

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:	Advanced Practice Physiotherapist (APP) – Virtual Services
Business Unit/Division:	Division of Virtual Services
Award Agreement:	Allied Health Professionals (Victorian Public Health Sector) Single Interest Enterprise Agreement 2021-2026
Classification:	Grade 4 Physiotherapist
Employment Type:	Part time/Casual, ongoing
Reports to:	<i>Clinical:</i> Director Workforce Operations, VED <i>Clinical:</i> Medical Lead, VSC <i>Professional:</i> Associate Director Allied Health – Physiotherapy & EP
Date Prepared/Updated:	August 2026

ROLE STATEMENT

General Role Statement:

The Advanced Practice Physiotherapist (APP) is an established and innovative role within the Virtual Emergency Department (VED) and Virtual Specialist Consults (VSC). This role is designed to deliver accessible, timely, and high-quality emergency care to patients via virtual consultations, alongside VED medical and nursing colleagues.

The APP will autonomously assess and manage a range of musculoskeletal complaints, and coordinate care with other healthcare providers to ensure comprehensive patient management. The ideal candidate will have significant clinical experience working as an APP in the Emergency Department (ED), and demonstrated knowledge and experience in managing of a diverse range of spinal complaints and peripheral conditions. In addition to clinical responsibilities, the APP may be engaged in service planning and development as well as the clinical supervision of APP's as appropriate.

We are a diverse, driven team that promote a strong culture of safety, teamwork, innovation, and welcome new ideas. Increasing community demand necessitates that these roles are rostered into the evening. Similarly, weekend and public holidays shifts are rostered to support consistent service provision, and the ability to do so is a pre-requisite for employment in this role.

The **Advanced Practice Physiotherapist (APP)** plays a key role within the Virtual Emergency Department (VED) and Virtual Specialist Consult (VSC) services, delivering safe, timely and effective assessment, diagnosis and management of patients presenting with musculoskeletal complaints or injuries. The APP will have a comprehensive understanding of acute musculoskeletal issues and the ability to differentiate these from non-musculoskeletal causes.

The APP will demonstrate a strong background in fast-paced clinical settings and flexibility in the delivery of patient-centred care. A genuine passion for advanced practice clinical service delivery and the ability to work autonomously through self-directed learning are essential.

Working closely with VED and VSC leadership, and in consultation with Associate Director Allied Health – Physiotherapy, and other relevant stakeholders, the APP will provide leadership to ensure the delivery of safe, high quality physiotherapy services that meet the demands of the rapidly growing virtual health service. This role includes contributions to the musculoskeletal and advanced practice physiotherapy teams, as well as involvement in education, research and quality programs.

These APP roles, within VED/VSC have been embedded to ensure timely emergency care is available to all Victorians. In line with peak demand, these roles include evening, weekend and public holiday work as a mandatory requirement. Unique to these positions is that you will be able to work completely remotely, although remain supported by a team of dedicated and passionate clinicians.

This position is responsible for:

- Clinical Consultations:
 - Conduct virtual telehealth consultations with patients presenting with various musculoskeletal conditions, as well as other healthcare professionals including Ambulance Victoria, GPs, Residential Aged Care nurses.
 - Assess, diagnose, and manage acute and chronic musculoskeletal conditions.
 - Develop and provide evidence-based treatment plans.
 - Coordinate with emergency services and other healthcare providers for patients requiring in-person care.
 - Ensure appropriate follow-up and continuity of care.
 - Medical Documentation:
 - Maintain accurate and timely medical records for all patient interactions.
 - Document patient histories, treatment plans, and outcomes in accordance with legal and regulatory requirements.
- Collaboration and Coordination:
 - Collaborate with VED & VSC team members, including nurses, specialists, and allied health professionals.
 - Facilitate referrals to specialists and other healthcare services as needed.
- Patient Education:
 - Provide patients and their families with clear information regarding diagnoses, treatment options, and preventive health measures.
 - Promote health literacy and encourage patients to engage in their own healthcare management.
- Quality and Safety:
 - Adhere to clinical guidelines, protocols, and best practices to ensure patient safety and quality of care.
 - Participate in continuous professional development and quality improvement initiatives.
- Technology Utilisation:
 - Familiarity and proficiency with commonly used IT systems, in particular Microsoft Teams, Outlook, and Health Direct
 - Efficiently use telehealth platforms and electronic medical record systems.
 - Ensure patient confidentiality and data security in all virtual interactions.

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

Role Responsibilities:

Service Delivery:

- Provision of expert clinical care in the area of musculoskeletal and advanced practice physiotherapy in the VED and VSC
- Utilise health information and data to monitor, evaluate and improve service and team performance
- Ensures that services delivered are evidence based and client centred and that services delivered enhance continuity of care and are consistent across acute, subacute and community physiotherapy services
- Ensures systems are in place to facilitate an active learning culture and support teams and individuals to improve NH clinical services
- Supports the identification, development and implementation of patient flow initiatives

Organisational Management:

- Works with VED & VSC Leadership to monitor performance of work areas in line with quality, financial and budgetary constraints (in consultation with the Associate Director of Allied Health – Physiotherapy and Exercise Physiology and other stakeholders, where necessary)
- Actively contributes to the physiotherapy and Allied Health planning for clinical, staff and service development in the context of the wider NH Strategic Plan
- Works with staff to foster and develop clinical and leadership skills appropriate to the staff grade level

Human Resources Management and Workforce Planning:

- Implements and supports the NH Allied Health supervision framework to achieve effective outcomes for all staff within the discipline/service area
- Identifies learning needs and implements strategies and programs to meet individual and service requirements

Organisational Responsibilities:

Quality & Safety of Health Care

- Supports the achievement of accreditation under the National Safety and Quality Health Care Standards
- Practices within the guidelines for the National Quality & Safety of Health Care standards.
- Leads quality improvement across the VED, VSC and Northern Health physiotherapy
- Drives quality improvement through quality activities and projects
- Ensures participation in Safety and Quality education and training
- Provides leadership which promotes a safe environment, eliminating harm to patients and staff
- Takes responsibility to facilitate the recording and reporting of all clinical and non-clinical incidents and complete the review and implement management strategies as required.

- Encourages utilisation of, and participate in, the patient complaint process as a means to improve the quality and safety of care.
- Identifies and promotes research opportunities with a view to improving patient care and contributing to the wider knowledge base
- Works with the VED & VSC leadership, and in consultation with the Associate Director of Allied Health – Physiotherapy and the Advanced Practice Physiotherapy – Clinical Leader to implement and monitor corporate governance practices across the department

Customer Service and Consumer participation

- Exhibits customer service behaviours in all interactions with internal and external customers.
- Works with consumers to improve the safety and quality of services.
- Promotes a culture of person-centred care
- Actively engages consumers in service improvement activities as per the NH Consumer Participation and Patient Experience Framework

Training and Development

- Ensure mandatory training is completed, monitored and promoted within the discipline
- Ensure that mandatory training requirements are identified for each clinician
- Ensure performance review is provided in an active and timely manner and that this includes establishing and working toward achievement of a professional development plan

General Responsibilities:

- Complies with Legislation, Northern Health By-Laws, Regulations, Policies and Procedures including those relating to; Privacy and Confidentiality, Occupational Health and Safety, Performance and Development Management, Harassment in the Workplace, Equal Employment Opportunity (EEO).
- Any information obtained in the course of employment is confidential and should not be used for any purpose other than the performance of duties for which the appointee is employed.
- Discriminatory practices, including sexual harassment, are unlawful. The health service will not tolerate discriminatory behaviour and any such conduct may lead to the invoking of the Disciplinary Policy and Procedure, which may result in termination of employment.
- Exhibits behaviours consistent with Our Commitment and Code of Conduct.
- 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.

Professional Responsibilities:

- Complies with APA professional obligations as described by registration requirements, codes and guidelines of the Physiotherapy Board of Australia
- Complies with all the obligations of the Australian Physiotherapy Association
- Drives and develops professional development of staff and promotes a culture of continual learning.
- Demonstrates professional commitment to the physiotherapy profession and has involvement in professional networks

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, initiate and support 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

SELECTION CRITERIA

Qualifications, Registrations and Qualities:

- Current registration with the Australian Health Practitioner Regulation Agency (AHPRA) as a Physiotherapist.
- Physiotherapy Qualification
- Post-graduate qualification in Musculoskeletal, Sports Physiotherapy, or equivalent (or working towards)
- Evidence of completion of Advanced-Practice Physiotherapy (Emergency Department) education and training program, inclusive of competency-based assessment process (or equivalent).

Experience:**Essential:**

- A minimum of seven years of significant relevant clinical practice
- Clinical expertise in Emergency Department, working as an Advanced Practice Physiotherapist
- Ability to work in a time pressured environment
- Experience in high level leadership, negotiation and interpersonal skills
- Possess highly developed self-management skills including the ability to meet timelines and prioritise competing demands
- Familiarity and skills in health technology, and ability to use relevant online platforms in a time-efficient manner (for example, EMR, Cerner, Health Direct, and Microsoft Teams)
- Ability to interpret information, data and evidence to inform decision making and planning
- Understands the governance and legislative responsibilities of a Physiotherapy Leader and is able to work with the Associate Director Allied Health - Physiotherapy to achieve these requirements

- Experience in stakeholder engagement and relationship management

Preferred:

- Involvement in clinical research
- Possesses skills and experience in service improvement and innovation with an appreciation of service evaluation and information dissemination
- Clinical expertise in Spinal Advanced Practice Physiotherapy (either Neurosurgery, Orthopaedic or Rheumatology Spinal)
- Understanding of, or experience working in, a rapid-review outpatient clinic (e.g. NH Back Pain Hot Clinic, RADback, or soft tissue injury review clinic)
- Experience in the implementation and monitoring of Clinical Governance practices
- Experience in direct clinical supervision and upskill of musculoskeletal physiotherapists into APP roles

Knowledge, Skills and Behaviours:**Essential:**

- Able to establish and manage effective workplace relationships
- Able to lead, facilitate and participate in work teams
- Understanding of health technology, and ability to use relevant online platforms in a time-efficient manner (for example, EMR, Cerner, Health Direct, and Microsoft Teams)
- Able to lead and promote evidence informed practice
- Able to create and promote a learning environment
- Able to manage and utilise workplace information to achieve outcomes
- Possess high level knowledge of the principles of quality management, including client centred approaches, process improvement and data management
- Possess well-developed leadership skills with an ability to meet organisational objectives
- Possess sound knowledge of relevant legislation, codes and standards
- Possess professional presentation skills
- Possess professional writing skills
- Possess high level negotiation and conflict resolution skills
- Demonstrated ability to integrate knowledge of wider issues affecting physiotherapy service delivery. This includes government policy, understanding the health system and utilizing KPIs in practice.
- Demonstrate strong team-based skills and active contribution behaviours which would enhance Allied Health leadership teams
- Demonstrate knowledge and understanding of professional issues and their impact on service delivery within a Health Service
- Demonstrate competency in computer skills particularly in Microsoft Office and the ability to learn dedicated software

Preferred:

- Understand the critical aspects of project management and applies these to manage and implement change and service improvement activities
- Possess knowledge and experience in change management
- Published research
- Relevant second language

Employee Declaration

I have read, understood and accept the above Position Description.

(Please print name)

Signature:

Date: