Position Description

1. General Information

Position Title:	Occupational Therapist
Division/Department:	Epworth Continuing Care and Support Services
Position Reports to:	Deputy Manager Occupational Therapy
Enterprise/Individual Agreement:	Epworth Healthcare Health Professionals Enterprise Agreement (HSUA No. 3)
Classification/Grade:	Grade 3: HP1 - HP4
Location:	Epworth Richmond
Employment Status:	Full time, fixed term
Resource Management (for Management positions only) **Number of Direct Reports:** **Budget under management:**	N/A
Key Relationships - internal and external	• Patients and family members & visitors • Multi-disciplinary team members and Nursing staff • Rehabilitation Consultants, Medical Staff & VMO's • External service providers and referrers

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. Guided by our purpose to deliver world-class, personalised care, we provide exceptional care across hospitals, clinics, community services and home-based settings.

Our vision, **Exceptional care. For life,** reflects our commitment to supporting people to live well and stay well through every stage of life, combining outstanding clinical care with leading research, education and innovation.

Everything we do is guided by our values of **Compassion, Accountability, Respect and Excellence**, which shape how we care for patients, work together and serve our communities. More information can be found on the Epworth website.

3. Epworth 2030 Strategy

All roles at Epworth contribute to the successful delivery of the **Epworth 2030 strategy,** which sets our direction for the future through three strategic priorities:

- **Excellence in care, every time.**

Uncompromising standards delivering safe, consistent, high-quality care. No exceptions.

- **Growth with purpose.**

Intentional growth in the services, specialties and settings our communities need most, at a scale that sustains investment, innovation and quality. Growth that gives back: as a not-for-profit, every dollar we earn is reinvested in care.

- **A place where great people do great work.**

Where our staff and doctors are backed to set the standard for exceptional healthcare.

4. Purpose of the Position

[Provide a brief overview and the main objective of the position]

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-centred 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
Leadership and culture	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.

Consumer Partnerships	Understand and where relevant, ensure that each patient is actively involved in their own care and treatment including families/carers wherever possible.
Effective Workforce	Develop and maintain one's own competency, skills and knowledge to ensure high quality service provision and care.
Clinical Safety and Effectiveness	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.
Risk Management	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
Clinical Care/Professional Practice • 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 • 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 • Establish and maintain appropriate standards of practice relating to patient admission, assessment, treatment, family liaison and discharge planning • Implement, monitor and modify treatment programs within the clinical area as appropriate, using a patient centred evidence informed practice model of care • Demonstrate empathy and compassion and encourage patient and family members participation in all stages of care • Provide clinical leadership in a specialty area, demonstrating well consolidated skills and the application of theory to practice • Practise within the scope of registration of an Occupational Therapist	• Appropriate standards of practice relating to assessments and treatments are implemented in a timely manner • Compliance with mandatory and team based documentation in • patient's medical record within agreed timeframes • Direct patient care provided within allocated time frames from referral to treatment and within funding parameters • Timely intervention is provided to support the team in achieving patients length of stay goals • Sound relationships are developed and maintained with customers, family and colleagues • Patient satisfaction results meet organisational targets • Compliance with NSQHS and clinical competencies • Compliance with accepted professional standards and Code of Ethics • Compliance with legislative and common law requirements including • Privacy Act and Health Records Act • Adherence to all Epworth Policies and Procedures

with AHPRA • Practise in accordance with the National Safety and Quality Health Services(NSQHS) Standards • Demonstrate reflective, critical thinking and evidence based approach to the provision of patient care • Maintain patient confidentiality as prescribed by the relevant acts and organizational policies and procedures • Understand and implement Epworth HealthCare Policies and Procedures and departmental work place instructions • Contribute to the development and maintenance of new and established clinical services within Occupational Therapy and the broader team	
Customer Service 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. • Provide excellent, helpful service to patients, visitors and staff • 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 (customers) expectations and issues	• Patient and customer service satisfaction surveys within agreed targets • Patients are given the opportunity to actively participate in their treatment planning and implementation • Use AIDET principles in all interactions • Issues or concerns are proactively escalated to the manager and resolved in a timely manner • Patient compliments are recorded in Riskman • Consistently meet or exceeds the expectations of our patients and customers at all times • Awareness of Epworth HealthCare's complaints process and assistance provided to patients if required • Effectively handle and resolve patient complaints in accordance with Patient Complaint Protocol
Leadership	• Effective supervision and support provided to staff and

• Provide supervision, education and support to Grade 1 & Grade 2, AHA's and students • Co-ordinate the clinical caseload as directed by the manager • Lead and participate in the recruitment, selection, orientation and performance management of staff • Lead and participate in the Occupational Therapy department strategic planning • 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 • Ensure the completion of Grade 1 & Grade 2 Occupational Therapists relevant mandatory requirements specific to the discipline • Develop, lead and evaluate models of care to improve service delivery and clinical practice • Monitor and proactively seek solutions to meeting nominated KPIs • Initiate and participate in research projects and advise regarding broader hospital based projects	students • Supervision sessions and student assessments are completed and documented • 100% compliance with staff orientation, mandatory training and probationary and annual performance reviews • Assistance provided to manager to achieve identified KPI's
Team Work /Communication • Actively participate as a member of the department and multidisciplinary team and relevant committees • Provide positive and constructive feedback to other team members • Promote an open, friendly and professionally supportive and educative environment in the department	
Continuous Quality Improvement • Initiate, lead and actively participate in quality activities ensuring opportunities for improvement are actively explored and best practice is achieved.	• Evidence of participation in quality enhancement activities • Quality projects are completed within agreed time frame • Demonstrated commitment to Australian Commission on Safety

• Provide suggestions and feedback to consistently improve service delivery, clinical practice and patient satisfaction • Take a lead role in updating department resources & equipment	and Quality in Health Care, National Safety and Quality HealthCare Services (NSQHS) Standards. • Departmental resources, equipment and educational information are maintained and updated
Personal and Professional Development • 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 • Act in a consultative and educational role within Epworth Healthcare • Impart clinical knowledge through structured in-service programs, lectures and tutorials • Actively participate in Performance Development Plan annually • Evaluate personal performance and plan self-development	• Training of staff in department meetings and other staff through inservice programs, tutorials, etc • Active participation in relevant professional organisations • Participation in in-service and educational activities and events • Completion of objectives in performance review and development plan
Safety and Wellbeing • Participate actively and positively in the area of health and safety to reduce all hazards and incidents within the workplace • Report all hazards, incidents, injuries and near misses immediately to your manager and log them in RiskMan	• Adhere to infection control/personal hygiene precautions • Implement and adhere to Epworth OHS policies, protocols and safe work procedures • Mandatory training completed at agreed frequency

7. Position Requirements/Key Selection Criteria

COMPONENT	
Qualifications	**Essential** • Bachelor of Applied Science (Occupational Therapy) or equivalent as recognised by the World Federation of Occupational Therapy

	• Current registration with the Occupational Therapy Board of Australia via Australian Health Practitioner Regulation Agency (AHPRA) **Desirable** • Relevant Post Graduate qualification
Previous Experience	**Essential** • Extensive clinical experience as an Occupational Therapist (minimum 7 years experience) **Desirable** • Relevant experience in a hospital, rehabilitation or community setting • Experience in service review and development • Previous experience in a similar leadership or supervisory role
Required Knowledge & Skills	**Essential** • Expert knowledge and expertise in assessment, intervention and discharge planning • 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 • Demonstrate excellent verbal and written communication and presentation skills • Innovative, proactive and creative attitude to problem solving • Ability to constructively supervise and educate junior staff and students • Well-developed organisational skills • Proven ability to interact and collaborate with all members of a multidisciplinary team • Excellent computer literacy including MS Office Word & Excel • Knowledge and understanding of the National Standards and ACHS Accreditation Standards • Appropriate knowledge of community resources and services • Demonstrate customer service focus in service provision and evaluation • Skills in conflict resolution and ability to manage challenging behaviour

	• Ability to drive a motor vehicle and holds a full current driver's licence **Desirable** • Knowledge of medico-legal and health and safety issues as they relate to health care
Personal Attributes & Values All employees are expected to consistently work in accordance with Epworth's values and behaviours Compassion Accountability Respect Excellence	**Essential** • Belief in patient centred care • Ability to work autonomously • Sensitive to the psychosocial implications of illness • Sensitive to cultural, racial and gender differences • Helpful and professional manner • Professional work ethic • Practice within the ethos of the Epworth HealthCare Values and Behaviours • Demonstrate role model behaviour • Flexibility to assist others within the department and across sites as required **Desirable** • Flexible and available to be on call and to work weekends as required

Document Control

Date Developed:	Date Last Reviewed:	Developed and Reviewed By (Position Title):
27/07/2016	9/11/2026	Deputy Manager Occupational Therapy & Talent Partner

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: