

Position Description

Position Title	Manager Speech Pathology and Audiology
Position Number	30102032
Division	Community and Continuing Care
Department	Allied Health
Enterprise Agreement	Allied Health Professionals (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2026
Classification Description	Speech Pathologist Grade 4
Classification Code	VW24-VW27
Reports to	Operations Manager Allied Health
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• Eligibility for membership with Speech Pathology Australia• 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](#)

Our organisation is a child safe organisation, committed to the safety and wellbeing of all children and young people. All Aboriginal and Torres Strait Islander adults, children and families will be supported to express and be proud of their culture in an environment that is culturally safe and supported.

Our Vision

Excellent Care. Every Person. Every Time.

Our Values

CARING – We care for our community,

PASSIONATE – We are passionate about doing our best,

TRUSTWORTHY - We are open, honest and respectful

The Position

Managers at Bendigo Health are an integral part of the health care service team, providing leadership and direction to a dedicated staffing group.

A manager at Bendigo Health should have, or aspire to, the personal qualities, knowledge and skills as described in the Bendigo Health Staff Capabilities Statement. Refer to link at top of page.

The manager oversees the Speech Pathology department who provide high level service to inpatient units, outpatient services and community health. The Speech Pathology team provide evidence based expertise

to consumers in assessment and therapeutic management of swallowing and/or communication disorders. The manager also oversees the Audiology team, who provide evidence based diagnostic hearing services in outpatient services.

The Manager of Speech Pathology and Audiology is one of the key members of the Allied Health Heads of Department leadership team responsible for professional and strategic management of the Speech Pathology and Audiology services across the organisation.

Responsibilities and Accountabilities

Strategic alignment

Leadership – This position will be responsible for ensuring that the team is equipped to deliver strategic goals of the organisation by managing, coaching and supporting direct reports.

Deliver Results – This position will be required to contribute to the organisational strategic planning process by planning, setting and monitoring clear targets for the team plan and ensuring that projects are linked to the goals of the organisations strategic plan.

Service Excellence– This position will contribute to providing a standard of excellence in customer service. This will be measured internally via staff surveys and externally via customer and community feedback to ensure that the organisation is delivering professional and efficient customer service.

Financial accountability

Analysis and Problem Solving – This position will contribute to all clinical/ non-clinical reporting including qualitative and quantitative analysis as required accurately and within time constraints.

Compliance – This position will comply with all delegated authorities and limits and actively communicate any problems, changes or issues that senior management should be aware of. It will also be conscious of the quality, risk, OH&S and other legislative requirements there are when implementing systems, processes and practices.

Innovation – This position will demonstrate strong problem solving skills, including the ability to develop new processes and make improvements to processes and services.

People management accountability

Communicate with influence –This position will assist in driving towards the development of a high performance culture through strong leadership. It will meaningfully interpret and communicate the organisations strategic direction and assist to create innovative work practices to assist staff with the change process.

Performance Management - This position will provide regular supervision, training opportunities, coaching, mentoring and guidance to its direct reports. The incumbent will ensure that the annual performance reviews for its direct reports are completed on time. This includes being responsible for addressing issues that negatively impact performance.

Collaboration – This position will develop a collaborative and effective team by communicating meaningful information regularly. The position will also manage professionally and in a timely manner any issues associated with working together such as dealing with differences, conflict, shared goals and team morale.

Key Responsibilities

Technical/clinical accountability

- Provide professional leadership and maintain responsibility for Speech Pathology and Audiology standards at Bendigo Health, including the work standards of the assistant staff who support these professionals.
- Take a lead role in organisational projects, portfolio responsibilities and service development as required
- Apply sound evidence based organisational leadership practices to facilitate development of staff and services in collaboration with the other allied health heads of discipline.
- In line with the Bendigo Health strategic plan, and taking into consideration the business plans and operational requirements of program areas and the other allied health disciplines:
- Provide operational management of inpatient speech pathology, specialist clinics speech pathology and audiology, and community health speech pathology.

Other responsibilities

- Lead the recruitment and selection of all Speech Pathology and Audiology staff throughout Bendigo Health, ensuring staff are appropriately credentialed and skilled to provide high quality speech pathology services
- Maintain and manage a workforce of appropriate numbers, skills and allocation to provide the highest possible standard of care and service to patients and customers in areas of responsibility
- Be responsible for the prioritisation and allocation of Speech Pathology and Audiology service resources throughout the Group to enable the most effective use of available skills and resources. This includes internal service rotations to maximise training opportunities.
- Provide strategic and operational advice to Allied Health Operations Manager and Director of Allied Health & Continuing Care regarding Speech Pathology, Audiology and allied health issues and workforce, including service integration and improvement opportunities, role development opportunities, patient flow and service fluency across Bendigo Health.
- Implement and monitor a system for providing professional supervision, mentoring, support and clinical performance management for Speech Pathology and Audiology staff throughout Bendigo Health.
- Work effectively with other allied health heads of discipline to manage allied health service delivery to the Acute Health service stream in a consistent and cooperative manner.
- Consult and work effectively with the other allied health heads of discipline to continuously improve, develop and monitor allied health development and the standards of allied health professionals' management across Bendigo Health.
- Encourage academic and professional development of staff, including students where appropriate, and facilitate research activities.
- Oversee coordination and liaison with key academic staff at undergraduate clinical schools, to ensure that Bendigo Health Speech Pathology and Audiology staff delivers a high standard of clinical supervision and teaching in the undergraduate program.
- Provide an educational service for staff and students, other disciplines and outside interested bodies in matters related to Speech Pathology and Audiology.

- Promote, support and encourage the staff to apply continuous quality improvement methodology to be innovative, improve customer service and achieve high professional standards.
- Communicate and interact effectively with all other relevant service areas of Bendigo Health to ensure achievement of strategic objectives
- Ensure safe working conditions and practices in the services managed.
- Be responsible for the maintenance of the Audiology suites and clinical resources, ensuring adherence to all industry standards and all risks are identified and managed appropriately
- Apply sound clinical and business risk identification and management practices.
- Take an active role in maintaining connections with other Speech Pathology and Audiology services, and service stakeholders, particularly in the Loddon Mallee Region and throughout Victoria, benchmarking and promoting Bendigo Health as appropriate.
- Maintain and manage an effective network and key contacts with Department of Health, Department of Education and Training and other identified key community service sector.

Key Selection Criteria

Essential

1. A degree in Speech Pathology or equivalent tertiary qualification with the ability to satisfy the requirements of the Bendigo Health Allied Health Credentialing and Professional Standards document, including evidence of eligibility for membership of Speech Pathology Australia
2. A current and satisfactory National Police Record Check must be presented or arranged at the time of commencement.

Desirable

3. Demonstrated experience and success in leading teams, service management and organisational leadership.
4. Post graduate management qualifications.
5. Ability to utilise data and performance metrics to inform service improvement and resource allocation.
6. Demonstrated abilities in strategic planning, projects and change management.
7. Capacity to successfully build and maintain strategic relationships and partnerships.
8. Strong teamwork abilities.
9. Experience in leading or contributing to clinical research, quality improvement initiatives, and evidence based practice.
10. Demonstrated ability to develop, monitor and manage a budget, including variance analysis and reporting.

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.
- 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.