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| Position Title: | Manager - Health Independence Program |
| Operationally reports to: | Divisional Director Allied Health and Ambulatory Care |
| Professionally reports to: | Divisional Director Allied Health and Ambulatory Aged Care or as applicable |
| Department: | Health Independence Programs –Allied Health & Ambulatory Care |
| Directorate: | Community & Integrated Care |
| Cost centre: | R1753 |
| Code & classification: | HS7 or equivalent professional classification depending upon qualifications and experience |
| Performance review: | Upon completion of probationary and qualifying period and annually or as requested Permanent Part time |
| Employment conditions: | Victorian Public Health Sector (Health Professionals, Health and Allied Services, Managers & Administrative Officers) Multiple Enterprise Agreement 2011-2015 and it’s successors or Nurses and Midwives (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2012-2016 and it’s successors and GV Health Policies and Procedures (and as varied from time to time). |

Goulburn Valley Health (“GV Health”) is the Regional Public Health Service for the West Hume Sub Region of Victoria, with main campuses located at Shepparton, Tatura and Rushworth and additional sites in Shepparton, Seymour, Benalla, Cobram, Echuca and Wodonga. GV Health provides a range of acute, mental health, aged and primary health and community support services across the West Hume Sub Region. The main campus in Shepparton is the major acute referral site for the sub region.

OUR VISION

Healthy communities

OUR MISSION

GV Health is the regional provider of health services. We will:

- Provide the highest quality care and service in the prevention, diagnosis and treatment of injury, disease and other clinical conditions;
- Support integrated health care;
- Drive innovation in healthcare provision;
- Work in partnership with others to promote healthier communities;
- Provide leadership in health care to the region;
- Provide opportunities for teaching, training and research in health care; and
- Attract health care professionals as an employer of choice.

OUR VALUES

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| Compassion | We are caring and considerate in our dealings with others |
| Respect | We acknowledge, value and protect the diversity of beliefs, and support the rights of others in delivering health services |
| Excellence | We act with professionalism to bring the highest quality of health care to meet the needs of our patients |
| Accountability | We will be responsible for the care and patient outcomes provided by GV Health, and the consequences of our actions |
| Teamwork | We work constructively and collaboratively within GV Health as well as with external partners to deliver integrated care to our patients |
| Ethical Behaviour | We act with integrity, professionalism, transparency, honesty and fairness to earn the trust of those we care for |

ROLE STATEMENT:

Reporting to the Divisional Director Allied Health and Ambulatory Care, this position has responsibility for the leadership and management of effective, high quality and person focussed Health Independence Program (HIP) services. The Manager Health Independence Program will support GV Health’s commitment to develop subacute services and assist in raising the profile of the organisation as a regional subacute service provider in the Hume Region.

The Manager Health Independence Program will work across internal GV Health programs and services and with key external agencies to facilitate a planned and integrated approach to service delivery. The role will:

- Build a sustainable consolidated model for HIP service delivery,
- Strengthen collaborative approaches for clients with chronic and complex care conditions,
- Ensure HIP services work in partnership with community-based services to ensure a smooth transition and discharge process for clients moving from inpatient to community based settings, and across the care continuum,
- Build workforce capability across HIP, including development of a plan to guide workforce and professional development priorities.

HIP services are person-focussed and operate within an integrated subacute service delivery model utilising interdisciplinary team-based care with an emphasis on flexible and coordinated service delivery. The aim is to improve and maintain a person’s functional capacity and maximise their independence. HIP service streams at GV Health include:

- Subacute Ambulatory Care (SACS) Services and specialist ambulatory clinics- Community Rehabilitation Centre (CRC), Geriatric Evaluation and Management in the Home (GEMITH), Victorian Paediatric Rehabilitation Program (VPRS), and the specialist clinics: CDAMS, Chronic Pain Management, Continence, Falls and Balance and Movement Disorder Clinic.
- Complex Care/Hospital at Risk of Admission to Hospital (HARP) includes Diabetes, Disease Management and Care Coordination teams.
- Post Acute Care (PAC).
- Residential In Reach (RIR).

In addition, the GV Health Diabetes Centre will report through to this role.

HIP inter-professional teams are inclusive of dietitians, diabetes educators, allied health assistants, physiotherapists, occupational therapists, social workers speech pathologists, exercise physiologists, podiatrists, registered nurses, nurse practitioners, psychologists, neuropsychologists and specialist medical practitioners including rehabilitation specialists and geriatricians.

The position is responsible for supporting GV Health’s clinical governance framework in the quality and safety domains of clinical effectiveness, risk management, effective workforce and consumer participation, ensuring optimal outcomes for patients, their carers and community.

EXTERNAL RELATIONSHIPS:

Liaises with:

- Community based health professionals including medical practitioners; public and private community based service providers
- Regional and metropolitan health care agencies
- DHHS and HIP contacts

INTERNAL RELATIONSHIPS:

Liaises with:

- Allied health discipline managers and Ambulatory Aged Care Manager



- Divisional and Clinical Directors
- GV Health programs and services providing care across the care continuum – including Emergency Department, inpatient units, specialist clinics/units, community health & RAHT and other ambulatory services
- Medical officers and other health professionals
- Corporate services including Finance, Health information, People & Organisational Development

Positions reporting to this role:

- Manager HARP Diabetes
- Manager HARP DMT/Specialist Clinics
- Regional Coordinator VPRS
- Manager CRC including Falls and Balance Clinic, Movement Disorder Nurse
- Manager Care Coordination Team, including Complex Care/HARP, PAC and RIR

KEY RESPONSIBILITIES, ACTIVITIES AND DUTIES

The Health Independence Manager will:

- Provide high level leadership to GV Health's HIP services and ensure service alignment with organisational strategic priorities
- Ensure contemporary models of care are developed, monitored and evaluated so that efficient and effective interventions are delivered to clients in the most appropriate setting
- Participate in state-wide networks and forums and collaborative regional initiatives to promote GV Health as a leader in subacute service delivery
- In consultation with the Divisional Director Allied Health & Ambulatory Care ensure representation and participation in clinical governance meetings and networks across GV Health
- Be responsible for the overall performance of HIP services including the development, monitoring and reporting on the annual budget
- Be responsible for ensuring clinical systems are monitored and reviewed, including intake, assessment, care planning and outcome measurement, to ensure HIP services are coordinated and responsive to need
- Provide advice and guidance to community and other programs regarding HIP services
- Lead regular communication and planning through HIP team meetings and consultation
- Promote positive and effective learning and development experiences through identification of staff skills and contribute to the development of the subacute health workforce
- Ensure compliance with contemporary human resource management practice and principles including workplace health and safety, employment equity and anti-discrimination requirements
- Build and maintain effective working relationships across community and integrated services and the organisational health care team
- Lead the development and implementation of the Annual Operational Plan and Annual Quality Plans to ensure risks are managed and improvement objectives are met
- Lead the development and provision of monthly reports to the Divisional Director against key performance indicators for financial, human resources, quality and risk objectives
- Lead/develop and implement governance projects/quality committees and activities as required
- Provide a high quality service to internal customers and consumers that reflects best practice and adds value to GV Health

1. Quality and safe clinical care for consumers

- Ensure the HIP focus is client-centred including enabling and encouraging consumers to participate effectively in their treatment and planning, delivery and evaluation of health services
- Investigate, respond and take corrective action to consumer complaints as required in accordance with GV Health's Complaints Policy



- Ensure regular feedback from consumers including complaints and satisfaction.
 - Ensure HIP staff are actively involved in family meetings, case conference, clinical handover and discharge planning
- Support employees to work in collaboration with consumers, families/representatives or carers by providing timely information involving them in care planning and treatment decision making
- Operationally manage the clinical practices and ensure standards of care maximise health outcomes by continually monitoring, evaluating and improving practices
- Ensure safe consumer care is provided by maintaining appropriate staffing and skill mix levels
- Uphold and protect consumer rights, maintain strict confidentiality and continually practice to the principles of open disclosure
- Ensure compliance with best practice healthcare standards, legislation, and GV Health's Clinical Governance Framework and clinical practice guidelines
- Maintain accurate and current clinical records ensuring documentation meets professional and legal standards
- Measure consumer experience and respond accordingly to feedback and complaints including reporting findings to appropriate management and committees

2. Develop and maintain collaborative relationships with all disciplines

- Promote and develop the HIP to achieve its full potential with other departments and staff within GV Health and external agencies
- Provide input to clinical expertise and facilitate development of service-specific interventions and outcomes across programs at GV Health
- Collaborate and communicate with all members of the health care team to achieve desired consumer outcomes
- Respect the decisions and actions of others
- Contribute to interdisciplinary team meetings and clinical education sessions to facilitate consumer care goals.

3. Support and participate in evidence-based programs to evaluate and improve the quality of consumer care and outcomes

- Ensure appropriate service specific information and support is provided to clients, family and carers and is supported by evaluation and standards monitoring
- Develop, in consultation, procedures that provide directives about the scope and limitations of the service and its staff and maintain a HIP procedure manual
- Maintain current knowledge of clinical practice
- Actively participate in identifying 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
- Actively support clinical audits, research, process redesign and accreditation against healthcare standards to ensure ongoing clinical practice improvement and the quality of consumer care.

4. Commit to ongoing professional development of self, other employees and the profession

- Provide leadership and participate in preparation of the service for any change management requirement
- Monitor and review the HIP workforce to ensure staff are skilled and competent to deliver the required range of services
- Actively manage employees by conducting annual performance reviews and ensuring that health and safety, employment principles and legislative requirements are met
- Identify employee education and development needs, recognise competencies of employees and ensure employees complete compulsory competencies



- Ensure adequate supervision of graduates, junior employees, students, orientation programs, preceptorship, mentoring and performance enhancement responsibilities
- Maintain and demonstrate regulated clinical skills and competencies by undertaking professional development and completing mandatory training as defined by GV Health
- Undertake credentialing and review of scope of practice and work within these
- Improve performance by seeking feedback, setting goals and participating in annual performance reviews
- Participate in committees and professional groups and disseminate relevant information to other health care professionals.

QUALITY, SAFETY, RISK and IMPROVEMENT

- Ensure regular evaluation of the effectiveness of HIP services through performance monitoring and analysis.
- Actively support the development and implementation of an annual clinical audit program for the Unit/Service.
- Ensure mechanisms are in place to monitor quality indicators and key performance outcomes, identify trends and flag significant issues, investigate causes and implement strategies to meet quality standards.
- Participate in relevant clinical indicator programs and benchmarking.
- Investigate report and monitor trends in incidents occurring within the Unit/Service, facilitating corrective or preventative action as required.
- Recommend the replacement and maintenance of equipment, vehicles and facilities.
- 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:

- Where relevant 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:

- All HIP services are within budget, performance and development reviews are completed on time, training and core competency requirements are met as per organisational standards and leave balances are managed in accordance with the policy and procedure to minimise liability



- Quality, safety and risk plans and activities are implemented in accordance with the relevant frameworks and procedures
- 80% attendance and active participation at committees, working groups and meetings
- Rostering is completed in accordance with the relevant Enterprise Agreement requirements
- Registration or professional accreditation is maintained and working within scope of practice
- Adhere to professional body code of conduct
- Evaluate HIP service provision and identify and rectify any gaps within the service system
- Monitor HIP targets and service performance through monthly VINAH data review and variance analysis
- Ensure staff are trained in relevant outcome measurement tools

KEY SELECTION CRITERIA:

(Please respond to this section in your application)

Essential:

- Relevant tertiary qualifications in a health discipline, including current registration with AHPRA (as applicable) and eligibility for membership of relevant professional body.
- Extensive experience in the healthcare setting with post-graduate qualifications in health management/relevant area of specialty or working towards same.
- Demonstrated experience of participation in and leading multidisciplinary teams.
- Demonstrated clinical experience and/or expert knowledge regarding evidence based practice in ambulatory care settings.
- Demonstrated high level of analytical thinking and investigative skills involving research, benchmarking and resource identification, including innovative service delivery models.
- Demonstrated ability to manage human resources, financial and budgetary processes.
- Demonstrated high level negotiation and influencing skills, and the ability to engage key internal and external stakeholders.
- Satisfactory National History Criminal Check prior to commencement of employment
- Satisfactory Working with Children Check prior to commencement of employment (if Required)
- Current Victorian Drivers Licence.

Desirable:

- Experience in program redesign and evaluation, process improvement and change management in the ambulatory care setting.
- Demonstrated ability to initiate and maintain effective professional relationships across a range of regional services

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 | |
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| <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 |

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| Reviewed by | Divisional Director Allied Health and Ambulatory Aged Care |
| Issued | March 2016 |
| Reviewed | March 2017 |

I acknowledge:

- That I have read and fully understand the Position Description and Inherent Physical Requirements of the position.
- 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)