

Position Description



Title	Senior Manager, Nursing and Allied Health
Business Unit	Consumer Directed Services, Clinical Practice & Performance
Location	321 Ferntree Gully Rd, Mount Waverley
Employment type	Full Time, Ongoing
Reports to	Service Delivery, Practice and Performance Lead (GM CDS in interim)

About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallee in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we celebrate our diversity and welcome all people regardless of ethnicity, faith, age, disability, culture, language, gender identity or sexual orientation. We acknowledge Aboriginal and Torres Strait Islanders as Australia's First Peoples and as the traditional owners and custodians of the land on which we work. We welcome lesbian, gay, bisexual, trans, gender diverse, intersex and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

Our purpose: To inspire people, enliven communities and confront injustice

Our values: We are imaginative, respectful, compassionate and bold

1. Position purpose

The Senior Manager Nursing and Allied Health provides a high standard of professional leadership and organisational management for the Nursing and Allied Health team. The Nursing and Allied Health Team provides specialist nursing and allied health advice and support to teams caring and supporting consumers of Uniting's Aged Care and Disability services, external providers of aged care and disability services and privately-funded or self-funded consumers.

The position is responsible for the strategic and operational level performance of the Nursing and Allied Health team including review of services provided, benchmarking with other similar organisations, expanding Uniting's profile as a provider of specialist nursing and allied health services and the day to day management of the nursing and allied health team.

The Senior Manager Nursing and Allied Health position will ensure a close working relationship with the Service Delivery, Practice and Performance Lead to actively contribute to the achievement of divisional objectives to provide services both internally, to Uniting consumers and externally to providers of aged care and disability services and private fee-paying consumers.

There may be a requirement for some clinical service provision in your profession.

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2. Scope

Budget: TBC

People:

- Registered Nurses
- Physiotherapist
- Podiatrist
- Speech Therapist
- Occupational Therapist
- Senior Behaviour Support Practitioner
- Advanced Behaviour Support Coordinators

3. Relationships

Internal:

- General Manager, Consumer Directed Services
- Leadership Team, Consumer Directed Services
- Manager Business Analysis
- Team Leader Billing & Verification

External

- Consumers and their families and carers
- Referral sources such as General practitioners, aged and community care providers, disability provides, NDIS, LAC

4. Key responsibility areas

Professional Leadership

- Provide strategic leadership to the Nursing and Allied Health team to ensure an integrated and comprehensive service is provided to all consumers
- Assist in the recruitment and induction of Nursing and Allied Health staff through ongoing development and implementation of effective induction/orientation processes
- Facilitate participation by all nursing and allied health clinicians in professional development and supervision to ensure the team functions within a clear clinical governance framework
- Provide leadership into the development of clinical practices, procedures and protocols within the various work areas for nursing and allied health in accordance with relevant scope of practice.

Operational Management

- Coordinate nursing and allied health workflow and schedules, and operational management of these as required
- Provide day to day management of the nursing and allied health team including, but not limited to, work schedules and travel, leave applications and documentation, equipment and clinical supplies
- Ensure all documentation and reporting is completed in a timely manner to maximise revenue and funding opportunities
- Maintain strong working relationship with the Senior Manager Consumer Experience and Service Excellence and the Customer

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Service Team to facilitate incoming referrals, resolution of consumer enquiries and maximise billing opportunities

- Drive revenue and meet revenue targets as determined by the General Manager, Consumer Directed Services
- Ensure regular tracking of progress in monitoring client progress and care, ensuring feedback is provided to staff and supporting implementation of changes in response to identified gaps
- Work closely with reception staff to ensure that booking and billing of clients is completed efficiently and accurately
- Provide regular operational progress reports and business analysis to the Service Delivery, Practice and Performance Lead

Business Development

- Actively pursue opportunities to promote Uniting's Nursing and Allied Health services both internally and externally, building a partnerships framework to sustain ongoing business (referrers, referees)
- Foster ongoing partner relationships by providing support and information about all of Uniting's services
- Where relevant, manage formal deeds of agreement with partners, monitoring performance to agreed terms.
- Monitor market performance by undertaking annual competitor analysis and benchmarking to ensure Uniting's service offering and price point remains both competitive and viable.

People and teams

- Establish, lead, coach and inspire an engaged and productive team
- Lead the team in leading practices and effective process governance
- Provide support, guidance, coaching, leadership and empowerment to the team including feedback through performance reviews and regular supervision.
- Undertake regular supervision and performance review with line manager, providing feedback to promote collaborative working relationships
- Promote and maintain a positive, respectful and enthusiastic work environment
- Provide authentic team leadership and the highest level of professional conduct in alignment with Uniting's values.

Legal requirements & risk management

- Ensure all legal, funder and statutory requirements pertaining to the position are met including serious incidents, reportable conduct and mandatory reporting (child safety)
- Foster a culture where risks are identified and appropriately managed
- Report areas of serious risk to next level supervisor and work together to mitigate those risks.

Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.

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- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e. equal employment opportunity, health and safety) and mandatory training specific to position.

5. Person specification

Qualifications

- Tertiary qualification in nursing or allied health is essential
- Registration in the category of Registered Nurse or other allied health discipline with AHPRA

Experience

- Extensive experience of managing a multi-disciplinary allied health team
- Excellent understanding of the disability and aged care sectors and the care and support needs of consumers
- Demonstrated understanding of disability and aged care funding and revenue streams
- Demonstrated ability to develop and sustain productive professional relationships with relevant stakeholders
- Business management skills and experience in a senior health management role

Core selection criteria

- **Values alignment** - ability to demonstrate and authentically promote Uniting's values respecting the uniqueness and value of every individual; establish and maintain right relationships that enable people to be influential in their own support arrangement and ensure they are treated with dignity and respect; build on strengths and abilities of all; demonstrate transparency and accountability
- **Clinical Governance** - extensive clinical experience and a excellent understanding of contemporary clinical governance, especially regarding the care of people with complex neurological conditions
- **Client Centeredness** - foster, promote and implement a culture that keeps client at the centre of everything we do
- **Service Development** - Significant experience in the leadership and development of services in a complex environment; sound understanding of the principles of service delivery within the Aged Care and Disability sectors
- **Effective Leadership** - contribute towards building long term organizational capacity by effective leadership and coaching of employees
- **Commercial Astuteness** - ensuring that all resources; be they humans, material or financial, are managed effectively and with efficiency to achieve positive outcomes
- **Self Care** - maintain and encourage others to maintain a healthy work-life balance at all times
- **Problem-solving** - proven ability to take a solution-focussed and strengths-based approach within a complex, ambiguous and evolving community services environment

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Other Requirements

- Legal eligibility to work in Australia
- Current Australian Driver's License
- A satisfactory national police records check is a condition of this position and is repeated every three years and International police check if required
- Compliance and understanding/familiarity with organisational policies, procedures relevant legislation (Quality management system, Equal Opportunity, Health and Safety)

6. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and Working With Children Check (in Victoria) and/or Working With Vulnerable People Check (in Tasmania) **prior** to commencement of any paid or unpaid work and/or participation in any service or undertaking.

This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.

7. Acknowledgement

I have read, understood and accepted the above Position Description

Employee

Name:

Signature:

Date: