

## Position Description

At REDHS, our vision is to be a trusted leader in our local rural health care. **Growing Together – Our People, Our Culture, Our Future.** reflects our commitment to achieving this by fostering a workplace where people feel valued, respected and connected.

As a trusted service provider, our actions shape our culture and influence the experience of those we serve. This Position Description outlines the responsibilities and expectations of the role and its contribution to our mission and strategic objectives. At REDHS, how we achieve outcomes is as important as the outcomes themselves. All employees are required to comply with the REDHS values and demonstrate them consistently in their daily work to support our people, strengthen our culture and positively impact our community.

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| <b>Position Title</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Allied Health Manager                                                                                                                                                           |
| <b>Position ID</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                 |
| <b>Department</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Allied Health                                                                                                                                                                   |
| <b>Award</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Allied Health Professionals (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2026                                                                |
| <b>Classification</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Equivalent to Grade 3 Allied Health Professional (dependent on discipline and qualifications)                                                                                   |
| <b>Employment Type</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Fixed Term, Part Time                                                                                                                                                           |
| <b>Reports To</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Director Allied Health and Community Services                                                                                                                                   |
| <b>Direct Reports</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Professionals in Physiotherapy, Occupational Therapy, Podiatry, Dietetics, Social Work, Exercise Physiology, Allied Health Assistant, Group Exercise and Health Promotion staff |
| <b>Date Document Approved</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | July 2026                                                                                                                                                                       |
| <b>Approved by</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Director Allied Health and Community Services                                                                                                                                   |
| <b>Purpose of Position</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                 |
| The Allied Health Manager will work in partnership with the Director Allied Health and Community Services to provide leadership and coordination of multidisciplinary Allied Health services across Rochester and Elmore District Health Service.                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                 |
| The role oversees the delivery of high-quality, evidence-based allied health services across Acute, Transitional Care Program, Residential Aged Care and Community Care programs including Commonwealth Home Support Program (CHSP), Home and Community Care – Program for Younger People (HACC PYP), National Disability Insurance Scheme (NDIS), Medicare Benefits Schedule (MBS), Home Care Packages and private services. The position supports integrated, person-centred care and ensures services promote wellness, reablement, functional independence and active participation for consumers across the health service and outreach locations. |                                                                                                                                                                                 |

### Key Accountabilities & Performance Indicators (Focus on 6–8 high-impact areas)

| Key Accountabilities (Strategic Focus) | Performance Indicators (Measures of Success)                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
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| Allied Health Service Leadership       | <ul style="list-style-type: none"> <li>Provide leadership to a multidisciplinary Allied Health team delivering services across acute, residential aged care and community settings</li> <li>Promote collaborative practice and recognise the contribution of all allied health disciplines</li> <li>Ensure services support wellness, reablement and consumer participation in goal setting and care planning</li> <li>Foster a positive and supportive professional culture within the Allied Health team</li> </ul> |

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|                                                                                                                                   | <ul style="list-style-type: none"> <li>• Sustainably manage the team specific budget for allied health and complete approvals within delegation</li> <li>• Perform any reasonable business request as directed by the Executive Team</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| Service Coordination and Program Delivery                                                                                         | <ul style="list-style-type: none"> <li>• Coordinate allied health services across REDHS programs including Acute, Transitional Care Program, Residential Aged Care and Community Care</li> <li>• Meet expected target (hours) for service delivery and throughputs across the Allied Health team</li> <li>• Support service delivery across CHSP, HACC PYP, NDIS, MBS, Home Care Packages and private services</li> <li>• Ensure services are responsive to community needs and support consumers to remain independent and engaged in their community</li> <li>• Coordinate services across outreach locations where required</li> <li>• Monitor service demand, caseload management and program performance</li> <li>• Ensure accurate recording of client information within relevant client management systems</li> <li>• Monitor reporting requirements associated with funding streams and service activity</li> <li>• Support efficient service delivery across multiple programs and funding models</li> <li>• Manage and respond to consumer feedback in line with REDHS policy and procedure</li> </ul> |
| Clinical Governance and Quality Improvement                                                                                       | <ul style="list-style-type: none"> <li>• Ensure allied health services are delivered in accordance with evidence-based practice and effective clinical risk management</li> <li>• Lead quality improvement initiatives, policy development and service reviews within Allied Health services</li> <li>• Ensure services comply with relevant accreditation and regulatory standards including Aged Care Quality Standards and NDIS Practice Standards</li> <li>• Monitor clinical outcomes, service performance and key performance indicators</li> <li>• Assess and manage local risks relevant to the Allied Health Team</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| Workforce Leadership and Professional Development                                                                                 | <ul style="list-style-type: none"> <li>• Provide supervision, leadership and professional support to Allied Health staff</li> <li>• Guide staff development and continuing professional education activities</li> <li>• Coordinate and support student placements across allied health disciplines</li> <li>• Support human resource functions and staff development including all elements of recruitment, performance management and onboarding</li> <li>• Manage and schedule leave requests.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| Stakeholder Engagement and Collaboration                                                                                          | <ul style="list-style-type: none"> <li>• Build effective relationships with internal teams including Central Intake, Community and In-Home Support Manager and Community Care Business Support Officer</li> <li>• Liaise with external stakeholders including health providers, community organisations and service partners</li> <li>• Positively represent Allied Health and Community Services at relevant internal and external meetings or stakeholder engagement events</li> <li>• Promote coordinated and integrated care pathways across REDHS services</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| Actively demonstrates and embeds the REDHS values in all actions, decisions and interactions, contributing to a safe, respectful, | <ul style="list-style-type: none"> <li>• Models and reinforces REDHS values in team expectations, performance conversations and decision-making</li> <li>• Actively shapes a culture of trust, inclusion, accountability and continuous improvement</li> <li>• Recruits, selects and onboards team members aligned to organisational values and behavioural expectations</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |

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| inclusive and high-performing culture aligned to <b>Growing Together: Our People. Our Culture. Our Future.</b> | <ul style="list-style-type: none"> <li>• Addresses behaviours inconsistent with REDHS values in a timely and constructive manner</li> <li>• Implements engagement strategies beyond survey feedback, fostering open dialogue and shared ownership</li> <li>• Ensures workforce planning, resourcing and development practices support a capable, motivated and sustainable team</li> <li>• Aligns team objectives and behaviours to Our People, Our Culture and Our Future</li> </ul> |
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## Key Relationships

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| <b>Internal Relationships</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <ul style="list-style-type: none"> <li>• Director Allied Health and Community Services – strategic direction and operational oversight</li> <li>• Allied Health staff – supervision, coordination and professional leadership</li> <li>• Central Intake– referral coordination and service access</li> <li>• Community and In-Home Support Team Leader – service integration across community programs</li> <li>• Community Care Business Support Officer – reporting and administrative support</li> <li>• Clinical teams across Acute, Residential Aged Care and Community Services</li> </ul> |
| <b>External Relationships (Community, Industry etc)</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <ul style="list-style-type: none"> <li>• Clients, carers and families – service planning and support</li> <li>• Community organisations and service providers – coordinated care delivery</li> <li>• Health professionals and regional health services – collaborative service provision</li> <li>• Universities and education providers – student placements and training programs</li> </ul>                                                                                                                                                                                                   |

## Key Selection Criteria & Capabilities

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| <b>Key Selection Criteria</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <ul style="list-style-type: none"> <li>• Demonstrated commitment to working effectively within a multidisciplinary team and recognising the contribution of all allied health disciplines</li> <li>• Demonstrated experience in quality improvement activities and understanding of healthcare quality and accreditation standards</li> <li>• Demonstrated knowledge of allied health service delivery within community programs including CHSP, HACC PYP, NDIS and Home Care Packages</li> <li>• Experience providing clinical supervision and leadership to allied health staff and supporting teams through organisational change</li> <li>• Highly developed organisational skills with the ability to manage competing priorities and service demands</li> <li>• Highly developed communication and interpersonal skills with the ability to engage effectively with clients, staff and external stakeholders</li> <li>• Demonstrated ability to negotiate, problem-solve and manage conflict where required</li> </ul> |
| <b>Qualifications</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <ul style="list-style-type: none"> <li>• Relevant Allied Health qualification equivalent to Grade 3 Allied Health Professional within a recognised allied health discipline</li> <li>• Compliance with Allied Health credentialing and professional practice standards</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>Essential Registrations</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| N/A                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <b>Technical and Professional Capabilities</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <ul style="list-style-type: none"> <li>• Experience delivering allied health services across acute, aged care and community settings.</li> <li>• Knowledge of aged care and disability funding programs including CHSP, HACC PYP, NDIS, Home Care Packages and MBS services</li> <li>• Understanding of clinical governance frameworks and allied health professional practice standards</li> <li>• Ability to coordinate multidisciplinary service delivery and manage workforce capacity</li> <li>• Experience monitoring service performance and meeting funding and reporting requirements</li> <li>• Experience supporting quality improvement and service development initiatives</li> </ul>                                                                                                                                                                                                                                                                                                                           |
| <b>Personal &amp; Leadership Capabilities</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <ul style="list-style-type: none"> <li>• Demonstrated leadership capability within a multidisciplinary healthcare environment</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |

- Strong interpersonal and relationship-building skills
- Ability to influence, collaborate and build partnerships across services
- Highly developed organisational and problem-solving skills
- Commitment to person-centred care and community wellbeing
- Commitment to ongoing professional development and reflective practice

## Growing Together – Our People. Our Culture, Our Future.

| REDHS Values and Behaviours                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                       |
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| Our culture is shaped by the values and behaviours we demonstrate every day, and our commitment extends beyond our organisation into the community we serve. Employees are required to comply with the REDHS Values, as the way we behave in the workplace and the manner in which we undertake our roles is just as important as how we perform the tasks associated with them. We expect all employees to embrace the REDHS Values and demonstrate them consistently in their daily work, contributing positively to our people, strengthening our culture, and supporting our community. |                                                                                                                                                                                                       |
| <b>R</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | <b>Reliability</b><br>We are trustworthy and consistent in everything we do, ensuring safe, high-quality care for our patients, residents, and the community at all times.                            |
| <b>E</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | <b>Engagement</b><br>We work collaboratively with colleagues, patients, and our community to address challenges, create opportunities, and bring about positive change in rural health and wellbeing. |
| <b>D</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | <b>Diversity</b><br>We respect and embrace the unique needs, experiences, and perspectives of every individual, ensuring culturally safe and inclusive care for all.                                  |
| <b>H</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | <b>Hospitality</b><br>We welcome and treat everyone with warmth, empathy, and generosity, creating a positive and compassionate experience for patients, families, colleagues, and visitors.          |
| <b>S</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | <b>Sustainability</b><br>We deliver care responsibly today while making decisions and using resources that safeguard the health, wellbeing, and future of generations to come.                        |

## Employment Obligations

| Employment Principles                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
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| REDHS is committed to the employment principles that reinforce the public sector values. These principles ensure: <ul style="list-style-type: none"> <li>• Employment decisions are based on merit and employees are treated fairly and reasonably</li> <li>• Employees have a reasonable avenue of redress against unfair or unreasonable treatment</li> <li>• Equal employment opportunity is provided</li> <li>• Human Rights are upheld in accordance with the Charter of Human Rights and Responsibilities Act 2006</li> </ul>                                               |
| Professional Conduct and Organisational Compliance                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| Employees of REDHS must perform the inherent requirements of their role to a professional standard and comply with all REDHS policies, procedures, Codes of Conduct, values and lawful directions, as well as applicable legislation, industrial instruments and accreditation standards.<br>All staff must demonstrate the REDHS Values, maintain confidentiality, access information only as required for legitimate work purposes, participate in the Performance Review and Development program, complete mandatory training and engage in relevant professional development. |
| Personal Centred Care                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| All staff are required to support the REDHS “This is Me” philosophy by treating all individuals with dignity and respect, supporting informed decision-making and providing care and service that recognises individual needs and rights.                                                                                                                                                                                                                                                                                                                                         |

### **Work Health Safety & Risk**

All employees must take reasonable care for their own health and safety and that of others, follow safe work practices, use personal protective equipment as required, report hazards, incidents and risks in accordance with REDHS systems, participate in emergency preparedness activities and contribute to organisational risk management and continuous quality improvement.

### **Clinical Practise Requirements (Clinical roles)**

Employees in clinical roles must maintain current registration and/or licensing, practise within their approved scope, complete required competencies, deliver safe person-centred care aligned with NSQHS and professional standards, and participate in clinical risk management and multidisciplinary collaboration.

### **Employment Conditions**

Appointment and ongoing employment are subject to satisfactory pre-employment checks including Police Records Check, Working with Children Check (where applicable), NDIS Worker Screening Check for identified risk-assessed roles, and staff immunisation clearance in accordance with REDHS policy, as well as disclosure of any pre-existing condition that may affect the inherent requirements of the role.

### **Additional Requirements**

#### **Position Review**

- This Position Description may be reviewed and amended at any time, with approval from the relevant Director and in consultation with the employee.
- Appointment is subject to satisfactory Staff Immunisation clearance and required pre-employment checks, including a Police Records Check, Working with Children Check and, where applicable, an NDIS Worker Screening Check.
- This document outlines the general duties and responsibilities of the role and is not exhaustive.
- An initial performance review will occur within three months of commencement and annually thereafter. These discussions provide an opportunity to review responsibilities, clarify expectations and set objectives for the year ahead.

#### **Acceptance of the Position**

This Position Description:

- Is to be read in conjunction with the employee's Contract of Employment, applicable Enterprise Agreement, and REDHS policies, procedures and Codes of Conduct.
- May be amended from time to time in consultation with the employee.
- Reflects the general duties and responsibilities of the role and is not intended to be exhaustive.

By signing below, the employee acknowledges that they have read, understood and agree to comply with the requirements and responsibilities outlined in this Position Description and associated employment documentation.

**Name**

**Date**

**Signature**

| DECISION MAKING AUTHORITY & PERFORMANCE REQUIREMENTS: |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
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| Authority                                             | Activities                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Performance Measures                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| Without referral to Director<br>(RESPONSIBLE)         | <ul style="list-style-type: none"> <li>• Manages the clinical and financial performance of services to ensure alignment with departmental and operational requirements</li> <li>• Approval processes within the delegation of authority</li> <li>• Management of leave and training requirements</li> <li>• Management of local risk</li> <li>• Manages human resource matters of vacant positions including advertising, interviewing and collaborating with HR manager to ensure effective staffing practices</li> <li>• Provide support, guidance and supervision to staff to ensure best practice contemporary approaches to clinical service delivery</li> <li>• Work in partnership with all teams of Rochester and Elmore District Health Service to provide coordinated and timely client access</li> <li>• Daily management of the teams including data accuracy, staff sick leave, coordination and chairing of team meetings, and checking in on clinical staff</li> <li>• Manage a timely and efficient problem-solving approach to client access and care without compromising quality or client outcomes</li> <li>• Reports, monitors and responds to all incidents and feedback through VHIMS reporting system</li> </ul> | <ul style="list-style-type: none"> <li>• Maintains leave liability in line with policy</li> <li>• Exit interviews are conducted where staff have requested and actions taken as required</li> <li>• Monthly accountability &amp; activity reporting completed</li> <li>• Informal weekly updates</li> <li>• 100% performance review compliance</li> <li>• 100% mandatory training compliance</li> <li>• Completes relevant meetings and initiates actions to meet operational effectiveness</li> </ul> |

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| After Consultation with Director<br><b>(CONSULTED)</b> | <ul style="list-style-type: none"> <li>• Facilitate a collaborative working partnership with other services, including but not limited to external partners</li> <li>• Demonstrates leadership in delivery of best practice by identifying policies, procedures and guidelines which require review and/or development</li> <li>• Implementation and compliance with accreditation requirements</li> <li>• Develop, implement and monitor quality improvement activities within the department, ensuring a high level of work quality</li> <li>• Undertake special projects or reports required by the Director</li> <li>• Management of local risk</li> </ul> | <ul style="list-style-type: none"> <li>• Policies and guidelines up to date and reviewed when required</li> <li>• Compliance with relevant accreditation standards</li> <li>• Completes relevant audits and initiates actions</li> <li>• Demonstrated team representation at relevant program meetings</li> </ul> |
| Referred to Director<br><b>(REFERRED)</b>              | <ul style="list-style-type: none"> <li>• Major service development</li> <li>• Change in team business structure</li> <li>• Approvals process outside the delegation of authority</li> <li>• Unresolved Human Resource or Occupational Health and Safety Management</li> <li>• Contract management and budget variation</li> <li>• Issues likely to result in complaints management</li> <li>• Management of strategic risk</li> </ul>                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                   |