

POSITION DESCRIPTION

Position Title: Physiotherapist Senior Clinician – Chronic Pain Clinic (CPC)

Award Classification: Physiotherapy Grade 3

Award / Agreement Name:

Allied Health Professionals (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2026

Position reports to:

Operational: Manager (SACS Clinics and Access), Community and Integrated Care, Care@Home

Professional: Designated Grade 4 Physiotherapist > Director of Physiotherapy

EASTERN HEALTH – HEALTHIER TOGETHER

Eastern Health is one of Melbourne's largest metropolitan public health services. We provide a comprehensive range of high quality acute, sub-acute, palliative care, mental health, drug and alcohol, residential care, community health and state-wide services to people and communities that are diverse in culture, age and socio- economic status, population and healthcare needs



1. POSITION PURPOSE

The Grade 3 Senior Clinician will be a clinical expert in chronic pain rehabilitation with significant experience in leading and integrating teams. The Grade 3 Senior Clinician will demonstrate superior consolidated professional skills and knowledge in the area of chronic pain, a strong interest in quality improvement activities and research. The Grade 3 Senior Clinician is expected to lead and to develop individuals and teams, and to have currency of professional knowledge, skills and external influences.

The Senior Clinician will work with the line Manager and other senior professionals to guide the operational and professional performance of the Allied Health Teams and ensure key performance indicators and targets are achieved. This role will also involve promoting, developing and evaluating the service to ensure consistency with the missions and values of Eastern Heath.

2. MAJOR DUTIES AND/OR RESPONSIBILITIES

Clinical Skills

Possesses and consistently applies specialist current clinical/ management knowledge and skills and applies this to lead and develop individuals and teams in clinical practice.

Indicators

- Demonstrates clinical expertise with a consulting role to both internal and external customers.
- Demonstrates clinical expertise through knowledge of research, new developments and evidence-based practice in relevant area of specialisation/ program and related areas and the capacity to implement these in the service.
- Initiates and promotes innovative clinical service delivery/ practice.
- Supports and coordinates the clinical team to provide timely, well organised services.
- Demonstrates ability to understand and apply human resources policies in management of staff.
- Understands Eastern Health policies and legislative requirements which impact on wider clinical issues and practices.
- Acts as a role model for staff in promoting professional values and ethics in clinical practice.
- Facilitates and supports change management in a positive and supportive environment.

Communication

Possesses exhibits excellent interpersonal and significant communication skills and the ability to negotiate and consult widely at all levels.

Indicators

- Demonstrates advanced verbal and written communication skills in all professional domains of practice.
- Demonstrates the capacity to liaise with internal and external peers, stakeholders and clients.
- Demonstrates proven ability to negotiate conflict resolution.
- Demonstrates timely dissemination of information to and from the team and higher management bodies.
- Promotes effective communication and relationships with allied health.
- Manages complaints in a timely and effective manner, including liaison and work with seniors and managers to reflect upon complaints and implement changes in practice where necessary.

Organisational Skills

Provides leadership and innovation in organisational and time management skills.

Indicators

- Manages and provides assistance to others in prioritisation and completion of tasks such as timely response to referrals and completion of necessary statistics.
- Ability to organise staffing, programs and special projects, as delegated.
- Demonstrates ability to understand and apply human resources policies in management of staff.
- Assists in organising/leading recruitment, staff orientation and mandatory training as required/ delegated.
- Assists in monitoring and reflecting on program specific key performance indicators.

Organisational Knowledge / Development

Possesses a clear understanding of the factors affecting healthcare, and applies this knowledge to lead activities and projects which deliver improved services and health outcomes at a campus and Eastern Health level.

Indicators

- Demonstrates a capacity and willingness to deputise for the department / program manager as an active participant in succession planning.
- Demonstrates a capacity to facilitate the strategic direction of Eastern Health, reflecting a clear understanding of the key issues within the public health system.
- Contributes to and demonstrates accountability in the development of the individual department, program/ stream, campus and Eastern Health Operation and Improvement Plans.
- Actively contributes to preparation for and achievement of Accreditation Standards.
- Identifies and implements quality initiatives, leads team, program, campus multidisciplinary, department and Eastern Health quality activities.
- Fosters leadership in other staff by facilitating their participation in quality activities and other initiatives.
- Develops and reviews discipline specific and multidisciplinary policies and procedures and encourages participation of other staff in this process.
- Applies Eastern Health policies and clinical procedures / guidelines in practice and instill the same principles in others.
- Demonstrates an understanding of financial policies or willingness to learn.

Professional Development and Supervision

Demonstrates the capacity to apply and integrate knowledge from higher level studies into the development and implementation of practice and program initiatives.

Indicators

- Integrates strategic direction with knowledge of gap analysis to plan and implement relevant internal and external professional development activities.
- Acts as a role model in demonstrating a strong commitment to professional development across the department / program, in order to ensure currency of integrated clinical knowledge.
- Leads and implements a learning culture within the professional department.
- Initiates opportunity for, as well as instills in others, participation in the evaluation of clinical practice.
- Undertakes and ensures the participation of others in a formal supervision process, including annual performance appraisals and a framework for regular structured supervision/mentoring sessions for staff.
- Liaises and seeks supervision from line manager with respect to both department / program strategic direction.
- Liaises and seeks supervision from line manager with respect to own performance management / expectations.
- Oversees the supervision structure for clinicians including liaison and assistance from professional leads.
- Develops clinical competency within the stream/program
- Ensures professional competencies for staff are up to date
- Work with seniors and managers to ensure succession planning for staff is completed.

Teaching and Research

Initiates, leads and supports other staff in teaching, training and research programs.

Indicators

- Demonstrates an ability to initiate, implement and evaluate research and encourages staff to participate in research and quality projects.
- Promotes an organisational commitment to research and significant quality activities.
- Demonstrates leadership of undergraduate student programs and training.
- Promotes research via publication or presentation at Allied Health forums and encourages other staff to do so.

- Maintains strong links with Eastern Health Professorial staff / units.
- Develops collaborative links with significant teaching organizations and professional bodies in order to facilitate and promote post-graduate and undergraduate learning opportunities.
- Demonstrates strong mentoring skills within the multidisciplinary Allied Health team.
- Identify potential for research/quality improvement projects through gap analysis, reflection on evidence-based practice, and benchmarking.
- Develop strong links with EH research leaders in order to develop research skills and interest in staff members.
- Facilitates education and promotes a culture of evidence-based practice and ongoing professional development within the team.
- Participates and actively encourages ongoing development in (stream/area).

Professional Leadership

Demonstrates strong leadership abilities by representation of a campus department or program as well as representation of Eastern Health.

Indicators

- Demonstrates a strong leadership role in one's department / program.
- Demonstrate leadership in staff meetings via identification of relevant issues providing a forum for open communication.
- Displays strong leadership of Allied Health &/or individual discipline as part of working parties, committees and internal / external forums.
- Initiates and promotes innovative service delivery
- Initiates and leads working parties at an Eastern Health level.
- Recognizes and facilitates the process of change within the department / program.
- Acts as a role model for staff within the Eastern Health Allied Health team including the discipline specific Professional Leadership Groups.
- Liaises with physiotherapy seniors across sites and programs to ensure consistency and continuity of services.
- Develops strong links with the key stakeholders to ensure streamlined service delivery.
- Is a member of, or has involvement with, Eastern Health Allied Health/ discipline specific Professional Leadership Groups and participates in projects on behalf of these.

3. SAFE PRACTICE AND ENVIRONMENT

Occupational Health and Safety

Eastern Health is committed to provide and maintain a working environment for all staff that is safe and without risk to health. All staff are to take care of their own health and safety and the health and safety of any other person who may be affected by your acts or omissions at the workplace. Understand responsibilities and accountabilities to yourself and others in accordance with OH&S legislation and Eastern Health policies and promote a working environment that is congruent with these guidelines. This includes staff reporting of all clinical and OHS incidents and near misses, particularly those related to Occupational Violence, Manual Handling and Slips, trips and falls.

Staff are required to comply with all state legislative requirements in respect to the Occupational Health and Safety Act 2004 and the Workplace Injury Rehabilitation and Compensations (WIRC) Act 2013.

4. TRAINING AND DEVELOPMENT

Relevant, practical and timely education should direct, facilitate, enhance and support the professional growth and practice of employees in a health environment characterised by change. All programs should endeavour to promote evidence-based practice, a problem-solving approach and to be competency based.

You are expected to participate in the personal development process on an annual basis.

5. QUALITY

As a staff member of Eastern Health staff are required to comply with Eastern Health performance standards and participate in continuous monitoring and improvement as part of your role. You are also required to comply with legislation, professional standards and accreditation standards.

As a staff member employed by Eastern Health services you must have and maintain the appropriate skills and knowledge required to fulfil your role and responsibilities within the organisation. In addition, you must ensure that you practice within the specifications of this position description, and where applicable within the agreed scope of practice.

You are responsible for ensuring safe high quality care in your work. This will include complying with best practice standards, identifying and reporting any variance to expected standards and minimising the risk of adverse outcomes and patient harm. In addition, you will ensure that service and care is consistent with the EH approach to patient and family centred care.

