

Position Description

Associate Director Allied Health – Service Design and Development

Classification:	Grade 6
Business unit/department:	Allied Health Division
Work location:	Austin Hospital <input checked="" type="checkbox"/> Heidelberg Repatriation Hospital <input checked="" type="checkbox"/> Royal Talbot Rehabilitation Centre <input checked="" type="checkbox"/> Other <input type="checkbox"/> (please specify)
Agreement:	Allied Health Professionals (Victorian Public Health Sector) Single Interest Enterprise Agreement 2021-2026 Victorian Public Health Sector (Medical Scientists, Pharmacists and Psychologists) Single Enterprise Agreement 2021-2025
Employment type:	Part-Time
Hours per week:	30.4
Reports to:	Chief Allied Health Officer
Direct reports:	Nil
Financial management:	Budget: Nil
Date:	July 2025

Position purpose

The Allied Health Associate Director – Service Design and Development, is recognised as an allied health leader in contemporary service design. They will operationalise the core values of Austin Health through supportive leadership and strategic oversight of the Allied Health service development across Allied Health therapies and sciences at Austin Health. This position is an integral part of the allied health senior leadership team and reports through to the Chief Allied Health Officer, who sits on Austin Health's Executive Committee providing allied health with a representative voice at the highest level of the organisation.

Allied health comprises a diverse group of professional disciplines and this role builds strong connections between all members of the multidisciplinary healthcare team to support the design of future models of care that are aligned with patients' expectations.

The role understands how our work fits into the changing health landscape and the growing evidence of knowledge around best practice service redesign. The Associate Director – Service Design and Development is responsible for the development and implementation of innovative, evidence-based models of care that improve the quality of care and health outcomes of our patients.

In collaboration with both the Associate Director - Workforce Capability and Innovation and the Associate Director - Research, they will translate knowledge and research into action to prepare us for the future.

Through their clear and strategic thinking, as well as thoughtful communication, they support the allied health teams to understand our strategic direction and their role in achieving success as a division.

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

About the Directorate

Allied Health employs over 1,000 health professionals across 27 disciplines, broadly known as the therapies and sciences, who work as key members of the multidisciplinary team aiming to provide the best outcomes for patients via preventing, diagnosing and treating a range of healthcare conditions.

Allied Health staff support patients at every stage of their healthcare journey across Austin Health with services provided across all sites (acute and sub-acute), in the ambulatory setting, at home and in the community.

The vision of Allied Health is to enrich lives through exceptional care and partnerships. This role forms collaborative partnerships with allied health professionals, Austin Health colleagues, and external partners, to build an understanding of the value and contribution of allied health in the broader healthcare network. This approach helps our partners to contribute to our vision.

Allied health has a strong focus on improvement for patients and staff with the evolution of care models and staff wellbeing at its core. We foster strong collaboration with senior leadership and stakeholders across the organisation. We value and celebrate diversity in our teams as we make this workplace safe and inclusive for all staff and consumers.

Allied Health has three key priorities: building the capability of our staff, ensuring collaborations and key partnerships are developed and sustained and implementing contemporary models of care.

At Austin Health, we are supported by our guiding principles:

- Timely access to high quality care.
- Listen to what our patients and community say.
- A great place to learn, work and grow.
- Culturally safe services for Aboriginal and/or Torres Strait Islander peoples.
- Research activities that improve patient outcomes.
- Technology and infrastructure support patient care.

We apply these principles in pursuit of our Strategic Outcomes:

- Our patients receive the right care in the most appropriate place.
- Our people are well supported and encouraged to reach their full potential.
- Our partnerships enable a comprehensive system of care.
- We are leaders in environmentally sustainable healthcare.



Our actions
show we care



We bring
our best



Together
we achieve



We shape
the future

Position responsibilities

Service Design and Development:

- Knowledge of contemporary models of care and best practice service models
- Implement innovative evidence-based models that improve quality of care and patient health outcomes.
- Identify opportunities for service redesign in alignment with best evidence informed practice.
- Seek out new opportunities for growth to diversify and grow our revenue.
- Knowledge and experience in utilisation of improvement methodology to understand healthcare problems and develop and implement change ideas and solutions.
- Using data and evidence, identify and prioritise key service delivery areas that would benefit from review and lead and implement a program of work to address the opportunity.
- Partner with consumers in the co-design of new services or in the review of existing services.
- Operational supervision of allied health interdisciplinary roles
- Partner with the Chief Allied Health Informatics Officer and Business Intelligence Unit to understand the data which supports service delivery including how to leverage the data to support the case for change.
- Partner with the Associate Director of Research and Research Advisory Group to leverage existing research infrastructure and ensure this is embedded into service delivery models.
- Partner with Associate Director Workforce Capability and Innovation, to identify skills development opportunities required to meet service delivery needs.
- Partner with the Divisional Patient Safety and Clinical Excellence and Clinical Education Leads to support the ongoing development and fostering of a culture of continuous improvement.
- Partner with relevant universities and industry, to support evidence-based practice and contemporary workforce models.
- Provide leadership and support to the Allied Health leadership team to enact strategic plans, service redesign strategies and other organisational key performance indicators.
- Identify and implement opportunities for new business development, growth, and /or diversification of services.
- Where indicated, conduct service or program reviews.
- Identify and optimise potential funding sources (new or existing) to help facilitate improved service delivery.

Divisional Partner:

- Influence decisions and change by building strong relationships across the Operations Directorate to advocate for the value and role of Allied Health.
- Build strong relationships with key stakeholders across the operational divisions and be seen as a key partner for collaboration and engagement.
- Understand and communicate the priorities of departments and the Allied Health Division to support informed decisions regarding resource allocation as it relates to service provision.



Our actions
show we care



We bring
our best



Together
we achieve



We shape
the future

- Represent and lead Allied Health at both organisation wide and Division level service delivery and workforce discussions ensuring allied health has a strong and influential voice at the table.

People Management Roles:

- Maintain an understanding of individual responsibility for safety, quality & risk and actively contribute to organisational quality and safety initiatives.
- Ensure incident management systems are applied and a response to local issues and performance improvement occurs.
- Support staff under management to comply with policies, procedures and mandatory training and continuing professional development requirements.

Selection criteria

Essential skills and experience:

- Extensive experience in the leadership of a complex health service/function
- Demonstrated knowledge of contemporary patient-centric models of care and experience in supporting teams to test and implement new approaches that meet consumer needs.
- Excellent leadership and interpersonal skills, including the ability to initiate and foster strong working relationships with a range of stakeholders acting within a complex and dynamic environment.
- Demonstrated understanding of and ability to facilitate effective workplace change and act for the long term, building organisational change readiness, capability and resilience.
- Ability to initiate and maintain strategic relationships with stakeholders both internal and external to the organisation to advance goals.
- Proven experience in fostering an improvement environment and identifying and managing service improvement initiatives and local change processes, with capacity to work with highly motivated professional staff with competing allegiances to Austin Health and their professional disciplines.
- Experience in managing projects and the utilisation of project management frameworks and tools.
- Substantial clinical practice experience.

Desirable but not essential:

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

Professional qualifications and registration requirements

- Tertiary qualifications in an allied health profession.
- Post graduate qualification in management or relevant equivalent (holding or working towards).



Our actions
show we care



We bring
our best



Together
we achieve



We shape
the future

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

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.



Our actions
show we care



We bring
our best



Together
we achieve



We shape
the future