

# Position Description



## 1. General Information

<b>Position Title:</b>	Occupational Therapist
<b>Division/Department:</b>	Epworth Rehabilitation and Mental Health
<b>Position Reports to:</b>	Deputy Manager Occupational Therapy
<b>Enterprise/Individual Agreement:</b>	Epworth Healthcare Health Professionals Enterprise Agreement (HSUA No. 3)
<b>Classification/Grade:</b>	Grade 3: HP1 - HP4
<b>Location:</b>	Epworth Rehabilitation - Camberwell
<b>Employment Status:</b>	Permanent Part Time
<b>Resource Management</b> (for Management positions only) <b>Number of Direct Reports:</b> <b>Budget under management:</b>	N/A
<b>Key Relationships - internal and external</b>	<ul style="list-style-type: none"><li>• Patients and family members &amp; visitors</li><li>• Multi-disciplinary team members and Nursing staff</li><li>• Rehabilitation Consultants, Medical Staff &amp; VMO's</li><li>• External service providers and referrers</li></ul>

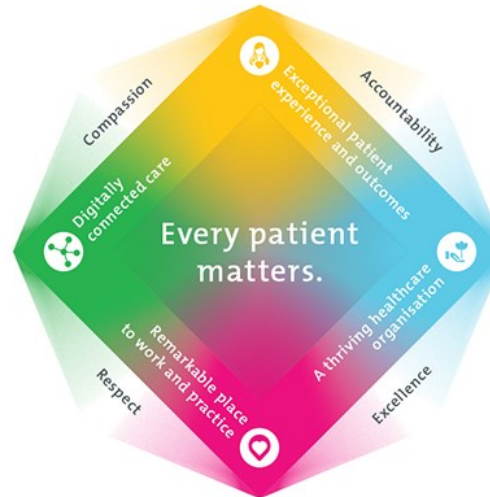
## 2. Overview of Epworth HealthCare

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 *Respect, Excellence, Community, Compassion, Integrity and Accountability*. More information can be found on the [Epworth website](#).

Epworth's purpose is to improve the health, wellbeing and experience of every patient by integrating clinical practice with education and research and our vision is to consistently deliver excellent patient-centred care with compassion and dignity.

## 3. Epworth HealthCare Strategy



**All roles at Epworth link to the Epworth strategy and play a part in Epworth achieving its vision and purpose. More specifically, this role links most closely with the following elements of the Epworth Strategy:**

Patients - High quality care and experience through all interactions with patients

People - Enable our staff to be their best and give their best

Research & Education - Advance and promote research and education that translates to further improvements in healthcare

Strategic Service Development - Maximise opportunities to benefit patients, doctors and people through developments in services, technology and geographic reach.

Finance – Ensure financial sustainability to deliver on our purpose

## 4. Purpose of the Position

To provide optimal Occupational Therapy services and positive clinical outcomes to the patient ensuring long-term health and wellbeing that is consistent with Epworth HealthCare's Vision and Values. Working within a multidisciplinary, provide effective clinical, educational, emotional support and holistic best practice care to the patient and the family. Promote excellence to our customers and the marketplace and support colleagues by sharing knowledge and expertise.

## 5. Key Accountabilities

KEY RESPONSIBILITIES	MEASURES/KPIs TO BE ACHIEVED
<p><b>Clinical Care/Professional Practice</b></p> <ul style="list-style-type: none"> <li>• Ensure optimal level of function and independence for all patients in the clinical caseload by appropriate assessments and treatments, provided in both individual and group sessions</li> <li>• Assess patient performance in relation to physical, cognitive, psychological aspects and their environment and determine appropriate interventions to enable participation in the activities of everyday life</li> <li>• Establish and maintain appropriate standards of practice relating to patient admission, assessment, treatment, family liaison and discharge planning</li> <li>• Implement, monitor and modify treatment programs within the clinical area as appropriate, using a patient centred evidence informed practice model of care</li> <li>• Demonstrate empathy and compassion and encourage patient and family members participation in all stages of care</li> <li>• Provide clinical leadership in a specialty area, demonstrating well consolidated skills and the application of theory to practice</li> <li>• Practise within the scope of registration of an Occupational Therapist with AHPRA</li> <li>• Practise in accordance with the National Safety and Quality Health Services(NSQHS) Standards</li> <li>• Demonstrate reflective, critical thinking and evidence based approach to the provision of patient care</li> </ul>	<ul style="list-style-type: none"> <li>▫ Appropriate standards of practice relating to assessments and treatments are implemented in a timely manner</li> <li>▫ Compliance with mandatory and team based documentation in patient’s medical record within agreed timeframes</li> <li>▫ Direct patient care provided within allocated time frames from referral to treatment and within funding parameters</li> <li>▫ Timely intervention is provided to support the team in achieving patients length of stay goals</li> <li>▫ Sound relationships are developed and maintained with customers, family and colleagues</li> <li>▫ Patient satisfaction results meet organisational targets</li> <li>▫ Compliance with NSQHS and clinical competencies</li> <li>▫ Compliance with accepted professional standards and Code of Ethics</li> <li>▫ Compliance with legislative and common law requirements including</li> <li>▫ Privacy Act and Health Records Act</li> <li>▫ Adherence to all Epworth Policies and Procedures</li> </ul>

# Position Description



<ul style="list-style-type: none"> <li>• Maintain patient confidentiality as prescribed by the relevant acts and organizational policies and procedures</li> <li>• Understand and implement Epworth HealthCare Policies and Procedures and departmental work place instructions</li> <li>• Contribute to the development and maintenance of new and established clinical services within Occupational Therapy and the broader team</li> </ul>	
<p><b>Customer Service</b></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. Superior patient service leads to improved recovery in a trusting, caring environment and also creates a safe environment for patients and employees.</p> <ul style="list-style-type: none"> <li>• Provide excellent, helpful service to patients, visitors and staff</li> <li>• Communicate with clear and unambiguous language in all interactions, tailored to the audience</li> <li>• Build customer relationships and greet customers and patients promptly and courteously</li> <li>• Actively seek to understand patients' and their family's (customers) expectations and issues</li> </ul>	<ul style="list-style-type: none"> <li>▫ Patient and customer service satisfaction surveys within agreed targets</li> <li>▫ Patients are given the opportunity to actively participate in their treatment planning and implementation</li> <li>▫ Use AIDET principles in all interactions</li> <li>▫ Issues or concerns are proactively escalated to the manager and resolved in a timely manner</li> <li>▫ Patient compliments are recorded in Riskman</li> <li>▫ Consistently meet or exceeds the expectations of our patients and customers at all times</li> <li>▫ Awareness of Epworth HealthCare's complaints process and assistance provided to patients if required</li> <li>▫ Effectively handle and resolve patient complaints in accordance with Patient Complaint Protocol</li> </ul>
<p><b>Leadership</b></p> <ul style="list-style-type: none"> <li>• Provide supervision, education and support to Grade 1 &amp; Grade 2, AHA's and students</li> <li>• Co-ordinate the clinical caseload as directed by the manager</li> <li>• Lead and participate in the recruitment, selection, orientation and performance management of staff</li> </ul>	<ul style="list-style-type: none"> <li>▫ Effective supervision and support provided to staff and students</li> <li>▫ Supervision sessions and student assessments are completed and documented</li> <li>▫ 100% compliance with staff orientation, mandatory training and probationary and annual performance reviews</li> </ul>

# Position Description



<ul style="list-style-type: none"> <li>• Lead and participate in the Occupational Therapy department strategic planning</li> <li>• Strive to enhance the department and Epworth’s positive image within the community by promoting the relevant discipline and participate in Epworth marketing activities both internally and externally</li> <li>• Ensure the completion of Grade 1 &amp; Grade 2 Occupational Therapists relevant mandatory requirements specific to the discipline</li> <li>• Develop, lead and evaluate models of care to improve service delivery and clinical practice</li> <li>• Monitor and proactively seek solutions to meeting nominated KPIs</li> <li>• Submission of nominated reports as required</li> <li>• Initiate and participate in research projects and advise regarding broader hospital based projects</li> </ul>	<ul style="list-style-type: none"> <li>▫ Assistance provided to manager to achieve identified KPI’s</li> </ul>
<p><b>Team Work /Communication</b></p> <ul style="list-style-type: none"> <li>• Actively participate as a member of the department and multidisciplinary team and relevant committees</li> <li>• Provide positive and constructive feedback to other team members</li> <li>• Promote an open, friendly and professionally supportive and educative environment in the department</li> </ul>	<ul style="list-style-type: none"> <li>▫ Collaborate effectively with all other team members and external agencies, for efficient and effective caring patient management</li> <li>▫ Attendance and active participation in departmental and multidisciplinary team meetings</li> <li>▫ Positive feedback from team members</li> <li>▫ Representation of discipline at relevant committees/meetings</li> </ul>
<p><b>Continuous Quality Improvement</b></p> <ul style="list-style-type: none"> <li>• Initiate, lead and actively participate in quality activities ensuring opportunities for improvement are actively explored and best practice is achieved.</li> <li>• Provide suggestions and feedback to consistently improve service delivery, clinical practice and patient satisfaction</li> <li>• Take a lead role in updating department resources &amp; equipment</li> </ul>	<ul style="list-style-type: none"> <li>▫ Evidence of participation in quality enhancement activities</li> <li>▫ Quality projects are completed within agreed time frame</li> <li>▫ Demonstrated commitment to Australian Commission on Safety and Quality in Health Care, National Safety and Quality HealthCare Services (NSQHS) Standards.</li> <li>▫ Departmental resources, equipment and educational information are maintained and updated</li> </ul>

<p><b>Personal and Professional Development</b></p> <ul style="list-style-type: none"> <li>• Participate in the ongoing professional development of self, colleagues and the wider Epworth HealthCare community by upgrading clinical competencies and knowledge and participate in both internal and external educational opportunities</li> <li>• Act in a consultative and educational role within Epworth Healthcare</li> <li>• Impart clinical knowledge through structured in-service programs, lectures and tutorials</li> <li>• Actively participate in Performance Development Plan annually</li> <li>• Evaluate personal performance and plan self-development</li> </ul>	<ul style="list-style-type: none"> <li>▫ Training of staff in department meetings and other staff through inservice programs, tutorials, etc</li> <li>▫ Active participation in relevant professional organisations</li> <li>▫ Participation in in-service and educational activities and events</li> <li>▫ Completion of objectives in performance review and development plan</li> </ul>
<p><b>Safety and Wellbeing</b></p> <ul style="list-style-type: none"> <li>• Participate actively and positively in the area of health and safety to reduce all hazards and incidents within the workplace</li> <li>• Report all hazards, incidents, injuries and near misses immediately to the manager and log them in RiskMan</li> </ul>	<ul style="list-style-type: none"> <li>▫ Adhere to infection control/personal hygiene precautions</li> <li>▫ Adherence to Epworth OHS policies, protocols and safe work procedures at all times</li> <li>▫ Mandatory training completed at agreed frequency</li> <li>▫ Incidents reported in Riskman</li> </ul>

## 6. Position Requirements/Key Selection Criteria

COMPONENT	
Qualifications	<p><b>Essential</b></p> <ul style="list-style-type: none"><li>• Bachelor of Applied Science (Occupational Therapy) or equivalent as recognised by the World Federation of Occupational Therapy</li><li>• Current registration with the Occupational Therapy Board of Australia via Australian Health Practitioner Regulation Agency (AHPRA)</li></ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"><li>• Relevant Post Graduate qualification</li></ul>
Previous Experience	<p><b>Essential</b></p> <ul style="list-style-type: none"><li>• Extensive clinical experience as an Occupational Therapist (minimum 7 years experience)</li></ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"><li>• Relevant experience in a hospital, rehabilitation or community setting</li><li>• Experience in service review and development</li><li>• Previous experience in a similar leadership or supervisory role</li></ul>

<p>Required Knowledge &amp; Skills</p>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Expert knowledge and expertise in assessment, intervention and discharge planning</li> <li>• Demonstrated skill in working as a member of a team and liaising, collaborating and negotiating with other service providers and agencies, patient’s families and carers</li> <li>• Demonstrate excellent verbal and written communication and presentation skills</li> <li>• Innovative, proactive and creative attitude to problem solving</li> <li>• Ability to constructively supervise and educate junior staff and students</li> <li>• Well-developed organisational skills</li> <li>• Proven ability to interact and collaborate with all members of a multidisciplinary team</li> <li>• Excellent computer literacy including MS Office Word &amp; Excel</li> <li>• Knowledge and understanding of the National Standards and ACHS Accreditation Standards</li> <li>• Appropriate knowledge of community resources and services</li> <li>• Demonstrate customer service focus in service provision and evaluation</li> <li>• Skills in conflict resolution and ability to manage challenging behaviour □ Ability to drive a motor vehicle and holds a full current driver’s licence</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Knowledge of medico-legal and health and safety issues as they relate to health care</li> </ul>
<p>Personal Attributes &amp; Values</p> <p>All employees are expected to consistently work in accordance with Epworth’s values and behaviours</p>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Belief in patient centred care</li> <li>• Ability to work autonomously</li> <li>• Sensitive to the psychosocial implications of illness</li> <li>• Sensitive to cultural, racial and gender differences</li> <li>• Helpful and professional manner</li> </ul>

# Position Description



<ul style="list-style-type: none"> <li>▫ Respect</li> <li>▫ Excellence</li> <li>▫ Compassion</li> <li>▫ Community</li> <li>▫ Integrity</li> <li>▫ Accountability</li> </ul>	<ul style="list-style-type: none"> <li>• Professional work ethic</li> <li>• Practice within the ethos of the Epworth HealthCare Values and Behaviours</li> <li>• Demonstrate role model behaviour</li> <li>• Flexibility to assist others within the department and across sites as required</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Flexible and available to be on call and to work weekends as required</li> </ul>
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## Document Control

Date Developed:	Date Last Reviewed:	Developed and Reviewed By (Position Title):
27.07.2016	May 2024	People & Culture and Allied Health Managers

## 7. 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:

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Print Name:

Date:

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