

Position Title:	Manager - Occupational Therapy
Operationally reports to:	Director Ambulatory Care Division
Professionally reports to:	Chief Allied Health Officer
Department:	Allied Health
Directorate:	Community Care & Mental Health
Cost centre:	N2702
Performance review:	Upon completion of probationary and qualifying period and annually or as requested
Employment conditions:	Allied Health Professionals (Victorian Public Health Sector) Single Interest Enterprise Agreement 2016-2020 and its successors, and GV Health Policies and Procedures (and as varied from time to time).

Goulburn Valley (GV) Health is a Regional Public Health Service in the Hume Region of Victoria, with campuses located at Shepparton, Tatura and Rushworth. The main campus in Shepparton is the major acute referral hospital for the sub-region. Additional sites are also located in Shepparton, Seymour, Benalla, Cobram, Echuca and Wodonga. GV Health provides a range of acute, subacute, mental health, aged, primary health and community services across the Goulburn Sub-Region within the Hume Region.

The *Goulburn Valley Health Strategic Plan 2019-23* provides the direction for GV Health with key elements summarised below.

OUR PURPOSE

Improving community wellbeing through high quality health services, outstanding care and learning.

OUR VALUES AND BEHAVIOURS

Our culture is made up of our CREATE values and behaviours, through which we commit to delivering ongoing quality healthcare for our community. Our CREATE values and behaviours are the foundations for our strategic pillars, and for achieving our goals.



Compassion

- We treat others with kindness and respect;
- Our deep connection to the community enhances our care for patients;
- We support the whole patient journey;
- We are understanding of each other.



Respect

- We respect the patient's voice and their choices;
- We celebrate diversity and are proud of multiculturalism;
- We respect differences of opinions;
- We respect the input of different disciplines and areas of expertise.



Excellence

- We are encouraged to grow professionally and personally;
- We are leaders in what we do;
- We invite feedback and are always striving to do better;
- We connect patients to further care and information.



Accountability

- We are responsible for our actions;
- We are courageous in our decision making and grow from our mistakes;
- We deliver what we promise;
- We don't compromise on our standards.



Teamwork

- We are a multi-skilled workforce and we pool our resources together;
- We mentor and support one another;
- We take a collaborative approach to care;
- We are approachable.



Ethical behaviour

- We hold ourselves to high standards;
- We rigorously uphold professional boundaries in our regional setting where patients may be friends or family too;
- We value and respect our patient's privacy and trust;
- We stand up against unsafe practice.



GV Health



CREATE. Outstanding.

CREATE Outstanding

CREATE Outstanding encompasses foundation elements of the *Goulburn Valley Health Strategic Plan 2019-23* to link GV Health's purpose, values and our Culture of Care with fundamental organisational systems and processes. GV Health is striving to achieve CREATE Outstanding in every interaction with the people services are provided for as well as how staff work with each other.

ROLE STATEMENT:

The Manager Occupational Therapy is responsible for ensuring a range of high quality Occupational Therapy interventions is provided for adult and paediatric patients within the acute and subacute inpatient (including Wanyarra Psychiatric Inpatient Unit), outpatient, Emergency Department and specialist clinics to ensure patient flow is maximised. The role provides over-sight for the provision of safe clinical care to clients who receive Occupational Therapy throughout their hospital journey. The Manager Occupational therapy's role is to lead the team to ensure evidence-based clinical care is provided to Goulburn Valley Health (GV Health) clients who require Occupational Therapy intervention and to ensure the highest professional standards are maintained and outcomes of care are achieved. The role will work in partnership with community based programs and liaises regularly with the Clinical Leads and other discipline managers to ensure that allied health services are a value-added component of the multidisciplinary health care team. Delivery of care through contemporary practice that aligns with needs of the community is part of its core business.

The Manager Occupational Therapy will ensure that the goals of the Occupational Therapy department and the implementation of these goals are in alignment with organisational requirements and address the organisation's strategic plan.

The Manager Occupational Therapy is responsible for promoting Goulburn Valley Health as a quality regional health service provider thus ensuring GV Health's strategic plan, mission and values are upheld.

EXTERNAL RELATIONSHIPS:

Liaises with:

- Community based health professionals including General Practitioners; public and private community based service providers
- Local government agencies/providers
- Regional and metropolitan health care agencies

INTERNAL RELATIONSHIPS:

Liaises with:

- Allied health managers and discipline leads
- GV Health programs and services providing care across the care continuum – including acute mental health service, Emergency Department, inpatient units, specialist clinics/units, community health & primary care services, HIP and other subacute ambulatory services
- Medical officers and other health professionals
- Corporate services including Finance, Health Information and People and Culture

Positions reporting to this role:

- Occupational Therapy team covering the service settings outlined in the role statement
- Allied Health Assistants as allocated



KEY RESPONSIBILITIES, ACTIVITIES AND DUTIES:

- Provide leadership for outcome-focussed Occupational Therapy services in the acute, subacute, outpatient, adult psychiatric unit and emergency department service settings, and others as they arise through innovation or funding opportunities
- Provide a high level of clinical governance and strategic oversight to ensure consumers receive a high-quality service that reflects best practice and adds value to GV Health
- Ensure Occupational Therapy services have high visibility through promotion of innovative practice
- Be responsible for the monitoring and review of Occupational Therapy across clinical systems including: referral, assessment, care planning, discharge processes and outcome measurement
- Lead the Occupational Therapy department meetings, in-services and relevant planning days
- Represent Occupational Therapy on organisational committees and divisional meetings
- Develop linkages with professional leads within GV Health and regional networks
- Provide professional advice and support for GV Health programs and community partners regarding Occupational Therapy interventions and contemporary practice
- Lead the development and implementation of an annual Operational Plan and Quality Plan to ensure risks are managed and improvement objectives are met
- Manage the resource functions of the department including staff leave, financial monitoring and reporting on the cost centre budget
- Provide the monthly MAMs report to the Divisional Director/Executive Director against key performance indicators for financial, human resources, quality and risk objectives
- The Manager Occupational Therapy will carry a relevant clinical caseload that is managed in conjunction with meeting service deliverables

1. Quality and safe clinical care for consumers

- Ensure the Occupational Therapy team contributes positively to patient flow through attendance at daily operating system (DOS) huddles
- Ensure Occupational Therapy clinicians actively participate in clinical handover and discharge planning so consumer care goals are met
- Ensure safe consumer care is provided by maintaining appropriate staffing and skill mix levels
- Ensure Occupational Therapy clinicians contribute to interdisciplinary team meetings and clinical education sessions to facilitate consumer care goals
- Accept accountability for own actions and seek guidance when a situation exceeds experience and/or knowledge
- Uphold and protect consumer rights, maintain strict confidentiality and continually practice to the principles of open disclosure
- Comply with best practice healthcare standards, legislation, and GV Health's Clinical Governance Framework and clinical practice guidelines
- Consumer feedback and complaints are responded to appropriately to ensure that issues are resolved and quality and safe clinical care is provided
- Maintain accurate and current clinical records ensuring documentation meets professional and legal standards

2. Develop and maintain collaborative relationships with all disciplines

- Collaborate and communicate with all members of the health care team to achieve desired consumer outcomes
- Promote and develop the Occupational Therapy service to achieve its full potential through liaison with other departments and managers within GV Health
- Provide clinical leadership to facilitate development of clinical interventions across programs at GV Health



- Respect the decisions and actions of others
- Contribute to interdisciplinary team meetings and clinical education sessions to facilitate consumer care goals.
- Participate in clinical placement planning and in the provision of clinical placements in accordance with the Best Practice Clinical Learning Environment framework.

3. Support and participate in evidence-based programs to evaluate and improve the quality of consumer care and outcomes

- Ensure Occupational Therapy clinical intervention maximises consumer outcomes through continually monitoring, evaluating and improving practice by undertaking quality driven activities, including clinical audit and review
- Ensure the Occupational Therapy service operates in line with relevant guidelines and objectives, quality standards, organisational policy and legislative standards
- Ensure provision of Occupational Therapy clinical practice meets benchmarked standards of care, which is reviewed and monitored through consumer feedback
- Maintain current knowledge of clinical practice
- Actively lead and identify where improvements can be made to the quality of consumer care
- Participate in incident and sentinel/adverse event reviews and ensure learnings are implemented to prevent reoccurrence
- Support and assist with approved research programs as required

4. Commit to ongoing professional development of self, other employees and the profession

- Maintain and demonstrate regulated clinical skills and competencies by undertaking professional development and completing mandatory training as defined by GV Health
- Ensure adequate supervision of staff and students on placement within the service so that client care is appropriately supported to achieve identified goals and care outcomes
- Actively manage employees by conducting annual performance reviews and ensure that health and safety, employment principles and legislative requirements are met
- Identify specific employee education and development needs, recognise competencies of employees and ensure employees complete compulsory competencies
- Participate in supervision of graduates, junior employees, students, orientation programs, mentoring and performance enhancement responsibilities
- Undertake credentialing of staff and review of scope of practice and work within these
- Improve performance by seeking feedback, setting goals and participating in annual performance reviews

QUALITY, SAFETY, RISK and IMPROVEMENT

- Ensure compliance and application of responsibilities as outlined in the GV Health Risk Management framework
- Maintain an understanding of individual responsibility for consumer safety, quality and risk and adhere to the relevant policies, procedures and guidelines
- Maintain a safe working environment for yourself, your colleagues and members of the public
- Investigate, evaluate, report and manage risk through appropriate systems and ensure actions are taken to prevent and minimise harm to consumers and the healthcare workforce
- Contribute to organisational quality and safety initiatives
- Minimise the risk of infection to consumers, residents, employees, visitors, contractors and the general public
- Comply with requirements of the National Safety and Quality Health Service Standards and other relevant standards, regulations and legislative requirements.



OTHER REQUIREMENTS FOR ALL CLINICAL EMPLOYEES:

- Collaborate with consumers and the community in the development, implementation and review of health service planning, policies and quality improvement activities
- Demonstrate sensitivity, empathy and respect for the customs, values and spiritual beliefs of others at all times
- Understand and act in accordance with the GV Health Code of Conduct, values and relevant policies, procedures and guidelines
- Comply with the principles of Patient and Family Centred Care
- Promote GV Health as a quality regional health care provider

KEY PERFORMANCE INDICATORS:

- Registration and/or accreditation is maintained and working within scope of practice
- Adhere to professional body code of conduct
- Attendance and active participation at meetings as required
- 100% compliance with core competencies and training requirements as outlined in relevant GV Health education and training frameworks
- The Occupational Therapy service staff are 100% compliant with probationary and annual performance and development reviews
- The Occupational Therapy service staff complete all designated annual mandatory training
- Monitor monthly and quarterly service performance through ABC data review and analysis
- Outpatient KPIs are met for specified programs
- Ensure staff take up opportunities for training in relevant outcome measurement tools, quality improvement and specific education initiatives

KEY SELECTION CRITERIA:

Mandatory

- Commitment to the GV Health Values of *Compassion, Respect, Excellence, Accountability, Teamwork and Ethical Behaviour*.
- Bachelor of Applied Science (Occupational Therapy), Bachelor Occupational Therapy or equivalent, eligibility for membership of professional association and current Australian Health Practitioner Agency (AHPRA) registration.
- A minimum of 7 years clinical experience in a healthcare setting with post graduate qualification in an area relevant to Occupational Therapy practice or management.
- Extensive clinical experience in evidence-based Occupational Therapy practice across acute, subacute and outpatient settings.
- Ability to responsibly represent occupational therapy as part of the allied health perspective to assist in meeting organisational goals.
- Sound understanding of contemporary professional practice within the regional health setting, including optimising patient flow, consumer directed care and safe clinical care
- Experience in the provision of mentoring, coaching and supervision of the clinical team.
- Excellent interpersonal, written and verbal communication skills to facilitate productive and collaborative relationships within an inter-professional team environment.
- Current Victorian drivers licence
- Satisfactory National History Criminal Check prior to commencement of employment
- Satisfactory Victorian 'Employee' Working with Children Check prior to commencement of employment
- Completion of a Commonwealth of Australia Statutory Declaration prior to commencement of employment.



Desirable

- Broad knowledge and experience in the planning and evaluation of Occupational Therapy services across the health care continuum.

Inherent Requirements

GV Health has a duty of care to all employees. The purpose of this section is to ensure that you fully understand and are able to perform the inherent requirements of the role (with reasonable adjustments if required) and that you are not placed in an environment or given tasks that would result in risks to your safety or the safety of others.

The role may require the following tasks among other things:

Consumer Care Role	
<ul style="list-style-type: none"> ▪ manual handling (pushing, pulling equipment) ▪ general consumer handling and clinical duties ▪ sitting, standing, bending, reaching, holding ▪ pushing pulling trolleys and equipment ▪ working alone ▪ general clerical, administration work, computer work ▪ use of personal protective equipment and handling ▪ operating equipment ▪ handling general and infectious waste ▪ participating in shift work and on-call 	<ul style="list-style-type: none"> ▪ Exposure to substances and hazardous materials ▪ working at other locations may be required ▪ dealing with anxious or upset consumers or members of the public ▪ driving a motor vehicle

Reviewed by	Chief Allied Health Officer
Issued	November 2020
Reviewed	November 2021

I acknowledge:

- That I will observe child safe principles and expectations for appropriate behaviour toward and in the company of children.
- That GV Health has a zero tolerances of child abuse and all allegations and safety concerns will be treated very seriously. For more information refer to GV Health’s Child Safety Standards procedure.
- That I have read and fully understand the Position Description and Inherent Physical Requirements of the position.
- I agree that I have the physical ability to fulfil the inherent physical requirements of the position, and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements.
- I understand that the information provided is a general outline and may not encompass every aspect of the position.
- GV Health may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).
- I understand that this is separate to the Employment Agreement that I will sign, outlining the terms and conditions of my employment.

Accepted by: _____ / ____/____

(Print Name)