

Position Description

Position	Allied Health Operations Manager - North- West
Work Area	Allied Health and Practice Administration
Location	South/North/North-West
Responsible To	Senior Manager Allied Health
Salary	Negotiable based on skills, experience, and qualifications

Position Summary

Reporting directly to the Senior Manager Allied Health, the Allied Health Operations Manager - North- West works as part of the Allied Health Leadership Team, leading and overseeing regional operations of Allied Health and Practice Administration.

The Allied Health Operations Manager - North - West plays a pivotal role in contributing to service planning and assisting in the development and implementation of service delivery objectives that align with best practice standards within the context of allied health services.

Key Responsibilities

- Oversee regional day to day operations of allied health and practice administration with a primary focus on service delivery and clinical utilisation.
- Provide formative input into the development and implementation of practice administration processes, initiatives, and project plans, aligned to the strategic objectives.
- Performance evaluation, staff development, and mentorship to ensure a skilled, motivated, and resilient workforce, maximising workforce retention.
- Conduct regular team meetings to review team performance, identify areas for improvement, to inform organisational or process changes, provide support and guidance to achieve role expectation.
- Assist with recruitment and onboarding (including aspects of induction and training), and performance management of Allied Health and Practice Administration staff.
- Drive the operational management of practice administration and allied health services, ensuring safety, high quality, and customer-focused care.
- Encourage and promote a collaborative working environment between practice administration and therapy staff, with a focus on driving clinical utilisation and quality service delivery.
- Ensure the smooth and efficient delivery of services that exceed client expectations.
- Provision of leadership and support to ensure departmental KPI's are met or exceed, including optimisation of income, workflow efficiency, maximisation of claimable hours and waitlist management.
- Review performance reports to identify opportunities for operational improvement.
- Ensure compliance with professional standards and regulatory requirements.
- Analyse service delivery data and interpret the impact on participants, staff and organisational business objectives, and provide direction to leaders in response.
- Liaise with stakeholders to support referral and waitlist management, business development opportunities and marketing activities.
- Promote awareness and compliance of St Giles people related policies and procedures, and legislative and regulatory requirements amongst the allied health and practice administration teams.
- Work collaboratively across all operational areas of St. Giles to promote cross-referrals opportunities.

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- Provide written reports, workforce outcomes and relevant action documents to the Senior Manager Allied Health.

Performance Review

Performance reviews will be conducted using the Organisation's Performance Management Process.

Qualifications/ Requirements

Essential

- Demonstrated management experience (three-years or similar) providing strategic leadership and operational planning and management of health or primary health services.
- Experience contributing to the strategic development of sustainable service delivery models
- Strong computing skills, particularly Microsoft Office.
- Current unrestricted Tasmanian driver's licence
- Required to provide a satisfactory National Police Check and NDIS Worker Screening/Working with Vulnerable People check (WWVP)

Desirable

- Well-developed knowledge of the Disability Services Sector, including the NDIS
- Experience using Customer Relationship Management Software.
- Experience using Lumary would highly desirable.

Selection Criteria

- Proven ability to provide authoritative strategic advice on allied health service, governance and workforce development initiatives.
- Experience contributing to the strategic development of sustainable service delivery models.
- Demonstrated experience in implementing and driving change within an organisation.
- Sound analytical skills and business acumen to understand and contribute to commercial decisions.
- Ability to see the bigger picture and simplify complicated processes to achieve desired outcomes.
- Exceptional time management skills with the ability to plan work, establish priorities and service standards, to achieve required outcomes.
- High level communication skills, including the ability to develop written reports, and verbally effectively communicate with internal and external stakeholders.
- Experience utilising financial data to monitor and drive employee performance.

Agility Statement

The information contained herein is not intended to be an all-inclusive list of the duties and responsibilities of the job and may be subject to change. Management may, at its discretion, assign or reassign duties and responsibilities to this job at any time as necessitated by operational needs.

Health, Safety and Wellbeing Requirements

- Participate in and contribute to Health Safety and Wellbeing activities to ensure a safe work environment for staff, participants, and visitors.
- Comply and promote awareness of WHS policies and procedures to participate in the

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- achievement of a safe working culture.
- Where appropriate, participate in workplace inspections, incident reporting and investigations, provide information, instruction and coaching.

The Employee

I accept the position description documented above and understand that the position description will be reviewed or amended periodically due to changes in organisational requirements or responsibilities. Changes to the position description will be consistent with the purpose for which the position was established.

Name _____ Signature _____ Date _____