

## ORGANISATIONAL OVERVIEW

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### 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 to 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.
- All *Responsible Person* under the *Aged Care Act 2024* or *Key Personnel* under the *2013 NDIS Act*, must complete an annual Suitability Assessment, notify [MyKPRP@nh.org.au](mailto:MyKPRP@nh.org.au) within 5 days of any change in their suitability circumstances, and provide Northern Health with required documentation (e.g. police checks, statutory declarations) to support ongoing record-keeping obligations.



## POSITION DESCRIPTION

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<b>Position Title:</b>	Grade 3 Physiotherapist- CHSP/NDIS
<b>Key Personnel/Responsible Person:</b>	Yes
<b>Business Unit/Division:</b>	Allied Health- Physiotherapy
<b>Award Agreement:</b>	Allied Health Professionals (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2021-2026
<b>Classification:</b>	Grade 3 Physiotherapist
<b>Employment Type:</b>	Permanent, Part time 72 hours per fortnight 0.95EFT
<b>Reports to:</b>	Associate Director Allied Health – Physiotherapy & Exercise Physiology Physiotherapy Clinical Leaders Community Therapy Services Management
<b>Date Prepared/Updated:</b>	June 2026

## ROLE STATEMENT

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The Grade 3 Physiotherapist has responsibility for the organisation, implementation and supervision of physiotherapy care in the Community Therapy Service at Broadmeadows Hospital and Craigieburn Centre. Through their clinical expertise they will have a leading role in ensuring excellence in client care, promotion of quality, education of staff and students, team and program development across the physiotherapy services.

### **This position is responsible for:**

The senior clinician will act as a clinical resource for junior staff and students. The position involves the provision of physiotherapy services in the Community Therapy Service setting at Broadmeadows Hospital and Craigieburn Centre with the clinical caseload predominantly in the following programs: Commonwealth Home Support Programme (CHSP) and National Disability Insurance Scheme (NDIS); however may assist in other Community Therapy Service funded programs in line with organisational demand.

Through their clinical expertise they will have a leading role in ensuring excellence in client care, promotion of quality, education of staff and students and in team and program development. The Senior Clinician will work closely with the Physiotherapy Clinical Leader to monitor, evaluate and develop their service area.

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. The senior clinician 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

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### 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

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### Qualifications, Registrations and Qualities:

#### Essential

- Professional qualifications and registered as a Physiotherapist with the Physiotherapy Board of Australia through the Australian Health Practitioner Regulation Agency (AHPRA)
- Australian Drivers Licence
- Completion of NDIS Worker Screening Check and the NDIS Worker Orientation module

#### Desirable

- Postgraduate qualification in relevant area of practice (or currently enrolled/studying)
- Membership of the Australian Physiotherapy Association (APA)
- Relevant second language

#### Experience

- A background which includes significant clinical experience resulting in high level of skill in general (including neurological and gerontological) physiotherapy
- A background which includes significant clinical experience in the assessment and management of falls for clients in the community
- Demonstrated highly developed interpersonal skills
- Demonstrated leadership skills and initiative in developing and promoting clinical care
- Possesses practical negotiation and conflict resolution skills
- Demonstrated experience with change management
- Demonstrated ability to lead and promote evidence based practice
- A strong willingness to be involved in research
- Experienced in supervision of junior physiotherapy staff and/or Allied Health Assistants
- Experience in the management and education of undergraduate physiotherapy students
- Demonstrated leadership within a multidisciplinary team and promotion of interprofessional practice
- Demonstrates and models a strong commitment to ongoing professional development
- Demonstrated competency in computer skills particularly in Word Processing and Internet use, and the ability to learn dedicated software
- Possesses knowledge and understanding of the cultural diversity of the community

### Knowledge, Skills and Behaviours

#### *Clinical Practice*

- Manage a clinical caseload in an efficient and independent manner
- Maintain knowledge of evidence based practice and integrate this knowledge in clinical practice
- Act as a resource and consultant for Physiotherapists, Allied Health, Nursing, and Medical staff
- Appropriately document and provide detailed clinical handover of patient management in accordance with documentation standards
- Promote patient-centred care and involve patients and carers in decision making
- Exhibits customer service behaviours in all interactions with internal and external customers
- 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.

#### *Organisational /Business Skills*

- Demonstrate ability to manage time effectively, evidenced by responsiveness to referrals, effective caseload management and attainment of key performance indicators (KPIs)

- Demonstrated ability to monitor and manage other staff's time effectiveness, evidence by responsiveness to referrals, effective caseload management and attainment of key performance indicators (KPI's)
- 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 ambulatory setting

#### *Supervision/ Training and Development*

- Implement and support the NH Allied Health supervision framework to achieve effective outcomes for all staff within the discipline/service area
- Identify learning needs and implement strategies and programs to meet individual and service requirements
- Actively contribute to the Physiotherapy and Allied Health planning for clinical, staff and service development in the context of the wider NH Strategic Plan
- Represent discipline/allied health on working parties, committees and meetings

#### *Quality / Service Development*

- Actively participate in quality improvement through quality activities and projects
- Undertake role activities in a manner that supports a safe environment, eliminating harm to patients and staff
- Contribute to patient safety and quality of care by identifying, reporting and managing risks in area of responsibility
- Encourage utilisation of the patient complaint process as a means to improve the quality and safety of care.
- Contribute to improving patient safety and maintaining Northern Health's accreditation status by being familiar with the National Safety and Quality Standards and criteria, and ensuring these are embedded in your approach to work where applicable

#### *Risk Management*

- Facilitate the recording and reporting of all clinical and non-clinical incidents and complete the review and implement management strategies as required
- Utilise Victorian Health Incident Management (VHIMs) software for the recording, reporting and management of all incidents and issues
- Identify and manage risk as part of use of equipment and resources
- Demonstrates self-directed initiatives to develop professional knowledge and skills
- Facilitates an active learning culture and supports teams and individuals to improve NH Physiotherapy Services
- Completion of NDIS Worker Screening 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: