

TITLE: Western Virtual, Virtual Allied Health Manager

DEPARTMENT: Western Virtual Division

SERVICE: District Wide Service

Position No: New Position

Effective Date: XX.XX.XXXX

Cost Centre: 804944

Classification: Allied Health Manager, Level 5

Award: Health Professionals (State) Award, 2023

PURPOSE: The Western Virtual Division, Virtual Allied Health Service Manager is responsible and accountable for the daily activities delivered by the virtual allied health service (vAHS) within allocated resources, ensuring that service activity is consistent with organisation performance targets and clinical standards.

The position will provide a lead role in service development and innovation, clinical practice improvement, and quality and safety initiatives. This position will be responsible for professional development for allied health professionals and assistants providing allied health services across the rural sectors of WNSWLHD. The vAHS Manager will also work collaboratively with the LHD and external clinicians to plan, develop and implement coordinated virtual allied health services.

STATEMENT OF DUTIES – Western Virtual – Virtual Allied Health Manager (20 hours /week)

Service

- Provide high level clinical leadership and management of Western Virtual Division, virtual allied health service (vAHS) with responsibility for supervision of new staff and rural allied health assistants within the team.
- Develop and maintain a collaborative relationship with the rural sectors Health Service Management teams.
- Advance the reputation and operations of vAHS by regularly participating in relevant committees, workgroups, clinical stream/s and meetings.
- Participate on Western Virtual Division service design and delivery workgroups, as requested.
- Support and contribute to the organisational strategies and directions.
- Develop, lead and implement service planning for vAHS growth / realignment to support workforce and service gaps in allied health services across WNSWLHD rural communities.
- Implement and support evidence based best practice in the delivery of clinical services.
- Develop processes and models of care to align with future needs of rural communities and allied health workforce.
- Report on data and activity of the vAHS service provision.
- Provide consultation and education for clinicians / staff across the rural sectors as required/requested.
- Demonstrate effective customer-focussed communication within and between Western Virtual Division teams and clinicians.
- Contribute to relevant review and management of clinical adverse events in consultation with clinicians.

People and Finance

- Role model values, attitudes and behaviours always expected by the clinical team.
- Participate in maintenance and utilisation of service budget.
- Participates in monitoring and analysis of KPIs monthly, as required.
- Ensure equitable, efficient, and responsive allied health workforce by:
 - ✓ Recruiting, selecting, and appointing properly qualified and experienced allied health professionals.
 - ✓ Providing leadership in the management of allied health professionals and assistants in line with the NSW Health CORE values.
 - ✓ Providing open and honest (verbal and written) communication with all Western Virtual Division team members.
 - ✓ Ensuring sound principles of personnel management are in place including the implementation of relevant NSW Health and LHD policies and procedures and legislation.
 - ✓ Implement formal processes of performance management which address training and development needs and providing two-way communication between appraiser and appraised.
- Commitment to effective, safe, informed, ethically and culturally respectful practice.
- Work towards the goals and strategies of Western Virtual Division and the WNSWLHD Strategic Plan.
- Cooperate with managers and supervisors in ensuring a safe and healthy workplace and take all reasonable care for the health and safety of staff, patients, and visitors.
- Awareness of the WNSWLHD Equal Employment Opportunity (EEO) policy and work in accordance with the principles of EEO.
- Contribute to the development of the service goals and planning.
- Completes monthly accountability meetings with Director, Western Virtual Division.
- Provide ongoing education to WNSWLHD clinicians regarding vAHS workflows.
- Participate in team in planning, delivering, improving, and evaluating services.
- Develop service operational briefs, as required.
- Undertake active participation in annual performance review.

Quality

- Promote a culture of reliability and safety.
- Ensure and review quality of patient care by leading and/or participating in peer review, quality improvement and clinical governance activities.
- Use service and performance data constructively for service improvement.
- Actively participate in quality improvement including review of complaints, incidents and Morbidity & Mortality meetings as requested.
- Ensure allied health staff compliance with policies, procedures, and guidelines so that optimal patient care standards are met.
- Provide consultation to, and education for clinicians / staff as requested.

Growth

- Foster an environment that enhances professional development, skill maintenance, mentorship, competency, and innovation.
- Ensuring that the relevant staff orientation, development, and training programs are in place, including mandatory training compliance.
- Responsible for own professional development and professional activities.
- Identify learning deficits and source opportunities for professional development within the team.
- Participate in opportunities to enable service expansion and growth within and beyond the LHD.

Head of Department: The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the job.

Name:

Signature:

Date:

Occupant: I have noted the Statement of Duties, responsibilities and other requirements as detailed in this document.

Name (in full):

Signature:

Date: