and evaluation of the services provided to patients
- Develop capability, lead and coach others to use improvement science, implementation science and innovation methodologies to deliver improvements that support the Physiotherapy Department to achieve its goal of Excellent Clinical Care for all patients

Innovation

- In conjunction with the Physiotherapy Manager and the Department Executive, lead innovation within the Physiotherapy Department and evaluate options to improve efficiency, productivity and/or quality with better or more effective processes
- Provide advice to the Manager of Physiotherapy and other staff on goal definition, alignment of actions to goals, structure and participation in teams, monitoring of results, effective communication and appropriate access to information
- Identify opportunities for process re-design and support/ coach staff in the implementation of re-design projects and activities
- Identify funding opportunities from external bodies for practice improvement
- 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

Leadership

- In conjunction with the Manager of Physiotherapy and the Physiotherapy Executive, lead the development, implementation and evaluation of policy, service provision and strategic direction of the department
- Keep abreast of organisational structure, strategy and direction in order to respond to the demands of the organisation
- Act as a role model for staff, setting and clearly communicating behavioural expectations
- 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 of Physiotherapy and the Physiotherapy Executive, lead human resource management, including 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

All Employees:

- Comply with Austin Health policies & procedures, these can be located on the intranet (The Pulse): <https://austinhealth.sharepoint.com/sites/OPPIC>
- Report incidents or near misses that have or could have impact on safety - participate in identification and prevention of risks
- Comply with the Code of Conduct

Selection Criteria

Essential Knowledge and skills:

- A commitment to the Austin Health values
- Formal training and expertise in relevant disciplines including Improvement Science, Implementation Science and Innovation Methodologies
- Experience and a proven track record leading and coaching improvement projects
- Demonstrated ability to engage collaboratively with key stakeholders to achieve positive outcome for patients
- Ability to build and lead a dynamic team which works effectively within a multidisciplinary environment and proven ability to relate to people at all levels within the organisation
- Demonstrated leadership/management approach to change and the ability to engage and influence staff
- Demonstrated ability to undertake professional supervision and promote professional competence of other staff, which also incorporates a history of team leadership
- An understanding of the National Safety & Quality Health Service (NSQHS) Standards, Version 2 and the Physiotherapy Department's contribution to Austin Health's Patient Safety & Clinical Excellence program
- Experience using IT tools that support the Austin Health Patient Safety & Clinical Excellence program including RiskMan, OPPIC, MS Forms and Excel

Desirable but not essential:

- At least 10 years of relevant clinical experience
- Current registration with AHPRA
- Hold a higher degree or progressing towards higher qualification in a relevant area
- Demonstrated evidence of contribution to research, publication and public presentation
- 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

General Information

Austin Health is a Child Safe Environment

Austin Health is committed to child safety. We want children to be safe, happy and empowered. We support and respect all children, as well as our staff and volunteers. Austin Health has zero tolerance of child abuse, and all allegations and safety concerns will be treated seriously in line with legal obligations and our policies and procedures.

Equal Opportunity Employer

Applications from Aboriginal and Torres Strait Islanders are encouraged to apply. For more information about working at Austin Health, please follow this link to Austin Health's Aboriginal Employment website:

<http://www.austin.org.au/careers/Aborigineemployment/>

Document Review Agreement

Manager Signature	
Employee Signature	
Date	