

1. General Information

Position Title:	Director of Allied Health
Division/Department:	Continuing Care and Support Services Division /Allied Health
Position Reports to:	Executive General Manager, Continuing Care and Support Services
Enterprise/Individual Agreement:	Individual Agreement
Classification/Grade:	Not Applicable
Location:	Base – Camberwell or alternative, with presence at all sites
Employment Status:	Full Time
Resource Management (for Management positions only) Number of Direct Reports: (145 EFT)	Allied Health Managers: Physiotherapy Psychology Occupational Therapy Social Work Speech Pathology Dietetics
Key Relationships - internal and external	Hospital and Group Executive Team, Clinical teams, Visiting Medical Officers (VMOs)

2. Overview of Epworth HealthCare

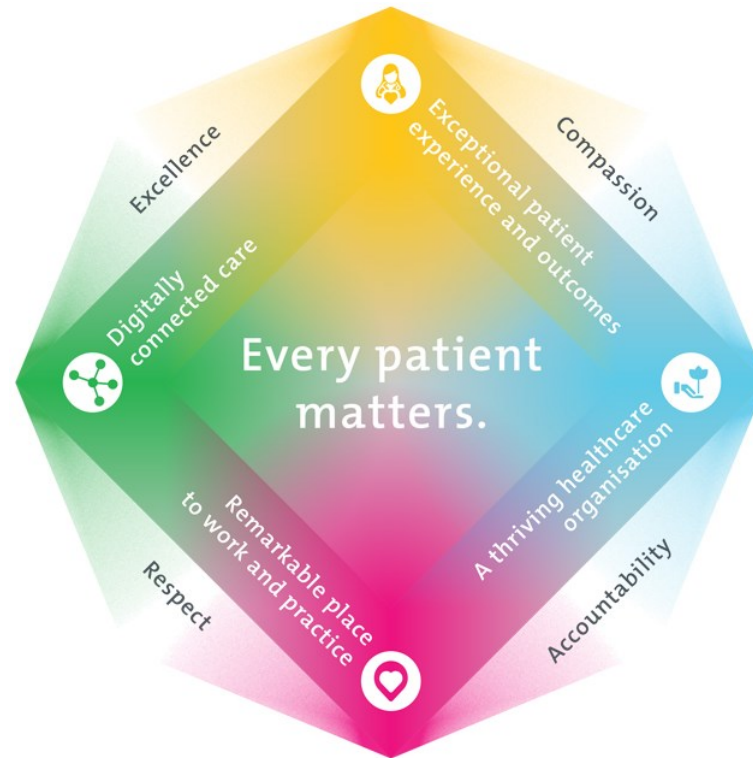
Epworth HealthCare is Victoria’s largest not-for-profit private health care group, renowned for excellence in diagnosis, treatment, care and rehabilitation. Epworth is an innovator in Australia’s health system, embracing the latest in evidence-based medicine to pioneer treatments and services for our patients.

Epworth’s values define our approach and our delivery. We pride ourselves on communicating our values and delivering on them in a real and meaningful way. Our Values are Compassion, Accountability, Respect and Excellence. More information can be found on the [Epworth website](#).

Epworth’s purpose is Every Patient Matters.

Our Vision is Delivering another 100 years of exceptional healthcare and innovation to the Victorian community.

3. Epworth HealthCare Strategy



All roles are linked to the Epworth strategy and are fundamental in achieving its vision and purpose.

Exceptional patient experience and outcomes - To empower our patients and deliver compassionate, expert and coordinated care.

A thriving healthcare organisation - To adapt and grow in a changing healthcare landscape by delivering a unique private not-for-profit healthcare organisation.

Remarkable place to work and practice - To ensure Epworth is an outstanding place to work and practice through a culture of care and investment in our people.

Digitally connected care - To innovate and improve the digital experience, interactions and outcomes for our patients, staff and doctors.

4. Purpose of the Position

The Director of Allied Health is a significant leadership role which brings together and optimises Epworth HealthCare's allied health service offering within Continuing Care and Support Services. The aim is to create innovative, efficient allied health pathways for patients, their families and allied health professionals. A principal purpose of the role is to establish the strategic direction and vision for allied health, working in collaboration with Allied Health Managers across the Group and the strong and committed allied health workforce to create new, safe, quality focussed and progressive ways of delivering allied health across Epworth and out into the communities at each patient's stage of recovery.

The role will drive a strong workforce culture with an engaged workforce focussed on improved ways of working as well as a service delivery model that stays true to exceptional clinical standards, governance and standards of care. The role will be at the forefront of developing and contributing to the advancement of systems and approaches in care and standards across the organisation, whilst also providing professional leadership to craft groups to foster the development and success of the professionals within them. The Director is also expected to actively contribute to positioning allied health as a key driver of results through leadership and in promoting research to advance and embed new approaches or programs, which its expected will consolidate the overall essentialness of allied health services to round out and complete a patient's recovery and ability to live a more fulfilling life.

Working closely with the Executive General Manager, Continuing Care and Support Services, the Director Allied Health is responsible for:

- Epworth's Allied Health practice to be renowned and revered for improving the quality of the lives of our patients, their families, the communities within which we work and contributing to advancing the professional of allied health for the benefit of humankind.
- Leading a service that is responsive and agile to the changing demands of healthcare
- Delivering efficient, safe and quality outcomes
- Promoting research and academic initiatives for Epworth to be viewed as a leader in allied health
- Overall operational accountability for allied health delivery and financial management and performance within the division
- Adherence to credentialing and professional standards of practice including all aspects of workforce management, culture, education and training
- Professional accountability for all allied health staff within the division

5. Clinical Governance Framework

This role is required to put into practice the Clinical Governance Framework at Epworth as every employee is accountable for ensuring that our patients and community receive safe, high quality and person-centered care in every interaction with Epworth. This is achieved through active participation in the five domains of clinical governance at Epworth:

Clinical Governance Domain	Role
<i>Leadership and culture</i>	Promote and participate in a supportive, fair and transparent culture where lessons from previous outcomes are learned and patient safety and quality is a priority at all levels of the organisation.
<i>Consumer Partnerships</i>	Understand and where relevant, ensure that each patient is actively involved in their own care and treatment including families/carers wherever possible.
<i>Effective Workforce</i>	Develop and maintain one's own competency, skills and knowledge to ensure high quality service provision and care.
<i>Clinical Safety and Effectiveness</i>	Understand and where relevant, ensure, that the right care is provided to the right person at the right time, in the right place and patient outcomes are monitored and improved.
<i>Risk Management</i>	Be responsible for identifying and reporting risks, hazards and near misses for people in our care and participating in risk mitigation strategies.

6. Key Accountabilities

KEY RESPONSIBILITIES	MEASURES/KPIs TO BE ACHIEVED
<p>Strategic leadership and team management</p> <ul style="list-style-type: none"> Align and ensure high quality service delivery through a unified allied health governance structure Development of an implementation strategy, business and financial plan for Allied Health within Continuing Care and Support Services Develop and foster a supportive and effective inter and multi-disciplinary team environment that supports staff in the acquisition and application of new skills in areas such as clinical leadership, clinical education, quality and patient safety, research and process and program redesign Develop future leaders to ensure sustainability and strength of the workforce and to attract the best allied health service providers to work for Epworth Healthcare 	<p>Key documents delivered within agreed timeframes</p> <p>Plan developed and targets set on commencement, met</p> <p>Established effective and cohesive inter and multi-disciplinary team framework and way of working and promoting same internally and externally</p> <p>Agreed activity and financial targets are met annually</p> <p>Revised existing offerings and reconfigured structure or programs of work or portfolios</p> <p>No industrial relations issues</p>

KEY RESPONSIBILITIES	MEASURES/KPIs TO BE ACHIEVED
<ul style="list-style-type: none"> • Oversee and manage industrial relations issues in consultation with Epworth Healthcare Workforce leadership • Provide leadership for all existing and to be developed portfolios, supporting and ensuring diversity and inclusion of the patient communities that we serve and wish to attract to our services • Provide regular performance reports to the Executive General Manager, escalating any concerns regarding overall team and/or individual team member performance • Provide advice and leadership regarding professional issues pertaining to Allied Health services • Demonstrate leadership through developing and maintaining strong relationships with key stakeholders (other executive, VMO's, Consultants), both internal and external • Accountability for the operational and financial performance of Allied Health services within Continuing Care and Support Services and for the development of strategies to ensure all measures are met 	<p>Performance development of direct and indirect reports effectively handled</p> <p>Targets and Actions delivered emanating from the We're Listening (Glint or similar) employee survey results</p> <p>Feedback from stakeholders and EGM regarding quality of reporting and service provided</p> <p>Services comply with accreditation guidelines and all other relevant standards</p> <p>Supported and promoted addressing the needs of the communities we currently serve whilst exploring other cultures and workforces that are in the minority as to why they are not present in our service offerings.</p> <p>Exploring how our services can be taken to different communities where Epworth currently has no service offering but where patients reside. (e.g. Regional locations)</p>
<p>Service Development</p> <ul style="list-style-type: none"> • To ensure the most appropriate organisational structure for allied health services within Continuing Care and Support Services • Lead, oversee and manage Allied Health programs and initiatives in alignment with Epworth Healthcare's strategic direction, operational plans and professional practice standards • Develop and deliver regular reporting to the Executive General Manager • Work in collaboration with Epworth Healthcare operations to shape and deliver an integrated, smooth service across applicable sites • Participate in strategic, service and operational planning activities for the Division as well as contributing to Epworth Healthcare strategic and operational planning activities • Develop and implement strategies to promote the effective and efficient interfaces between all allied health and other services across Epworth 	<p>Develop effective cultures in each allied health stream as well as a cohesive and collaborative culture across all streams</p> <p>Evidence of strong leadership and collaboration to establish, promote across Epworth Healthcare and deliver outstanding allied health services</p> <p>Lead or participate in projects identified by the Executive General Manager or others, from time to time</p> <p>Key documents and reports delivered in agreed timeframes</p> <p>Continuous improvement work delivered in agreed timeframes</p> <p>Ensure and measure compliance with workforce adherence to policies and procedures</p> <p>Ensure efficiencies are identified and implemented</p>

KEY RESPONSIBILITIES	MEASURES/KPIs TO BE ACHIEVED
<ul style="list-style-type: none"> Strengthen and build workforce capability and capacity to meet current and forecast needs Lead evaluation and continuous improvement activity across all allied health craft groups. 	
<p>Governance</p> <ul style="list-style-type: none"> Review, monitor and evaluate and implement appropriate clinical governance systems for allied health services including clinical review, credentialing, patient safety processes, scope of clinical practice and risk management. Ensure an overall annual allied health and quality strategic business plan is in place in collaboration with other Divisions Ensure all allied health services comply with all regulatory requirements – e.g. National Safety and Quality Health Service Standards. Lead service benchmarking activities with a view to implementing best practice standards Maintain individual knowledge and understanding of responsibility for patient safety, quality and risk. Follow safety, quality and risk guidelines 	<p>Annual audit of services, processes, scope of practice in place and actioned</p> <p>Allied health Strategy developed and approved</p> <p>Monitoring relative to NSQHS done and practice embedded in culture</p> <p>Enhancements to service provisions implemented</p> <p>Identified as the lead for all patient safety, quality and risk know how in allied health</p> <p>Proactive in implementing safety requirements and managing risk</p>
<p>Customer Service</p> <p>Epworth is committed to the provision of excellent customer service to all of our people, customers and stakeholders including patients and external suppliers.</p> <p>Superior patient service leads to improved healing in a trusting, caring environment and creates a safe environment for patients and employees.</p> <ul style="list-style-type: none"> Role model and actively promote a culture of high-quality patient care and experience by ensuring that solutions, practices and procedures are carried out with empathy and compassion Provide excellent, helpful service to patients, visitors and staff 	<ul style="list-style-type: none"> Patient and customer service satisfaction surveys all within agreed targets Compliments to complaints ratios

KEY RESPONSIBILITIES	MEASURES/KPIs TO BE ACHIEVED
<ul style="list-style-type: none"> • Communicate with clear and unambiguous language in all interactions, tailored to the audience • Build customer relationships and greet customers and patients promptly and courteously • Actively seek to understand patients' and their family's expectations and issues, using multiple strategies and engender this approach across Allied Health • Uses data (such as patient experience feedback) to identify opportunities for improvement in internal processes and systems that directly impact patient care and customer service • Respond quickly and proactively escalate concerns when necessary 	<ul style="list-style-type: none"> • Completes leader rounding at agreed frequency • Issues are escalated to the manager and resolved in a timely manner • Data review and analysis utilised to improve internal processes and systems • Highly regarded and respected by stakeholders, colleagues and employees.
<p>Safety and Wellbeing</p> <p>To ensure a safe workplace is provided for all employees and other personnel including contractors, agency staff, volunteers and students.</p> <ul style="list-style-type: none"> • All employees and other personnel under the authority of the Director are fully informed of the hazards associated with their work activities, adequately trained and instructed in safe work procedures and appropriately supervised. Participate actively and positively in health and safety to reduce all hazards and incidents within the workplace • Integrate and review Wellbeing, Health and Safety performance in employees PDPs • Ensure all direct reports are held accountable for safety performance and actions 	<ul style="list-style-type: none"> • Adhere to infection control/personal hygiene precautions • Implement and adhere to Epworth WHS policies, protocols and safe work procedures • Ensure all hazards, incidents and injuries are reported in Riskman within 24 hours • Ensure all hazards, incidents and injuries are investigated and corrective actions implemented within agreed timeframes • Mandatory training completed at agreed frequency

7. Position Requirements/Key Selection Criteria

COMPONENT	
Qualifications	<p>Essential</p> <ul style="list-style-type: none"> • Clinical Allied Health qualification • AHPRA Registration or eligibility for membership of professional association in a clinical discipline • Working with Children check • Police check <p>Desirable</p> <ul style="list-style-type: none"> • Postgraduate in health management or business
Previous Experience	<p>Essential</p> <ul style="list-style-type: none"> • Senior Healthcare leadership experience across multiple allied health disciplines • Clinical and leadership experience in acute and subacute services • Experience in policy and service development and implementation in a large hospital group • Management of financial budgeting and costs • Experience in a multi-disciplinary model of service delivery • Experience in change management and specifically in developing and delivering new patient pathways and sustainable models of care. • Experience in or with leading education and/or education programs in a health setting <p>Desirable</p> <ul style="list-style-type: none"> • Experience in establishing and unifying allied health disciplines and creating and successfully implementing highly regarded levels of care for inpatients, outpatients, patients rehabilitating at home or in transition to the home environment.
Required Knowledge & Skills	<p>Essential</p> <ul style="list-style-type: none"> • Highly developed interpersonal and influencing skills • Excellent communication and influencing skills • High level ability to motivate and performance manage professional staff • Strategic thinker • Adaptability and continuous improvement focus • Negotiation and conflict resolution skills • Values driven – role models and openly supports • Strong self-management and self-care – and seeks same in others

COMPONENT	
	<ul style="list-style-type: none"> • Develops self and others • Information technology proficiency • Well-developed risk assessment, management and mitigation capability. <p>Desirable</p> <ul style="list-style-type: none"> • Understanding of the private health sector.
<p>Personal Attributes & Values</p> <p>All employees are expected to consistently work in accordance with Epworth's values and behaviours</p> <ul style="list-style-type: none"> • Compassion • Accountability • Respect • Excellence 	<p>Essential</p> <ul style="list-style-type: none"> • Collaborative style • Focus on patient centred care • Committed to providing a safe environment for patients, employees and colleagues • Professional work ethic • Flexible and adaptable; ability to work in ambiguous situations • Focus on teamwork and collaboration

Document Control

Date Developed:	Date Last Reviewed:	Developed and Reviewed By (Position Title):
June 2025		Executive General Manager, Continuing Care & Support Services

8. Employee Position Declaration

I have read and understand the requirements and expectations of the above Position Description. I agree that I have the physical ability to fulfil the inherent physical requirements of the position and accept my role in fulfilling the Key Accountabilities. I understand that the information and statements in this position description are intended to reflect a general overview of the responsibilities and are not to be interpreted as being all-inclusive.

Employee Signature: _____

Print Name: _____ Date: _____