

Position Description

Position Title	Manager - Community Allied Health Services
Position Number	30100217
Division	Community and Continuing Care
Department	Community Allied Health Services
Enterprise Agreement	Medical Scientists, Pharmacists And Psychologists Victorian Public Sector (Single Interest Employers) Enterprise Agreement 2021-2025 Allied Health Professionals (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2026
Classification Description	Allied Health Professional Grade 4 Classifications
Classification Code	VW24 – VW27 or other Allied Health Grade 4 classifications
Reports to	Director Community Services
Management Level	Tier 3 - Business Manager
Staff Capability Statement	Please click here for a link to staff capabilities statement
Mandatory Requirements	<ul style="list-style-type: none"> • National Police Record Check • Working with Children Check • National Disability Insurance Scheme (NDIS) Check • Registration with Professional Regulatory Body or relevant Professional Association • Drivers Licence • Immunisation Requirements

Bendigo Health

Bendigo Health is a leading regional health service, learn more about us by visiting our website: [Bendigo Health Website - About Bendigo Health](#)

As an organisation we are committed to delivering safe, inclusive and high-quality care to our diverse communities across the Loddon Mallee Region. We value and respect the unique backgrounds, cultures and experiences of the people we serve and those who work with us.

We are a proud child safe organisation, dedicated to the safety, wellbeing and voice of all children and young people. We are committed to creating a culturally safe and welcoming environment where Aboriginal and Torres Strait Islander peoples—adults, children and families—are respected, supported and empowered to express and celebrate their culture.

Our Vision

To be a trusted regional healthcare service recognised for delivering exceptional care, being a great place to work, and being deeply connected to our community.

Our Values

PASSIONATE – We are passionate about doing our best – for our patients, our colleagues and our community.

ACCOUNTABLE – We take ownership of our actions and outcomes, always striving for integrity and improvement.

CARING – We care deeply for our community – and our community cares for us. Compassion is at the heart of everything we do.

TRUSTWORTHY - We are open, honest and respectful in all that we do – earning the trust placed in us every day.

The Position

The Manager of Community Allied Health Services (CAHS) is responsible for providing effective leadership, strategic direction, and operational management of a multidisciplinary allied health team delivering community-based services. This includes oversight, support and development of allied staff across Physiotherapy, Exercise Physiology, Occupational Therapist, Podiatry, Speech Pathology, Dietetics, Allied Health Assistants and Fitness for Older Adults Program (FOAP).

Services are delivered in the home environment and clinic settings across six Local Government Areas (LGA's) including, Buloke, Campaspe, Central Goldfields, Gannawarra, Loddon and the City of Greater Bendigo, under the following funding streams:

- Commonwealth Home Support Program (CHSP)
- Home and Community Care Program for Younger People (HACC PYP)
- National Disability Insurance Scheme (NDIS)
- Support at Home (SaH)
- Restorative Care
- Fee for service models
- Older Persons Care Hub

The service operates in the context of reform with the expectation the manager will lead the program through reform requirements.

Responsibilities and Accountabilities

Key Responsibilities

- Provide operational and clinical leadership to the Community Allied Health team, Older Persons Care Hub initiative and in conjunction with the Community Allied Health leadership team, ensure high quality service and integration with other services both internal and external throughout the Loddon Mallee region
- Operational accountability and leadership for the Community Allied Health Service programs including service delivery and statutory reporting, financial management, evidence-based care and human resource management
- Work collaboratively with the Community Services Management team, including Director Community Services regarding operational and strategic matters.

- Oversee service delivery models across six local government areas, collaborating with local organisations to enhance multidisciplinary team approaches to support best practice and client centred care principles.
- Monitor, review and evaluate service delivery in line with the Aged Care Quality Standards, National, Quality Health Service (NSQHS) Standards and NDIS Practice Standards
- Work collaboratively with senior management and colleagues across Bendigo Health to ensure efficient and effective strategic and operational performance, planning and service delivery, including maximising occupancy of programs and timely response to referrals.
- Develop, implement and continually improve a consumer focused approach to service delivery
- Ensure service compliance with funding guidelines and requirements, including the Commonwealth Home Support Program (CHSP), Home and Community Care Program for Younger People (HACC PYP), Support at Home, National Disability Insurance Scheme (NDIS) and Fee for Service models.
- Maintain comprehensive knowledge of relevant awards, legislative requirements and health industry developments
- Ensure Community Allied Health Services is actively represented at relevant internal and external forums
- Oversee rostering of staffing, leave management, recruitment
- Ensure staff have access to appropriate educational opportunities, and that performance reviews are conducted annually with all staff.

Key Selection Criteria

Essential

1. Degree in Allied Health as recognised by the relevant professional body and registered with AHPRA if applicable and ability to satisfy the requirements of the Bendigo Health Credentialing and Professional Standards.
2. Demonstrated experience and success in organisational leadership, service management and quality improvement in a health care setting
3. Proven ability to lead, motivate and support a team in an environment of change
4. Demonstrated skills in budget planning, management, compliance and reporting
5. Demonstrated knowledge and experience in service development, strategic planning and problem solving
6. Demonstrated knowledge and experience in quality processes and activities to enhance consumer focus and client outcomes
7. Excellent interpersonal and communication skills, including ability to initiate, develop and maintain collaborative professional relationships and networks.
8. The ability to meet deadlines and schedules and to set goals and objectives as required

Desirable

9. Postgraduate qualification relevant to the position (clinical or business, highly desirable)

Generic Responsibilities

All Bendigo Health staff are required to:

- Adhere to the **Victorian Government's Code of Conduct**
- Uphold **Occupational Health and Safety** responsibilities, including self-care, safeguarding others, and participating in safety initiatives and reporting.
- Comply with all **Bendigo Health policies and procedures**, including those related to clinical, managerial, and standard work practices.
- Follow **Infection Control** procedures to prevent cross-contamination and ensure the health and safety of all.
- Maintain **strict confidentiality** regarding all organisational, patient, and staff information.
- Engage in **continuous quality improvement** activities aligned with the National Safety and Quality Health Service Standards (NSQHSS).
- Recognise and respect **diversity**, fostering inclusive practices in the workplace and service delivery.
- Support research activities in alignment with the National Clinical Trials Governance Framework to ensure high-quality, safe, and ethical clinical trials and research practices across Bendigo Health
- Staff must carry out all lawful and reasonable directions and comply with relevant professional standards and ethical codes.
- Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Bendigo Health.
- Maintain ability to perform the inherent requirements of this role. Inherent requirements are the essential tasks necessary to perform this role, including reasonable adjustments. Bendigo Health is committed to a safe workplace that supports all employees. The role may require specific physical and cognitive abilities, which can be discussed with the manager during recruitment or at any time. We understand that personal circumstances can change and impact your ability to meet these requirements; additional policies are available to guide you through this process. Please request the relevant procedures for more information.

All Bendigo Health sites, workplaces and vehicles are smoke free.

This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Any elements of this document may be changed at Bendigo Health's discretion and activities may be added, removed or amended at any time.