About Bass Coast Health

Bass Coast Health is the major public healthcare provider within the Bass Coast Shire in South Gippsland. The service has provided quality service and care for residents of the Bass Coast Shire for over 100 years. It is an integrated health service providing emergency services as well as acute (medical and surgical), sub-acute and residential inpatient beds along with an extensive array of community and primary care services. Services are also provided from a number of sites including Wonthaggi, San Remo, Inverloch and Cowes.

The service is committed to working in partnership with its community, and with other health services, local government and state government.

Bass Coast Health is committed to embracing the diverse life experiences and perspectives of all members of our community – regardless of gender, age, ethnicity, cultural background, disability, religion or sexual orientation.

Our Values

<table>
<thead>
<tr>
<th>Value</th>
<th>What this means at Bass Coast Health</th>
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<tr>
<td>Person Centred Focus</td>
<td>Having the patient/client/ resident/customer at the CENTRE of everything we do</td>
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<td>Integrity</td>
<td>Honesty and reliability in our work</td>
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<td>Trust</td>
<td>Doing what we agree to do; not letting our colleagues down</td>
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<td>Respect</td>
<td>Having regard for and valuing others’ views and opinions and acting accordingly; accepting differences</td>
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<td>Quality and Safety</td>
<td>Safety for patients, clients, residents and staff is a top priority. All work is focused on doing the best job possible and looking for ways of improving.</td>
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<td>Accountability</td>
<td>Every staff member is accountable for their work and what they do every day; following through with tasks.</td>
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<td>Working Together</td>
<td>Recognising that we are a team and that nobody can work alone successfully in a health care environment</td>
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Position Summary

- To provide leadership and management for the Physiotherapy department.
- To coordinate the delivery of quality, cost effective and efficient Physiotherapy services and provide leadership for the Physiotherapy team in the delivery of clinical services.
- To improve health outcomes through the provision of physiotherapy as part of a multi-disciplinary approach to health care services.

Key Responsibilities

- Management and co-ordination of the overall clinical and administrative management of the Physiotherapy Department including human resource management, credentialing, supervision, staff training, professional development, competency compliance, performance management and annual performance reviews.
- Assist in the development of operational plans to ensure that the service delivers outcomes as per health service agreements.
- Actively participate in the budget development and management of the Physiotherapy department.
- Ensure Physiotherapy staff work within the scope and skills consistent within their classification structure in the provision of appropriate physiotherapy services, assessment and treatment to hospital inpatients, outpatients and aged care residents and participation in health promotion activities.
- Ensure the Physiotherapy service assesses patient care needs appropriately and care plans are developed to address the patient’s individual needs.
- Treatment/intervention is provided to facilitate improved health outcomes and to ensure the patient’s “continuum of care” needs are met.
- To participate in a multi-disciplinary approach to discharge/separation planning that include the patient and patient’s family/carer as appropriate.
- Ensure consumer input into Physiotherapy service and care planning.
- Undertake client workload as required within time constraints of managerial duties.
- Co-ordinate and attend the monthly Physiotherapy Staff meetings to provide/facilitate professional development support.
- To liaise with other disciplines within the organisation to develop and maintain well-coordinated client treatment and care.
- To attend meetings as agreed with the Manager, Allied Health & Health Independence Program.
- To develop and review physiotherapy policies and procedures and monitor their implementation.
- To ensure implementation of organisational policies and procedures as they apply to the physiotherapy department.
- To monitor physiotherapy workload, providing support and supervision to Physiotherapy Staff.
- Co-ordinate and encourage physiotherapy continuing education and professional development. Monitor this process through regular staff appraisal.
- Monitor and maintain safety and function of all departmental equipment.
- Adherence to organisational and physiotherapy policies and procedures. Policy development as required.
• Maintain ethical and professional standards
• Demonstrate knowledge of and adherence to safety and emergency procedures
• Ensure Physiotherapy staff complete and are compliant with all annual competency requirements
• Other duties as may be reasonably requested by the supervisor that is within the scope and skill consistent within the classification structure
• Ensure best practice Physiotherapy services are delivered, promoting continuous improvement and continuity of care, by addressing all elements of access, entry, assessment, care planning, care implementation, evaluation, separation and community management
• Ensure implementation and administrative management of accurate clinical documentation and statistical data collection methodologies within legal parameters
• Ensure Physiotherapy staff actively participate in program development and quality improvement initiatives to ensure that a Quality consumer-focused service is maintained
• Provide educational and health promoting in-services to health care providers, multi-disciplinary staff and the community
• Maintain culture of quality customer/patient/resident centred care through an emphasis on Vision and Values
• Develop the direction and structure for the Physiotherapy department by the setting of specific and measurable KPIs, goals and objectives in line with organisations strategic and business plans
• Establish and maintain effective team communication channels and management systems
• Model high standards of performance (lead by example)
• Ensure staff orientation is conducted
• Recognise and optimise the contribution of people from a diversity of cultures, backgrounds and styles
• Establish amongst the Physiotherapy team a commitment to BCH’s Vision & Values
• Support organisational change and proactively identify and manage change at departmental level
• Facilitates and supports innovative programs, ideas, processes and products
• Monitor, evaluate and improve Quality Systems
• Actively network with other health service providers

Key Performance Indicators

• Respond to changing business demands and opportunities with resourcefulness and versatility
• Foster an environment of continuous quality improvement as evidenced by the Physiotherapy department being actively engaged in quality activities
• Maintain a culture of person-centred care and ensure consumer engagement in Physiotherapy service and care planning
• Consumer surveys undertaken and feedback utilised to improve service provision
• Business plan developed, monitored and reported against
• Annual budget developed and monitored monthly; variances >5% reported to Allied Health Manager
• Physiotherapy services provided within budget
• Staff productivity maintained at 80% or higher
• Staff data entry is performed daily and accurately
• Monthly data audits are performed and errors corrected in a timely manner
• Statistical reports required by the Executive and/or the Department of Health are provided in timely manner
• Physiotherapy staff are appropriately credentialed and work within their scope of service
• Physiotherapy staff 100% compliant with annual competences
• 100% of Physiotherapy staff have a current police check and Working with Children Check as appropriate
• 100% of Physiotherapy staff have current performance reviews including staff development objectives

Qualifications and Registrations

Essential:
• Bachelor or Masters of Physiotherapy
• Current registration with Australian Health Practitioner Regulation Agency (AHPRA) Victoria
• Eligibility for membership of the Australia Physiotherapy Association
• Minimum 7 years post-graduation experience

Desirable:
• Previous management experience

Key Selection Criteria

• Demonstrated ability to manage and lead effectively with a team environment
• Demonstrated change management skills
• Demonstrated program development skills
• Demonstrated staff development skills
• Demonstrated strong interpersonal, analytical and problem-solving skills
• Demonstrated financial management and budget development skills
• Demonstrated data management skills
• Demonstrated statistical reporting and submission writing skills
• Demonstrated ability to think and act strategically
• Sound knowledge of State and Commonwealth funding streams, guidelines and reporting requirements

Health Service Policies and Procedures

You are required to be familiar with Bass Coast Health’s policies and procedures. These can be accessed using the PROMPT document management system which is access via the intranet.
**Consumer Focus**

- Each employee has responsibility to ensure an excellent standard of service is offered by partnering with patient, consumers and/or carers and the community at all levels of health care provision, planning and evaluation.
- Demonstrate a commitment to the patient ‘Charter of Healthcare Rights’.
- Recognise and respond to the needs and requirements of each individual patient, consumer and/or carer.

**Quality & Safety**

- Maintain confidentiality in accordance with Bass Coast Health’s Policies and Procedures and in accordance with relevant privacy and health records legislation.
- Each employee has responsibility to ensure patient and consumer safety and quality of care is the highest priority.
- Ensure any risks are identified and reported promptly and that prevention strategies are implemented to ensure the safety of all patients and consumers.
- Maintain a good working knowledge of the National Safety and Quality Health Service Standards, take initiative to pursue opportunities for quality improvement, and actively contribute to accreditation of the service being delivered.
- Actively involve patients, consumers and/or carers in quality and safety improvement activities.
- Maintain infection prevention and control knowledge levels commensurate with the requirements of their position and adhere to the organisation’s Infection Prevention and Control policies and procedures at all times.
- Comply with all legislative, regulatory and policy and procedural requirements to protect and enhance the health, safety and wellbeing of you, patients, consumers and colleagues whilst at work. This includes the appropriate and safe use of machinery, devices and personal protective equipment and that the principles of general and patient manual handling are adhered to.

**Employment Principles**

Bass Coast Health is committed to the employment principles that reinforce the public sector values.

These principles ensure:

- Employees create and develop a positive working relationship with team and colleagues
- Employees act in accordance with the ‘Code of Conduct’ and ‘Workplace Behaviour policies’
- Actively participate in relevant professional development
Acceptance of the Position

I understand, agree to and accept the role as outlined in accordance with this position description

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Executive Director Primary and Community Care

Signed on behalf of Bass Coast Health

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Note:
Statements in this Position Description are intended to reflect general responsibilities and are not intended to be all-inclusive. Other duties may be required as part of this role.