



Health

Western NSW Local Health District

ROB POSITION DESCRIPTION TEMPLATE: May 2021

Fields marked with an asterisk () are mandatory*

Position Description Title:*	Western Virtual – Virtual Allied Health Service Manager		
Award:*	Multiple awards?	() Yes	(X) No <i>please enter 'x' as applicable</i>
	Health Professionals (State) Award, 2023		
Position Classification:*	Allied Health Manager, Level 5		
Job Category:*	<i>This will be completed by Recruitment Unit – dependent on mapping</i>		
Job Classification:*	<i>This will be completed by Recruitment Unit – dependent on mapping</i>		
Does this role manage others?*	(X) Yes () No <i>please enter 'x' as applicable</i>		If yes, how many FTE? 10
Does this role supervise others?*	(X) Yes () No <i>please enter 'x' as applicable</i>		If yes, how many FTE? 5
Primary purpose of the role:*	<p><i>(Summarise in 1 sentence only. It may be useful to complete the key accountabilities first, then summarise these for the purpose)</i></p> <p>The Virtual Allied Health Service Manager leads the district-wide provision of high quality efficient virtual allied health services to people and health services within Western NSW Local Health District (WNSWLHD).</p>		
Key Accountabilities:*	<p><i>5-10, high level summary accountabilities (not specific tasks). These need to be outcome focused- including the intended outcome of the activity.</i></p> <p><i>For example: Contribute to quality activities within the department, to ensure ongoing improvement in service provision.</i></p> <ul style="list-style-type: none"> • Be accountable for leading the provision of virtual allied health services, including the districts rural allied health professionals and assistants to ensure people in Western NSW Local Health District receive a high-quality clinical service. Locations are variable including out of state. • Demonstrate high level professional knowledge and exercise substantial professional judgement to ensure high quality clinical service delivery. • Undertake work of significant scope and complexity and independently undertake duties of a novel and/ or critical nature to meet organisational goals. • Lead the development, implementation and evaluation of initiatives that support the delivery of high-quality allied health services across rural communities within WNSWLHD, striking a balance between evidence-based solutions and the safe introduction of new ideas. 		

		<ul style="list-style-type: none"> Identify and lead action on opportunities for improvement in clinical practice and develop and lead ongoing quality improvement activities to improve clinical care provided to people in Western NSW. Demonstrate leadership in the achievement of team and organisation goals and objectives, including service planning, implementation, and evaluation, to promote efficient and effective clinical care and team performance, as well as build workforce capacity and capability, in alignment with current future health workforce needs. Manage the resources of the multidisciplinary Allied Health team to deliver an efficient and effective service across a large geographical area. Take responsibility for the effective recruitment, leadership, management, development, and performance of direct reports and play an active role in team culture development. Lead and participate in performance development processes, including supervision requirements, for direct reports and self to contribute to team and own professional growth. Demonstrate and drive cultural competence and a commitment to improve the health outcomes of Aboriginal people.
<p>Key Challenges:</p> <p><i>Max 3. Can leave blank if no significant challenges.</i></p> <p><i>Do not put accountabilities here. For example: Prioritising tasks is an accountability. Prioritising tasks in a high volume work area or given multiple competing demands is a challenge.</i></p>		<ul style="list-style-type: none"> To lead, in an environment of constant change, improvement in the quality and efficiency of clinical services provided and the patient/client experience. To manage conflicting priorities within limited resources available.
Key Relationships:	Internal * (max 3)	Who: Director Western Virtual Division & WNSW Executive Director Allied Health
		Why: Partner in the delivery of core management to the service area & professional relationship, collaboration & information sharing
		Who: Members of Western Virtual Executive team and staff in District Directorate roles
		Why: To develop strong working relationships to facilitate problem solving and safe and efficient delivery of care.
		Who: Members of the multidisciplinary team and professional colleagues across the district and in other jurisdictions.
		Why: To develop collaborative relationships and promote delivery of high-quality care.
	External (max 2)	Who: Clients/ patient and their families.
		Why: To communicate with patients and their families to understand needs and deliver high quality and complex patient focused care.
		Who: Other providers of Allied Health services, locally, and across NSW.
		Why: To communicate professionally with a range of providers of health services in the delivery of quality care to patients and their families.

<p>Selection Criteria:*</p> <p><i>Consistent with the capability framework, where applicable (maximum 8 for individual PDs or 7 for templates, to allow for at least one additional selection criteria with the recruitment process)</i></p> <p><i>Cannot include desirable criteria or willingness to undertake education/obtain a qualification.</i></p> <p>Additional Selection Criteria: <i>(when added together with above criteria, must not exceed 8)</i></p>	<ol style="list-style-type: none"> 1. A bachelor or post graduate degree in an Allied Health Discipline with current authority to practice with the Australian Health Practitioner Regulation Agency (AHPRA), or relevant professional association membership. Knowledge, skills and experience to meet the requirements of the NSW Health Professionals Award Level 2. 2. Demonstrated knowledge and understanding of the challenges associated with rural and remote health service access and delivery and ability to lead transformational change. 3. High level analytical thinking skills with the ability to make decisions, solve unusual and complex systemic problems and develop effective practical solutions relevant to the role. 4. High level communication and interpersonal skills with the ability to lead, persuade, motivate, and negotiate at various levels and develop effective relationships with a diverse range of internal and external stakeholders including patients as partners in care, and the ability to represent allied health, consult with staff, resolve conflict, and work collaboratively with multidisciplinary health professionals. 5. Demonstrated ability to take a leadership role in developing and maintaining a strong multidisciplinary team with a proven ability to effectively prioritise and organise own work/ caseload and facilitate this in team members 6. A high level of personal motivation to strive toward personal goals; seeking and valuing feedback and reflection on own performance on a premise to inform improvement. 7. Current drivers' licence to drive in NSW with the willingness and ability to drive for work purposes, including overnight stays.
<p>Other Requirements:</p> <p><i>This statement is standard for all templates – do not edit</i></p>	<p>The role and its responsibilities are to be carried out in a manner that is consistent with all relevant delegations, policies and procedures, at both the WNSWLHD and NSW Health levels.</p> <p>Consistent with this, all employees are:</p> <ol style="list-style-type: none"> 1. Expected to model the NSW Health values and ensure all workplace conduct aligns with these values and the NSW Health Code of Conduct. 2. Required to identify, assess, eliminate/control and monitor hazards and risks within the workplace, to the extent of delegated authority for the role, as per Work Health Safety policy/procedure. 3. Expected to provide safe, high quality healthcare and services, identify and manage clinical risk as applicable to the role, and participate in continuous improvement activities, in line with WNSWLHD's strong commitment to quality and safety.

Capabilities for the Role

Place an 'x' in the appropriate level for each capability accordingly

Capabilities are the underlying skills, knowledge and behaviours which are necessary to perform a particular type or level of work. The NSW Public Sector Capability Framework has been used identify the capabilities required for this role and the level descriptors have been provided for the focus capabilities. The **focus** capabilities are those for which an employee assigned to the role must demonstrate immediate competence, that is, from day one of engagement. Please refer to www.psc.nsw.gov.au/CapabilityFramework

The focus capabilities and capability levels must be applied in alignment with the Comparison Guide. If you are not familiar with the Capability Framework please complete this section in collaboration with your HR Partner or Working Group Lead.

Capabilities (Make focus capabilities bold below. There must be at least one focus capability from each of the 4 or 5 sections)	Foundational (indicate level with x)	Intermediate (indicate level with x)	Adept (indicate level with x)	Advanced (indicate level with x)
Display resilience and courage			x	
Act with integrity			x	
Manage self				x
Value diversity			x	
Communicate effectively			x	
Commit to customer Service			x	
Work collaboratively			x	
Influence and negotiate			x	
Deliver results			x	
Plan and prioritise				x
Think and solve problems			x	
Demonstrate Accountability			x	
Finance		x		
Technology			x	
Procurement and Contract Management			x	
Project Management		x		
<i>The following capabilities are only required for roles which supervise/manage others</i>				
Manage and Develop People		x		
Inspire Direction and Purpose			x	
Optimise Business Outcomes		x		
Manage Reform and Change			x	

Job Demands Checklist

Physical Demands	Frequency (Infrequent, Occasionally, Frequent, Constant, Repetitive, Not Applicable)
Sitting - remaining in a seated position to perform tasks	Frequent
Standing - remaining standing without moving about to perform tasks	Occasional
Walking - Floor type: even / uneven / slippery, indoors / outdoors, slopes	Occasional
Running - Floor type: even / uneven / slippery, indoors / outdoors, slopes	Infrequent
Bend/Lean Forward from Waist - Forward bending from the waist to perform tasks	Frequent
Trunk Twisting - Turning from the waist while sitting or standing to perform tasks	Occasional
Kneeling - remaining in a kneeling posture to perform tasks	Infrequent
Squatting / Crouching - Adopting a squatting or crouching posture to perform tasks	Occasional
Leg / Foot Movement - Use of leg and / or foot to operate machinery	Infrequent
Climbing (stairs/ladders) - Ascend / descend stairs, ladders, steps	Occasional
Lifting / Carrying - Light lifting & carrying: 0 - 9 kg	Occasional
Lifting / Carrying - Moderate lifting & carrying: 10 - 15 kg	Infrequent
Lifting / Carrying - Heavy lifting & carrying: 16kg & above	Not Applicable
Reaching - Arms fully extended forward or raised above shoulder	Occasional
Pushing / Pulling / Restraining - Using force to hold / restrain or move objects toward or away from the body	Infrequent
Head / Neck Postures - Holding head in a position other than neutral (facing forward)	Infrequent
Hand & Arm Movements - Repetitive movements of hands and arms	Frequent
Grasping / Fine Manipulation - Gripping, holding, clasping with fingers or hands	Constant
Work At Heights - Using ladders, footstools, scaffolding, or other objects to perform work	Not Applicable
Driving - operating any motor powered vehicle	Infrequent
Sensory Demands	Frequency (Infrequent, Occasionally, Frequent, Constant, Repetitive, Not Applicable)

Sight - Use of sight is an integral part of work performance e.g. Viewing of X-Rays, computer screens	Constant
Hearing - Use of hearing is an integral part of work performance e.g. Telephone enquiries	Constant
Smell - Use of smell is an integral part of work performance e.g. Working with chemicals	Infrequent
Taste - Use of taste is an integral part of work performance e.g. Food preparation	Not Applicable
Touch - Use of touch is an integral part of work performance	Constant
Psychosocial Demands	Frequency (Infrequent, Occasionally, Frequent, Constant, Repetitive, Not Applicable)
Distressed People - e.g. Emergency or grief situations	Occasional
Aggressive & Uncooperative People - e.g. drug / alcohol, dementia, mental illness	Occasional
Unpredictable People - e.g. Dementia, mental illness, head injuries	Infrequent
Restraining - involvement in physical containment of patients / clients	Not Applicable
Exposure to Distressing Situations - e.g. Child abuse, viewing dead / mutilated bodies	Occasional
Environmental Demands	Frequency (Infrequent, Occasionally, Frequent, Constant, Repetitive, Not Applicable)
Dust - Exposure to atmospheric dust	Infrequent
Gases - Working with explosive or flammable gases requiring precautionary measures	Infrequent
Fumes - Exposure to noxious or toxic fumes	Infrequent
Liquids - Working with corrosive, toxic or poisonous liquids or chemicals requiring PPE	Not Applicable
Hazardous substances - e.g. Dry chemicals, glues	Infrequent
Noise - Environmental / background noise necessitates people raise their voice to be heard	Infrequent
Inadequate Lighting - Risk of trips, falls or eyestrain	Infrequent
Sunlight - Risk of sunburn exists from spending more than 10 minutes per day in sunlight	Not Applicable
Extreme Temperatures - Environmental temperatures are less than 15c or more than 35c	Not Applicable
Confined Spaces - areas where only one egress (escape route) exists	Not Applicable

Slippery or Uneven Surfaces - Greasy or wet floor surfaces, ramps, uneven ground	Occasional
Inadequate Housekeeping - Obstructions to walkways and work areas cause trips and falls	Occasional
Working At Heights - Ladders / stepladders / scaffolding are required to perform tasks	Not Applicable
Biological Hazards - e.g. exposure to body fluids, bacteria, infectious diseases	Not Applicable

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