

POSITION DESCRIPTION

Position Title:	Grade 2 Physiotherapist – Commonwealth Home Support Program (CHSP) Community Therapy Services Northern Health Bundoora Centre & Broadmeadows Hospital
Business Unit/Division:	Allied Health Services
Award Agreement:	Allied Health Professionals (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2021-2026
Classification:	Grade 2 Physiotherapist (VB1 – VB4)
Employment Type:	Full time, Fixed term until 17 August 2026
Reports to:	Senior Clinician Physiotherapist Physiotherapy Clinical Leader Associate Director of Allied Health – Physiotherapy & Exercise Physiology
Date Prepared/Updated:	5 August 2025

General Role Statement:

This Grade 2 Physiotherapist will work in Community Therapy Services (CTS) with the Commonwealth Home Support Program (CHSP) population (people aged 65 or over), providing centre and home/community based interventions, using an interdisciplinary approach.

ORGANISATIONAL OVERVIEW

Introduction

Northern Health is a vibrant, fast-paced workplace located in the rapidly growing northern suburbs. This is driving us to think innovatively about the needs of the population and what the health system of the future might need to look like to meet those needs. We take care of our community by providing a wide range of health services at multiple locations including:

- Northern Hospital Epping
- Broadmeadows Hospital
- Craigieburn Centre
- Bundoora Centre
- Merri-bek Community Team
- Broadmeadows Community Care Unit
- Broadmeadows Prevention and Recovery Care
- Hotham Street Community Mental Health Clinic
- Northern Prevention and Recovery Care
- Northern Community Care Unit and,
- Noogal Clinic
- Kilmore District Health
- Women's Health Hub

We also collaborate with our partners to help expand the range of health care services offered to our culturally rich and diverse community.

As an organisation, we are shifting our focus from illness to putting a spotlight on supporting our community in 'staying well'. In order to achieve this, we are developing strong relationships with other health service providers and the community across the region, to help us think differently about the future.

Northern Health provides a dynamic working environment, with a strong culture of teamwork, safety and respect. Northern Health is proud to be an inclusive employer and aims to ensure our workforce is representative of the community.

Our Vision:

Creating a healthier future by working together, innovating and delivering great care.

Our Values:

- Safe – We provide safe, trusted care for our patients. We are inclusive, culturally safe, celebrating the diversity of our staff and community.
- Kind – We treat everyone with kindness, respect and empathy. We provide patient-centred and compassionate care.
- Together – We work together with our staff, patients, consumers and health system partners.

Our Priorities:

Northern Health has determined six strategic directions. The directions are focused on addressing priorities for safety, sustainability, growth and innovation. They reflect our best assessment of opportunities and challenges in our current and future environment.

- Collaborate to deliver safe, efficient, effective and sustainable care in all our services
- Demonstrate our commitment to the wellbeing of our valued workforce
- Renew and strengthen our infrastructure, systems, tools and processes for financial sustainability and growth
- Innovate to shape the future of health care in Victoria
- Partner to keep people well and deliver the best possible care locally
- Drive research and education to deliver excellent care and develop the next generation of clinicians and health care leaders

These priorities are inter-related in that success in one area is dependent on success in another. Detailed plans have been developed to support each of the priority areas.

All Northern Health employees will contribute to improving patient safety by being familiar with, and applying the National Safety and Quality Standards and criteria.

Safety, Quality and Clinical Governance at Northern Health

Northern Health is dedicated to providing the highest quality of care in the safest possible environment for every patient every time. We are focused on strengthening the safety and quality of care across the continuum, with a focus on saving lives, reducing harm and improving the patient experience.

Northern Health's safety and quality improvement activities focus on delivering the Strategic Plan and Operational Business Plans, and are supported by the Northern Health Clinical Governance and Risk Frameworks, and the Northern Health Quality Improvement Methodology.

The Northern Health Quality Management System brings together the core elements that underpin how:

- Quality and Clinical Governance is determined.
- Quality services are delivered.
- Risk is managed.

- Audit – what matters is monitored.
- Our committees monitor performance of controls put in place to ensure safe patient care.

Commitment to Child Safety at Northern Health

- We are committed to the safety, participation and empowerment of all children
- We are committed to the cultural safety of Aboriginal children, the cultural safety of children from a culturally and /or linguistically diverse backgrounds and to providing a safe environment for children with a disability.
- We have zero tolerance of child abuse, and all allegations and safety concerns will be treated very seriously and consistently with our robust policies and procedures
- We have legal and moral obligations to contact authorities when we are worried about a child's safety, which we follow vigorously

Family Violence and Child Safety Statement:

Northern Health is a child safe environment and is committed to protecting children from harm and abuse, in accordance with our legal obligations and the Child Safe Standards. Northern Health aims to identify and respond individuals who are at risk of child abuse and family violence and we encourage victim survivors to disclose to their health professional to seek support and safety. Northern Health has zero tolerance of child abuse and family violence, and all disclosures and safety concerns will be treated sensitively in accordance with our policies and procedures.

Northern Health actively promotes the safety and wellbeing of all individuals. We recognize and respect individual rights, identities, relationships and cultures. Our aim is to foster a trauma-informed, culturally safe and child safe environment.

Northern Health is an Information Sharing Entity (ISE) and is prescribed to the Family Violence Multi-Agency Risk Assessment & Management (MARAM) Framework and the Information Sharing Schemes. Family violence and child safety training is mandatory for our staff members and volunteers.

ROLE STATEMENT

The Grade 2 Physiotherapist will work in Community Therapy Services (CTS) with the Commonwealth Home Support Program (CHSP) population (people aged 65 or over), providing centre and home/community based interventions (including running groups), using an interdisciplinary approach. The clinical caseload will vary depending on demand but can include a mix of neurological, musculoskeletal and general physiotherapy. The role is split between Bundoora Centre and Broadmeadows Hospital.

Responsibilities of the role will include:

- Triage long stay patients off the CTS waiting list
- Complete interdisciplinary assessments to determine clients' needs
- Provide appropriate interventions to meet the client's immediate needs
- Refer on to appropriate services to meet clients' needs

The responsibilities may evolve over time and therefore flexibility and adaptability are requirements. The Grade 2 Physiotherapist will work collaboratively with the CTS team to achieve the strategic outcomes of the program. The Grade 2 Physiotherapist will ensure excellence in service improvement and risk management with a role in quality improvement and innovation. Supervision of students and junior staff will be an essential component of the role.

As physiotherapy services and programs at Northern Health continue to develop and evolve to meet the increasing demand of servicing the Northern growth corridor the role will require staff to be flexible with their working hours and may include working after hours, on weekends and public holidays. Staff will be required to travel and work across the various Northern Health campuses, programs, and partner organisations.

Compliance with mandatory training as per NH Policy is a requirement of this role. Failure to complete this training within required timeframes may result in a suspension of duties until training is completed.

All employees:

Quality, Safety, Risk and Continuous Improvement

- Maintain an understanding of individual responsibility for patient safety, quality & risk and contribute to organisational quality and safety initiatives.
- Follow organisational safety, quality & risk policies and procedures
- Maintain a safe working environment for yourself, your colleagues and members of the public.
- Maintain an understanding of individual responsibility for patient safety, quality & risk as outlined in Northern Health [Clinical Governance & Patient Experience - Trusted Care](#).
- Contribute to organisational quality and safety initiatives.
- Escalate concerns regarding safety, quality & risk to appropriate staff members, if unable to rectify yourself.
- Promote and participate in the evaluation and continuous improvement processes.
- Comply with principles of Patient Centred Care.
- Comply with Northern Health's commitment to Child Safety
- Comply with Northern Health mandatory continuing professional development requirements.
- Comply with requirement of National Safety & Quality Health Service Standards and other relevant regulatory requirements.
- All employees of Northern Health must comply with the health service's Staff Health / Workforce Immunisation procedure (as amended from time to time) together with any relevant State Government and Departmental directives. This requires all employees to be vaccinated for various diseases such as, but not limited to influenza.

KEY RESULT AREAS AND MAJOR RESPONSIBILITIES

Leadership

- Actively participates in assigned portfolios, working groups, committees, etc.
- Provides leadership which promotes a safe environment, eliminating harm to patients and staff
- Actively engages in the wider multidisciplinary team, promoting team work and respect
- Demonstrates leadership and role modelling on a day to day basis

Strategic and Project Management Leadership

- Actively participates in strategic initiatives and quality improvement initiatives across Northern Health
- Actively engages consumers in service improvement activities as per the NH Partnering with Consumers plan
- Represents and advocates for allied health in all designated roles and responsibilities

Organisation-Wide Contribution

- Supports the achievement of accreditation under the National Safety and Quality Health Care Standards
- Takes a lead in organisation-wide initiatives and capability improvement for issues and topics within Allied Health scope and competence
- Participates in local and organisational wide education, activities, initiatives

Diversity and Inclusion

- Conducts self in a way that is respectful of others
- Supports achievement of Northern Health's Cultural Responsiveness Plan
- In collaboration with other staff, initiate and support training and events that promote diversity, inclusion and gender equity

Innovation and Culture Change

- Actively engages in organisational change and transformation processes
- Promotes a culture of person centred care
- Enable empowering environments where employees and colleagues can be themselves, raise concerns and innovate without fear of failure
- Displays an innovative mind-set

SELECTION CRITERIA

Qualifications, Registrations and Qualities

Essential

- Professional qualifications and registration with the Australian Health Practitioner Regulation Agency (AHPRA) as a Physiotherapist (without restrictions)
- Current National Police and Working with Children History Check.
- The Staff Immunisation Questionnaire must be completed by all new employees as part of the mandatory on-boarding process. New employees are not permitted to undertake any activity that requires patient contact prior to clearance by the Staff Immunisation Nurses; this also includes evidence of having the Flu vaccination on a yearly basis. New employees with contra-indications to vaccinations or who decline vaccination are required to attend a face to face consultation with the Immunisation Nurses for appropriate documentation of their contraindications or declination. This must be completed PRIOR to commencing any work with Northern Health.

Desirable

- Membership with the Australian Physiotherapy Association and relevant special interest groups
- Postgraduate qualification in relevant area of practice (or currently enrolled/studying)

Experience

- Extensive experience and demonstrated expertise with complex community clients, particularly those over 65 years of age who have multiple comorbidities and may include history of falls/high falls risk
- Experience managing patients in the community (centre based and home based, individual therapy and group therapy)
- Demonstrated capability in service innovation and development.
- Demonstrates leadership skills and initiative in developing and promoting clinical care
- Well developed interpersonal skills
- Well developed organisational and time management skills
- Demonstrated effective verbal and written communication skills
- Skills in negotiation and conflict resolution
- Experience in the management and education of undergraduate students and junior staff
- Ability to work in an interdisciplinary team
- Commitment to ongoing professional development and evidence based practice
- Competent computer skills particularly in Word Processing and Internet use, and the ability to learn dedicated software
- An understanding of the cultural diversity of the community
- Commitment to health promotion and health independence

Knowledge, Skills and Behaviours*Clinical Practice*

- Assess client, plan and implement appropriate intervention at Grade 2 level of competence
- Maintain knowledge of evidence based practice and integrate this knowledge in clinical practice
- Manage a clinical caseload in an efficient and independent manner
- Act as a resource and consultant for Physiotherapists, Nursing, Allied Health and Medical staff as required
- Appropriately document and provide detailed clinical handover of patient management in accordance with documentation standards
- Communicate and liaise with other health professionals within the treating team regarding patient progress and treatment plans
- Proactively contribute to clinical risk management in consultation with senior clinician

Organisational/Business Skills

- Demonstrate ability to manage time effectively, evidenced by responsiveness to referrals, effective caseload management and attainment of key performance indicators (KPIs)
- Demonstrate an understanding of the structural and financial constraints of the public health system, the importance of KPIs and the relationship between these factors and service delivery
- Provide timely and accurate reporting of activity and use this information to ensure best use of resources
- Demonstrate an active evaluative approach to the provision of physiotherapy in order to improve and develop the service in consultation with Grade 3 and 4 physiotherapists
- Develop, coordinate and supervise a student program as required
- Actively participate in departmental research activities
- Assist in the daily prioritisation and allocation of clinical workloads within the TCP setting

Professional Development

- Utilises opportunities to increase a professional knowledge and skill base

- Takes responsibility for maintaining and improving skills in patient management and promotes continuing education within the team
- Understands and applies the principles of evidence based practice
- Actively participates in supervision and performance management as per department protocols

Supervision/Professional Leadership

- Supervise students, Grade 1 physiotherapists, allied health assistants and others as required
- Ensure junior staff and students meet departmental and performance requirements
- Drive and promote clinical/professional best practice
- Develop, coordinate, and supervise the student program
- Foster and demonstrate active participation in supervision both formal and informal
- Represent discipline/allied health on working parties, committees and meetings
- Act as a role model/mentor for others in the department
- Actively promote quality and risk management

Teaching/Research/Training

- Willing to participate in and support research projects
- Actively participates in and provides in-service training
- Able to coordinate and manage a student program
- Seeks evidence to support clinical care and decisions

Professional Responsibilities:

- Comply with the AHPRA/Physiotherapy Board of Australia Physiotherapy Code of Conduct.
- Comply with the Australian Physiotherapy Association Code of Conduct.
- Practice within relevant professional and ethical standards
- Utilise reflective practice and supervision to identify learning needs and employs appropriate strategies to address these
- Model professional leadership and act as a role model/mentor for others in the department
- Identify and manage risks whilst using equipment and resources
- Comply with all By-Laws, Regulations and Policies that are in place at Northern Health including those relating to Privacy and Confidentiality, Occupational Health and Safety, Performance and Development Management, Harassment in the Workplace.
- Comply with all relevant Legislation
- Contribute to improving patient safety and maintaining Northern Health's accreditation status by being familiar with the National Safety and Quality Standards and Criteria; how these relate to your work and ensuring these are embedded in your approach to work where applicable:
 - <https://intranet.nh.org.au/quality-safety/>
 - Clinical Governance
 - Partnering with Consumers
 - Infection Prevention and Control
 - Medication Safety
 - Comprehensive Care
 - Communication for Safety
 - Blood Management
 - Recognising and Responding: Acute Deterioration
- Follow the guidelines provided in the Code of Conduct for staff of Northern Health.
- Contribute to a culture of consumer participation by ensuring that activities within the area of responsibility are inclusive of and responsive to the needs of our consumers.
- Support achievement of Northern Health's Cultural Responsiveness Plan (<https://intranet.nh.org.au/departments-and-services/transcultural-language-services/about-us/northern-health-cultural-responsiveness-plan-2/>)

- Contribute to patient safety and quality of care by identifying, reporting and managing risks in area of responsibility.
- Compliance with mandatory training as per NH Policy is a requirement of this role. Failure to meet this requirement may result in a suspension of duties until the training is completed.
- If the role requires provision of services to NDIS Participants the following apply:
 - Completion of NDIS Worker Check and the NDIS Worker Orientation module
 - Incident reporting and feedback as per NDIS policy and mandatory reporting timeframes

Employee Declaration

I have read, understood and accept the above Position Description.
(Please print name)

Signature:

Date: