

# Position Description

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| Position Title             | VPRS Regional Coordinator  |
| Position Number            |  |
| Division                   | Clinical Operations  |
| Department                 | OPRS Stream E (Continence/VPRS Team)   |
| Enterprise Agreement       | Allied Health Professionals (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2026 |
| Classification Description | Allied Health Grade 3  |
| Classification Code        | Dependent on discipline  |
| Reports to                 | Stream Leader  |
| Management Level           | Non Management   |
| Staff Capability Statement | Please click here for a link to <a href="#">staff capabilities statement</a>                                     |

## Bendigo Health

With more than 5,000 staff and volunteers and covering an area a quarter of the size of Victoria, Bendigo Health, is an expanding regional health service offering the advantages of city life combined with the beauty and freedom that comes from living in a regional area.

Bendigo Health is a 700 bed service that treats more than 45,000 inpatients, triages more than 65,000 emergency attendees and welcomes more than 1,600 new born babies in a year. In addition more than 15,000 operations are performed in our operating theatres and more than 100,000 occasions of services are provided in our clinics to outpatients.

The organisation provides services in emergency, maternity, women's health, medical imaging, pathology, rehabilitation, community services, residential aged care, psychiatric care, community dental, hospice/palliative care, cardiology, cancer services and renal dialysis to the people of the Loddon Mallee region.

With our main campus based in Bendigo, our services extend throughout the Loddon Mallee with sites in areas such as Mildura, Echuca, Swan Hill, Kyneton and Castlemaine.

Demand on services is increasing rapidly with Bendigo being one of Victoria's fastest growing regional cities.

## 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

All staff 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 Community and Continuing Care Division**

The Community and Continuing Care Division provides a broad range of high-quality, person-centred care programs and services to consumers in inpatient, outpatient, and community settings. Each service within the division is designed to ensure holistic care and improve the overall well-being of our patients and communities.

The Community Services team is dedicated to enhancing the health and wellbeing outcomes of the communities in the Loddon Mallee with six regional offices. This team includes: Aged Care Assessment undertaken on behalf of My Aged Care; Community Allied Health; Community Care; Carer Support and Community Nursing & Home Care.

The Continuing Care team delivers high-quality services across the Loddon Mallee region including: Dental Care; Chronic Disease Management; Outpatient Rehabilitation; Support for People Transitioning Home; Diabetes Management and Geriatric Management and Assessment.

The Allied Health team provides comprehensive, high-quality care across the continuum, including expert services in: audiology, dietetics, exercise physiology, occupational therapy, physiotherapy, podiatry, psychology, social work, speech pathology and allied health assistants who work with these disciplines.

The Geriatric Medicine Team includes Geriatricians, Rehabilitation physicians, Palliative care physicians, registrars and junior medical staff. The Team work across inpatients, outpatients and home settings.

In addition, the Community and Continuing Care Division holds the professional portfolio of Chief Allied Health Officer. The Chief Allied Health Officer and allied health discipline managers provide professional governance for all allied health across Bendigo Health.

## **The Outpatient Rehabilitation Services Department**

The Outpatient Rehabilitation Services (OPRS) Team is located at the Clinical Services Campus in Bendigo and at the Stewart Cowen Community Rehabilitation Centre (SCCRC) in Eaglehawk.

The team provides specialist outpatient rehabilitation to children and adults in the Bendigo and Northern Victorian Region. Rehabilitation is time limited, goal orientated and aimed at maximising potential and quality of life and can be provided either in the centre or in the client's home.

Most clients receive a range of services including:

- Physiotherapy
- Occupational Therapy
- Speech Pathology
- Social work
- Nursing
- Medical
- Podiatry
- Psychology and Neuropsychology
- Exercise physiology
- Dietetics

There are over 110 OPRS staff who work as multidisciplinary teams and are each operationally managed by a stream leader. There are 6 streams, with each stream comprising of differing clinics/areas of work.

## The Position

All staff at Bendigo Health should have, or aspire to the personal qualities, knowledge and skills as described in the Bendigo Health Staff Capabilities Statement and the Allied Health Grade Level Capabilities: Grade 3 Allied Health Professional. Please refer to links provided to these documents.

The Grade Three AHP is responsible for the provision of Discipline Services within a designated clinical caseload, appropriate to their level of experience and competency. Grade Three level AHP are required to display autonomy of practice, whilst also contributing strongly to the interdisciplinary team.

The purpose of this position is to:

- Provide best practice client centred clinical care to clients within the designated caseload in Victorian Paediatric Rehabilitation services of Bendigo Health
- This position is regional co-ordinator of the services. Roles including completing comprehensive initial assessment, care coordination and organisation of medical clinic.
- Contribute to the development of the Outpatient Rehabilitation service, as appropriate in a Leadership capacity and in a solution-focussed manner.
- OPRS operating hours are 8:00am-5.30pm. Staff are required to work until 5.30pm one day/week.

## Responsibilities and Accountabilities

### Key Responsibilities

The key responsibilities and duties of the Grade 3 AHP include, but are not limited to:

| Key Responsibilities | Demonstrated by   |
|----------------------|---|
| 1. Provision of care | <ul style="list-style-type: none"><li>• Work independently within approved scope of practice to provide safe, evidence-based care according to organisational policies and protocols in order to achieve optimal care</li></ul> |

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|   | <ul style="list-style-type: none"> <li>• Provide high levels of specialist knowledge, advice or guidance to other clinicians, consulting with supervisor and senior staff to escalate concerns, risks, clinical complexity and barriers where required</li> <li>• Lead/oversee high-performing clinical teams, and provide highly specialised advice to other employees or staff in their profession/discipline or other disciplines including secondary consultation</li> <li>• Use high levels of specialist clinical reasoning to ensure timely and responsive management of referrals and waitlists, in collaboration with the team as required</li> <li>• Evaluate the distribution of workloads, developing systems that respond to changes in clinical demands as required</li> <li>• Document in the medical history consistent with relevant Bendigo Health procedures and departmental requirements</li> <li>• Complete required program reporting and statistical records for client – related and other activities within specified timeframes.</li> <li>• Demonstrate specialised knowledge and sensitivity to ethical and cultural issues and vulnerable population groups and integrate this into practice.</li> </ul> |
| <b>2. Collaborative practice</b>              | <ul style="list-style-type: none"> <li>• Work collaboratively with clients, their families and other stakeholders to establish a client focused multidisciplinary management plan, consistent with professional standards of practice and evidenced based practice</li> <li>• Work collaboratively with the multidisciplinary team to deliver safe client-focused care, providing high levels of specialist knowledge to health professionals and agencies internal and external to Bendigo Health regarding clinical management</li> <li>• Provide clinical handover to ensure client care is maintained</li> <li>• Facilitate the smooth transition of clients through the health care system, collaborating and liaising with relevant services to ensure continuity of care for individual clients and their families.</li> </ul>   |
| <b>3. Quality, innovation and improvement</b> | <p><b>Innovation and change</b></p> <ul style="list-style-type: none"> <li>• Proactively seek opportunities to work with clients and colleagues to develop practical and creative solutions to workplace problems</li> <li>• Initiate, lead and contribute constructively to evidence based clinical care, new ideas or change processes within the organisation</li> <li>• Generate healthcare strategies/innovations that improve delivery of evidence based healthcare to clients.</li> </ul> <p><b>Quality improvement and research</b></p> <ul style="list-style-type: none"> <li>• Manage and lead quality improvement and research initiatives</li> <li>• Support and mentor other staff in the implementation and delivery of quality or research activities</li> <li>• Lead the translation of evidence into practice, including identifying clinical practice gaps, implementing and evaluating evidence based care</li> <li>• Use highly specialist knowledge to assist in the development of relevant unit business and quality plans, policies and protocols, underpinned by best available evidence, data analysis and client feedback.</li> </ul>  |

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|                                    | <p><b>Safety and risk management</b></p> <ul style="list-style-type: none"> <li>• Carry out compliance and improvement against the key elements of quality, safety and accreditation requirements as directed</li> <li>• Observe safe working practices and as far as able, protect own and others' health and safety</li> <li>• Lead and contribute to designated evaluation of service provision and risk management and assist in modification of service delivery practices in line with current evidence based practice, data analysis and customer feedback.</li> </ul>   |
| <b>4. Professional conduct</b>     | <ul style="list-style-type: none"> <li>• Demonstrate highly developed oral and written communication skills</li> <li>• Recognise issues that may lead to conflict, constructively addressing issues as they arise, and where required escalating for advice and resolution in line with Bendigo Health procedures and values</li> <li>• Act to resolve complex issues by achieving common understanding on diverging interests, and mediating conflict situations as necessary</li> <li>• Display professionalism and highly-developed interpersonal skills</li> <li>• Demonstrate understanding of own personal and professional limitations, as well as the multidisciplinary team's scope of practice, and escalate as required</li> <li>• Adhere to profession specific standards of professional practice</li> <li>• Participate or lead in discipline and program working parties, expert advisory committees or external forums, as directed</li> <li>• Assume responsibility for relevant administrative portfolios or leadership roles as required</li> <li>• Work with operational and professional managers, or their delegates, to ensure that adequate time is allocated for non-clinical responsibilities such as participating in and providing clinical supervision, education, quality improvement and research, delegated portfolios, and attendance at meetings and committees.</li> </ul> |
| <b>5. Learning and Development</b> | <ul style="list-style-type: none"> <li>• Develop orientation and induction processes for staff and students</li> <li>• Provide supervision, training and teaching of students, Grade 1 and 2 staff, and other clinicians as required</li> <li>• Participate in clinical supervision in accordance with the Allied Health Clinical Supervision protocol</li> <li>• Model a commitment to lifelong learning and evidence based practice by identifying knowledge gaps and developing education plans for individuals and teams</li> <li>• Provide professional development or facilitate teaching opportunities to staff within clinical areas of highly specialist knowledge</li> <li>• Use self-reflection techniques effectively to enhance care provision and promote and lead reflective practice</li> <li>• Complete all mandatory training and professional development requirements</li> <li>• Support the recruitment and management of staff and defined resources, in accordance with Bendigo Health Strategic Directions, operational plans and professional practice to ensure quality and activity targets are met.</li> </ul>  |

## Required Capabilities for Allied Health

Further to the key responsibilities outlined in this position description, Allied Health staff are required to demonstrate the capabilities outlined in the Bendigo Health Allied Health Grade Level Capabilities.

## **Generic Responsibilities**

**Code of Conduct** - The Victorian Government's Code of Conduct is binding on all Bendigo Health staff. Contravention of a provision in the code may constitute misconduct and/ or regarded as a breach of the employee's employment agreement and will be dealt with under the organisations Counselling and Disciplinary Action Policy.

**Compliance with policies and procedures** - All Bendigo Health's policies and procedures are set out in its clinical and managerial policy manuals located on the intranet under PROMPT and in hard copy. All staff must ensure they comply with policies, procedures and standard ways of work practices when carrying out their work. Any breach in compliance may result in disciplinary action.

**Occupational Health and Safety** - Every staff member has the responsibility to take reasonable care of their own health and safety and the safety of others, to cooperate with Bendigo Health's OH&S policies and to participate in appropriate safety education and evaluation activities. All staff are expected to participate in reporting any health, safety and wellbeing issues. Any breach in compliance may result in disciplinary action.

**Infection Control** - Every staff member has the responsibility to minimise incidents of infection/ cross infection of residents, staff, visitors and the general public. All staff must adhere to the policies and procedures as set out in Bendigo Health's infection control manuals. Any breach in compliance may result in disciplinary action.

**Confidentiality** - All information concerning Bendigo Health, its patients, clients, residents and staff should remain strictly confidential. Any unauthorised disclosure of such information may result in disciplinary action.

**Quality Improvement** - Bendigo Health is dedicated to improving the quality and safety of health services by providing care within the following domains of quality: Consumer Participation, Clinical Effectiveness, Effective Workforce and Risk Management. As a result, we apply the concept of the quality cycle for all our quality activities, initiatives and projects thereby ensuring the best possible care and treatment results are achieved. The underlying principle of the cycle is that an activity is not complete until evaluation shows that it has been effective and reached the desired outcome. As a Bendigo Health employee you have a responsibility to participate in and commit to ongoing quality improvement activities using the framework of the NSQHSS (National Safety and Quality Health Service Standards).

**Diversity** – Each person has a right to high-quality health care and opportunities regardless of diversity factors, which might include aspects such as cultural, ethnic, linguistic, religious background, gender, sexual orientation, age and socio-economic status. Every staff member has a responsibility to recognise and respect diversity. Inclusiveness improves our service to our community and promotes engagement amongst staff.

Employees are required to carry out lawful directions outlined above or delegated to them. The work to be performed is set out in this position description and, where relevant, any professional standards and codes of conduct and ethics issued by the relevant professional association.

# Key Selection Criteria

## Essential

1. Current registration as a Discipline with the Australian Health Professionals Regulation Agency and ability to satisfy the requirements of the Bendigo Health Allied Health Credentialing and Professional Standards document
2. At least 5 years' experience relevant to discipline in a Paediatric setting
3. Demonstrated high level understanding of contemporary practice and principles and evidence-based service delivery models for the Paediatric Rehabilitation
4. Demonstrated ability to work collaboratively with multidisciplinary teams to deliver safe consumer-focused care, providing high levels of specialist knowledge
5. Demonstrated ability to work autonomously with highly developed skills in organisation, time management, planning and priority setting
6. Demonstrated highly developed verbal and written communication skills with the ability to interact effectively with patients, carers, staff and the community

## Desirable

7. Demonstrated leadership in innovative approaches to problem solving for individual consumers and/or service delivery, using highly specialised clinical skills or knowledge
8. Demonstrated commitment to continuous service improvement and demonstrated experience in the leadership, evaluation and implementation of quality improvement or research activities
9. Demonstrated leadership skills in people management, conflict resolution and building and motivating teams and demonstrated ability to build and sustain positive working relationships
10. Demonstrated specialist knowledge and sensitivity to ethical and cultural issues and vulnerable population groups and integrate this into practice
11. Demonstrates a strong understanding of the state wide Victorian Rehabilitation Service and brings prior experience working within a multidisciplinary team in paediatric rehabilitation.

## Mandatory Requirements

**National Police Record Check** A current and satisfactory National Police Record Check must be completed by all new staff prior to commencement at Bendigo Health.

**Immunisation** As a health provider dedicated to providing quality client care, we all need to be aware of the critical importance of infection control. Each staff member has a responsibility to comply with Bendigo Health's Staff Immunisation Policy and various infection control policy and procedures. All staff are required to provide evidence of vaccinations prior to commencement at Bendigo Health

**Working with Children Check** Bendigo Health has a responsibility to provide a child safe environment. This position is a defined "child-related role" at Bendigo Health. As such you must maintain a valid working with children check. In addition you will be required to assist Bendigo Health in providing a child safe environment by participating in any training or reporting required to ensure the protection of children in our care.

**Registration with Professional Regulatory Body or relevant Professional Association** For example, AHPRA, AHRI, RACS etc. The work to be performed is set out in this position description and, where relevant, any professional standards and codes of conduct and ethics issued by the relevant professional association.

*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.*