

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 Community Hospital
- 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
- Mernda Community Hospital

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.

Essential:

- 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.

POSITION DESCRIPTION

Position Title:	Grade 2 Practitioner of Hand Therapy – Occupational Therapist or Physiotherapist
Business Unit/Division:	Allied Health
Award Agreement:	Health Professional Services Award
Classification:	Grade 2 Occupational Therapist or Physiotherapist
Employment Type:	Fixed term – 17/11/25 – 31/12/26. Full Time 1.0 FTE
Reports to:	Senior Hand Therapy Clinicians Clinical Leader/Clinical Expert Gr4 Occupational Therapy and Hand Therapy.
Date Prepared/Updated:	November 2025.

ROLE STATEMENT

To be accountable for providing quality client care in Hand Therapy, through the application of competent clinical skills in assessment, planning, implementation of treatment and management plans that are evidence-based and person-centred.

The Grade 2, through their clinical experience, will have a role in ensuring excellence in Hand Therapy patient care, participating in quality activities, risk management and service development. The Grade 2 Hand Therapist may also be responsible for the supervision of a Grade 1 therapist, an Allied Health Assistant and students.

The Hand Therapy Service may comprise staff from both the Occupational Therapy and Physiotherapy departments and Hand Therapists liaise closely with the Plastics Unit and wound clinic. Northern Health staff may be required to cover staff leave across the sites of Northern Health.

This position is responsible for:

- Grade 1 Occupational Therapists
- Allied Health Assistants
- Undergraduate Occupational Therapy students

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 quality improvement initiatives across Northern Health
- Actively engages consumers in service improvement activities as per the NH Consumer Participation and Patient Experience Framework
- 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
- 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, initiates and supports training and events that promote diversity, inclusion and gender equity

Innovation and Culture Change:

- Actively engages in the organisational change process
- 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

Role Responsibilities

Clinical Practice

- Demonstrates a client focus in the provision of care
- Established skills and knowledge of the Hand & Upper Limb to assess client, plan and implement appropriate intervention at Grade 2 level of competence in Hand Therapy
- Provide specialist splinting skills to appropriate Hand Therapy patients (i.e. Dynamic splinting)
- Demonstrates understanding of evidence based practice in clinical work
- Utilise relevant outcome measures to evaluate effectiveness of the Hand Therapy Service
- Manage a complex caseload with occasional support and supervision from the Grade 3 as required.
- Involve clients and carers in decision making regarding their care and negotiate agreed plans of action.

- Conducts patient interventions both direct and indirect tasks at a minimum of 75% of time worked.
- Liaise with members of multidisciplinary team to ensure effective delivery of Hand Therapy
- Utilize negotiation and conflict resolution skills
- Maintain knowledge of external Hand Therapy resources
- Accurate and timely recording of appropriate information and outcomes e.g. in medical histories.
- Provide written reports to relevant outside organizations as required
- Practice within relevant professional and ethical standards
- An understanding of culturally and linguistically diverse communities (CALD).
- Attend patient related meetings and clinics in addition to informal contact and cooperation with surgical, nursing and allied health staff to ensure an integrated approach to patient care
- Assist Grade 3 to develop and maintain protocols for standards of practice in caseload

Organisational/Business Skills

- Implement organisational / program ideas in conjunction with Grade 3 Hand Therapist
- Monitor the appropriateness of referrals & respond to referrals within agreed timeframes
- Record patient attendance statistics (inpatients and outpatients) in Healthpower Program according to departmental and hospital administration requirements
- Demonstrate active participation in working in a multi-disciplinary team
- Actively participate in quality improvement and accreditation processes
- In conjunction with Grade 3 develop outcome measures for effectiveness of service
- Assist in development of policies, procedures and guidelines
- Possess 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.
- Understanding of the broader organisational context and awareness of the wider influences affecting the Hand Therapy Service
- Identifies service gaps and considers solutions with the Grade 3
- Participate in staff meetings.
- Involvement in hospital or network wide projects as directed by the Associate Director for Occupational Therapy and Hand Therapy.

Professional development

- Utilise opportunities to increase a professional knowledge and skill base
- Actively participate in supervision as per the departmental protocols
- Able to apply the principles of evidence based practice
- Participate in in-service education and journal reviews

Supervision

- Supervise students and others as required
- Participate in monthly supervision with the Grade 3 Hand Therapist
- Provide supervision and direction to Grade 1 staff member, students and Allied Health Assistants as necessary.
- Consult up and down the line of accountability
- Monitors caseload allocation to report back to Grade 3

Maintenance of Equipment and Resources

- Ensure equipment and resources are utilised and maintained according to departmental protocols
- Maintain knowledge of available equipment and appraise new equipment as necessary.
- Compliance in Allied Health Risk Management framework in accordance with Occupational Health & Safety legislative obligations and Northern Health Risk Management Program.
- Assist in maintaining a safe work environment by reporting any incidents of unsafe work practices or equipment.

Teaching/Research/Training

- Can demonstrate application of evidence based informed practice.
- Willing to participate in research projects and develop research skills
- Actively participate in in-service training
- Investigative skills in areas such as literature reviews/critiquing different treatment approaches.
- Promote Hand Therapy within and external to the organisation.
- Aware of what Allied Health Learning and Research Unit has to offer
- Participate in workshops, interest groups/conferences where possible to maintain and increase current knowledge and practice.
- Work with Associate Director for Occupational Therapy and Hand Therapy and Grade 3 therapist to build collaborative partnerships with Universities and Research Institutions to develop capacity of expertise for ongoing research within the Hand Therapy Department.

SELECTION CRITERIA

Qualifications, Registrations and Qualities:**Essential**

- Recognised tertiary qualification (Occupational Therapy or Physiotherapy) or equivalent
- Fully Registered as an Occupational Therapist or Physiotherapist with the Australian Health Practitioner Regulation Agency (AHPRA)
- Eligible for membership of Australian Hand Therapy Association.
- 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.

Experience:

- Clinical experience in Plastics/Hand Therapy of at least 2 years is desirable

Knowledge, Skills and Behaviours:

- Well informed of current developments in musculoskeletal rehabilitation and Hand Therapy.
- Well-developed interpersonal skills
- Demonstrated effective verbal and written communication skills
- Demonstrated negotiation and conflict resolution skills
- Demonstrated sound clinical skills
- Ability to work in a multi-disciplinary team
- Experience in supervision of staff
- Commitment to ongoing professional development
- Competent computer skills particularly in word processing and internet use, and the ability to learn dedicated software
- Understanding of the cultural diversity of the community
- Presentations / project experience within clinical field

Employee Declaration

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

Signature: Date:

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