

Goulburn Valley Health Position Description



CREATE: Outstanding.

Position Title:	Manager Speech Pathology
Operationally reports to:	Director Ambulatory Care Division
Professionally reports to:	Chief Allied Health Officer
Department:	Allied Health
Directorate:	Community Care & Mental Health
Cost centre:	N3352
Code & classification:	Grade 3 Year 1 - 4 (VW6 - VW9)
Performance review:	Upon completion of probationary and qualifying period and annually or as requested
Employment conditions:	Allied Health Professionals (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2020 - 2021 and its successors, and GV Health Policies and Procedures (and as varied from time to time).

Goulburn Valley (GV) Health is a Regional Public Hospital and Health Service for the Hume Region of Victoria, with main 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.

GV Health is committed to ensuring that all staff are fully immunised against COVID-19, therefore employment within GV Health is conditional upon evidence of having been vaccinated.

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.

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:

This position is responsible for providing leadership and management of the Speech Pathology Department to deliver services that are effective, high quality, responsive to patient needs and focussed on patient outcomes. The Speech Pathology Manager will lead and manage a team that operates within allocated resources, is aligned with operational and strategic goals and the vision of the health service, and which promotes excellence in healthcare through teaching, research and learning. The Speech Pathology Manager will actively lead a team which demonstrates GV Health values. The role will include the provision of clinical intervention to a mixed caseload in addition to the managerial requirements. The extent and type of clinical duties are dependent upon the current level of staffing and expertise available within the service.

The Manager Speech Pathology is responsible for ensuring a range of high quality Speech Pathology interventions is provided for adult and paediatric patients within the admitted services, outpatient, Emergency Department and specialist clinics to ensure patient flow is maximised. The role provides oversight for the provision of safe clinical care to clients who receive speech pathology support throughout their hospital journey. The Manager Speech Pathology role is to lead the team to ensure evidence-based clinical care is provided to Goulburn Valley Health (GV Health) clients who require speech pathology 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 the needs of the community is part of core business.

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

The Manager Speech Pathology 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 area mental health service, aged care facilities, 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 Food Services, Finance, Health Information and People, Development and Capability

Positions reporting to this role:

- Speech Pathologists covering the service settings outlined in the role statement
- Allied Health Assistants as allocated to the Speech Pathology team

KEY RESPONSIBILITIES, ACTIVITIES AND DUTIES:

- Provide leadership for outcome-focussed Speech Pathology services in the admitted 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 Speech Pathology services have high visibility through promotion of innovative practice
- Be responsible for the monitoring and review of Speech Pathology across clinical systems including: referral, assessment, care planning, discharge processes and outcome measurement
- Lead the Speech Pathology department meetings, in-services and relevant planning days
- Represent Speech Pathology 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 Speech Pathology 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
- As part of the Ambulatory Care leadership team, represent allied health on organisational committees and working groups and with external partners, and provide reports to the Divisional Director/Executive Director as part of monthly MAMs and to divisional governance meetings
- The Manager Speech Pathology 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 Speech Pathology team contributes positively to patient flow through attendance and participation at daily operating system (DOS) huddles
- Ensure Speech Pathology 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 Speech Pathology 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 Speech Pathology 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 Speech Pathology clinical intervention maximises consumer outcomes through continually monitoring, evaluating and improving practice by undertaking quality driven activities, including clinical audit and review
- Ensure the Speech Pathology service operates in line with relevant guidelines and objectives, quality standards, organisational policy and legislative standards
- Ensure provision of Speech Pathology 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 Speech Pathology service staff are 100% compliant with probationary and annual performance and development reviews
- The Speech Pathology 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 (Speech Pathology), Bachelor of Speech Pathology or equivalent, member of professional association and eligibility for accredited status.
- A minimum of 7 years clinical experience in a healthcare setting
- Completion of, or working towards a post graduate qualification in an area relevant to Speech Pathology practice or management.
- Extensive clinical experience in evidence-based speech pathology practice across acute, subacute and outpatient settings.

- Ability to responsibly represent speech pathology 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
- Evidence of full immunisation against COVID-19
- Satisfactory National Criminal History 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 speech pathology services in the health setting/ 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	Acting Divisional Director Ambulatory Care
Issued	May 2022
Review	May 2023

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.



GVHealth



CREATE. Outstanding

- 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)