

# Austin Health Position Description



## Position Title: Manager of Language Services

Classification:	HS6
Business Unit/ Department:	Allied Health
Work location:	Austin Health [ x] Heidelberg Repatriation [x] Royal Talbot [x] Other [ ] (please specify)
Agreement:	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Officers) (Single Interest Employers) Enterprise Agreement 2021 - 2025
Employment Type:	Full-Time
Hours per week:	1.0EFT
Reports to:	Manager of Speech Pathology
Direct Reports:	13.66 EFT (27 staff including FT, PT, casual)
Financial management:	Budget: \$1,901,425
Date:	20/08/2024

## About Austin Health

Austin Health is one of Victoria's largest health care providers. We deliver services for patients across four main sites in Melbourne, in locations across our community, in people's homes, and within regional hospitals across Victoria. We are an internationally recognised leader in clinical teaching, training, and research, with numerous university and research institute affiliations.

We employ approximately 9,500 staff and are known for our specialist work in cancer, infectious diseases, obesity, sleep medicine, intensive care medicine, neurology, endocrinology, mental health, and rehabilitation.

Our vision is to shape the future through exceptional care, discovery, and learning. This is supported by our values which define who we are, shape our culture and the behaviours of our people.

We aim to provide an inclusive culture where all staff can contribute to the best of their ability and strive to develop further. We recognise that our people are our greatest strength. We want them to thrive, be their best selves and feel engaged, safe, and empowered. To achieve this, diversity and inclusion is essential to our culture and our values. You can view our current Diversity and Inclusion Plan [here](#).

## Commitment to Gender Equality

Austin Health is committed to gender equality in the workplace. In developing our [Gender Equality Action Plan](#) we have been guided by the gender equality principles set out in the Gender Equality Act 2020 (Vic). We believe that everyone should live in a safe and equal society, have access to equal power, resources and opportunities and be treated with dignity, respect, and fairness.

## About Language Services

The Language Services Department forms part of the Division of Allied Health. The Division of Allied Health comprises the following:

- **Allied Health** – Physiotherapy, Social Work, Speech Pathology, Occupational Therapy, Nutrition and Dietetics, Orthotics & Prosthetics, Clinical and Neuropsychology (Royal Talbot site) and Creative and Leisure Services
- **Disability Liaison Program**
- **Language Services**
- **Spiritual Care**
- **Tracheostomy Review and Management Service**

Language Services receives more than 33,000 interpreter requests per year in a broad range of languages (approximately 100 different languages and dialects in 23/24). Interpreting services are delivered via 3 main methods: face to face, telephone and video interpreting.

Catering for such large numbers is achieved predominantly by employing in house, permanent and casual, NAATI certified interpreters. In addition, interpreters are engaged from external interpreting agencies. Language Services is also responsible for the provision of translations for the entire health service.

The Languages Services staffing profile includes:

1.0 EFT Manager

2.0 EFT Admin officers (2 casual admin officers)

10.66 EFT In house interpreters (12 staff), casual interpreters (approx. 11 staff)

## Purpose and Accountabilities

### Role Specific

- The Manager of Language Services is recognised as a leader within their profession, who will operationalise the core values of Austin Health through effective leadership and management of Language Services across Austin Health.
- Oversee and ensure that high quality, efficient interpreting services are available to patients that are within the operational budget for the service.
- Undertake strategic business planning; managing the performance of the service, its staff and budgets; and managing quality, safety and risk within Language services.
- Work across multiple sites as per work requirements and/or directed by management.
- Comply with Austin Health [policies & procedures](#) as amended from time to time
- Comply with the Code of Conduct and uphold our values, and diversity and inclusion commitments.
- Participate in Austin Health's performance review and development (PRD) program as required.

## **Clinical Care**

- Ensure that patients have access to Interpreters as required, either face to face or by telephone or video through the provision of an efficient and well organised service.
- Work with the clinical teams to ensure that patients have access to an interpreter when they need one and that our interpreting staff are recognised as key members of the team.
- Comply with the principles of patient centered care.
- Undertake not to reveal to any person or entity any confidential information relating to patients and employees, policies, processes and dealings and not to make public statements relating to the affairs of Austin Health without prior authority of the Chief Executive Officer.

### *Key Performance Indicators:*

- Monthly Activity Data from the Interpreter Management System (IMS).

## **Strategic and Business Planning**

- With the Manager of Speech Pathology, plan and develop the delivery of Language Services within Austin Health, in line with the broader Austin Health Strategic Plan.
- Actively participate and ensure departmental staff participation in interdisciplinary committees and working parties locally, organisation-wide and professionally as required (e.g. Allied Health Quality and Safety Committee, Allied Health Heads of Department meetings, Victorian Hospital Language Services Network).
- Develop structures that facilitate a flexible workforce so that the service can meet the ever-changing demands of a dynamic health service.

### *Key Performance Indicators:*

- Measures meet KPIs in the annual Quality Business Improvement Plan.
- Develop and monitor a workforce allocation system to ensure staff are allocated to appointments and are utilised in a timely and efficient manner.
- Scan the environment and benchmark with like services to ensure the service is a leader in the Victorian Health care system.

## **Leadership and Management of Staff**

- Lead Language Services, creating a clear and definitive vision and strategic direction.
- Lead and manage direct reports, ensuring they receive appropriate performance appraisal and management, professional training and development opportunities.
- Manage any contracts for the provision of externally sourced interpreting and translating services.
- Arrange regular Department meetings.
- Foster innovation in service delivery that results in a high level of patient, clinician and staff satisfaction, and low absenteeism.
- 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.

#### *Key Performance Indicators*

- Undertake an Austin Health Performance Review and Development (PRD) plan annually for all direct reports
- 100% staff participation in professional development
- Intervene in a timely manner if values, policies or procedures are breached in the workplace.

### **Managing Performance of the Service**

- Provide effective workforce management that ensures optimal clinical service provision and leave cover within budget.
- Set, measure and report on Key Performance Indicators as agreed with the Speech Pathology Manager, ensuring that all necessary information and data requirements of the service are met.
- Ensure the Manager of Speech Pathology is well briefed on matters affecting the Department's performance, including the provision of advice and recommendations on measures to ensure superior performance.
- Develop and maintain systems that ensure high quality, patient-centred care is delivered, in line with Austin Health policies and procedures.
- Ensure that all Austin Health Interpreters and Translators 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.
- Comply with Austin Health mandatory training and continuing professional development requirements.

#### *Key Performance Indicators*

- Ensure patient-centred care by appropriate workforce allocation.
- Report on service activity as agreed with the Manager of Speech Pathology, ensuring all necessary information and data requirements regarding the service are provided.
- Audit adherence to departmental and organisational procedures.
- Ensure 100% of Interpreting and Translating staff are credentialed to practice and maintain a credentialing register of same at local level.
- Complete an annual report outlining service activity, achievements, opportunities and identified future challenges.
- Maintain absenteeism at less or equal to the organisational monthly rate.
- Maintain Departmental leave accruals with minimal or no excess annual leave or ADO's.

### **Managing Budget and Financial Performance**

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

- Identify cost effective and efficient approaches to managing resources.

#### *Key Performance Indicators*

- Develop and manage budgets effectively within targets and timelines.
- Identify cost-effective and efficient strategies to improve resource management each financial year.
- Provide financial reports to the Speech Pathology Manager and Chief Allied Health Officer monthly, identifying financial and activity variances, and implement a remedial action plan where required.

### **Quality, Safety & Risk Management**

- Promote and ensure a safe and healthy workplace for staff and patients.
- Maintain a safe working environment for yourself, colleagues, and members of the public. Escalate concerns regarding safety, quality, and risk to the appropriate staff member, if unable to rectify yourself
- Actively contribute to the accreditation process, including achieving compliance with the National Safety & Quality Health Service Standards.
- Contribute to the Allied Health risk register and act to minimise these risks, following Austin Health guidelines, procedures and policies.
- Identify areas that require improvement through observation, audit, incident reporting and feedback, and implement improvement initiatives accordingly Investigate complaints in a timely, responsive manner and implement strategies to limit reoccurrence of the identified complaint.
- Be actively involved in matters relating to Occupational Health and Safety and ensure safety standards in the workplace are met.
- Ensure all staff complete all mandatory OH&S training within set timeframes.
- Develop and monitor return-to-work plans for staff on WorkCover.
- Ensure safe work practices and environment in accordance with Austin Health policies.
- Ensure that incident management systems are appropriately applied and that a systematic response to local issues and performance improvement occurs.
- Participate in the emergency incident response activities, as defined within the Emergency Response Manual, as and when required, at the direction of management.
- Ensure that Incident management systems are appropriately applied and a systematic response to local issues and performance improvement occurs.

#### *Key Performance Indicators*

- Evaluate and report on activities in Quality and Business Plan that is aligned with the organisational strategic direction by the specified date.
- Maintain a transparent local risk register that is supported by a robust process for reporting and acting on risk within the Department.
- Achieve the National Safety & Quality Health Service Standards across Language Services at each accreditation cycle.
- Demonstrate that systems and safety non-compliance is monitored and remedial action plans are implemented when required.
- Demonstrate that quality, safety and risk are standing items in all operational and management meetings and resultant actions are documented.
- Ensure that at any given time, 85% of employees in the department/unit have

completed mandatory e-learning training on Fire Safety and Emergency Procedures; Bullying, Harassment, EEO & Antidiscrimination; Aggression Management; and Hand Hygiene.

- Ensure that employees responsible for acting as Fire Wardens complete Fire Warden training annually and within one (1) month of commencing as Fire Warden.
- Other duties as required.

## Selection Criteria

### Essential Knowledge and Skills

- Demonstrated ability to lead and manage change.
- Demonstrated ability to implement and manage data systems, including extensive computer skills/experience in a range of software packages, particularly the Interpreter Management System (IMS).
- Demonstrated ability to work effectively with a diverse range of professionals, patients and their families, and community agencies.

### Desirable but not Essential

- Knowledge of and experience in managing Language Services in a health environment.
- Proven experience in financial management, including budget formation, management and refinement.
- Proven ability to lead, supervise, develop staff and manage performance.
- Well-developed leadership skills to meet organisational goals and objectives.
- Experience in developing business plans, new operational targets and the apportionment of resources.
- Demonstrated ability in policy and procedural development.
- Experience in the design of health programs and their evaluation or demonstrated innovative service delivery approaches and achievements.
- Advanced interpersonal, liaison and negotiating skills.
- Excellent written and verbal communication skills (incorporating persuasive writing skills, report writing and business case submissions).

## 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**

Austin Health is committed to diversity and inclusion in employment and is proud to encourage applications from people of different backgrounds, abilities, ages, genders, gender identities and/or sexual orientations.

Austin Health acknowledges the Traditional Owners of the lands we work on and pay our respects to Elders past and present.

We welcome applications from people with disability and aim to provide an inclusive and accessible workplace. If you need any help with the application process or would like to discuss your reasonable adjustments during interviews, please let us know.

We welcome applications from Aboriginal and Torres Strait Islander peoples. For any support throughout the recruitment process or further information about working at Austin Health, please follow this link to Aboriginal Employment on our [website](#).

## **Document Review Agreement**

<b>Manager Signature</b>	
<b>Employee Signature</b>	
<b>Date</b>	