6. CONFIDENTIALITY

Any information obtained in the course of employment is confidential and should not be used for any purpose other than the performance of the duties for which the person was employed. Staff are bound by the Information Privacy Act 2000 and the Health Records Act 2001.

7. EQUAL EMPLOYMENT OPPORTUNITY

You agree to adhere to the Equal Employment Opportunity policies and practices of the Health Service. 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.

8. PERFORMANCE DEVELOPMENT

A Performance Review, that includes agreed targets, will occur three (3) months from commencement and then annually on the basis of the duties and responsibilities outlined in this position description. This is an opportunity to review personal and the allocated work unit's service performance, facilitated by the setting of objectives/goals and ongoing evaluation of performance and achievement. Objectives will be developed annually, documented, discussed and agreed with the immediate line manager, who will act as the assessor. The incumbent is expected to demonstrate and show evidence annually of on-going self and allocated work unit's service development.

9. EASTERN HEALTH'S PROMISE

Our promise to our communities, patients, consumers and staff is that we will be **HEALTHIER TOGETHER**. Bolder than a vision for the future, our promise calls us to action. We know that working together is the only way we can achieve what is necessary for a healthier future.

Our values are ones in action and are the behaviours that matter most.

- Respect for all
- Safe always
- Partnering in care
- Learning and improving everyday

Learning from the challenges of the past and looking to the future, we understand that we are building towards a more engaged, more reliable, always safe health service in partnership with our people to improve every day.

10. ATTACHMENTS

- Attachment 1 Key Selection Criteria
- Attachment 2 Key Result Areas /Key Performance Indicator
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11. NOTE

Statements included in this position description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all-inclusive.

Prior to accepting any offer of employment, prospective employees will be required to read and commit to the Eastern Health Code of Conduct, including (but not limited to) issues of Occupational Health and Safety, Equal Opportunity and Confidentiality.

Signed: _____

Date: ____/____/____

Manager (SACS Clinics and Access) Care@Home

INCUMBENT STATEMENT

I _____ (Incumbent Name) have read, understood and accepted the above Position Description and associated Attachments.

Signed: _____

Date: ____/____/____

ATTACHMENT 1

KEY SELECTION CRITERIA

Position Title:	Physiotherapist Senior Clinician- Chronic Pain Clinic
Award Classification:	Grade 3 Physiotherapist
Award / Agreement Name:	Allied Health Professionals (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021- 2026
Current Effective Date:	May 2026
Next Review Date:	May 2027
Reports to:	Operational: Manager (SACS Clinics and Access) Care@Home Professional: Designated Grade 4 Physiotherapist > Director of Physiotherapy

Essential

- Recognised tertiary qualification in relevant discipline.
- Current registration Australian Physiotherapy Board
- Eligibility for Membership of Professional Association.
- Relevant clinical and leadership experience.
- Extensive clinical experience and/or post-graduate qualifications in the appropriate specialised field e.g. musculoskeletal, neurology, gerontology, management, or progression towards these with a commitment to their completion.
- Experience in supervision of staff and students.
- Experience in leadership of staff, including professional development and supervision.
- Experience in clinical education of staff and students.
- Excellent team integration skills.
- Sound knowledge of community organisations and networks.
- Victorian drivers licence

Desirable

- Membership of Australian Physiotherapy Association(s) and other professional bodies within field of practice.
- At least 7 years of experience within the Physiotherapy profession.
- Leadership / participation in significant clinical research & international / national publications and conference presentations.
- Extensive experience in chronic pain management

ATTACHMENT 2

Key Result Areas / Key Performance Indicators

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KEY SELECTION CRITERIA

- High level of recognised clinical experience and expertise in a specialty area of musculoskeletal rehabilitation and chronic pain rehabilitation including self-management principles
- Commitment to achieving best practice professional clinical standards
- Ability to be a strong team player within the physiotherapy management framework, the CPC multi-disciplinary team and the clinical units.
- Advanced interpersonal skills, including oral and written communication, leadership and conflict management, in order to facilitate effective team functioning.
- Demonstrated ability with the management of staff, including a clear understanding of Human Resources policies and procedures.
- Demonstrated ability to plan, develop and implement service delivery initiatives to specialist areas which promotes quality patient care and optimum organisational outcomes.
- Demonstrated ability, knowledge and experience to lead the professional development of others.
- Demonstrated capacity to conduct supervision and performance management discussions with staff and to provide coaching, mentoring or peer support as well as experience and skills in student supervision.
- Demonstrated leadership skills, including competencies in decision making and in handling a range of complex issues including organisational change, staff competencies, conflict resolution and collaboration
- Demonstrated high level of analytical thinking and investigative skills involving research & quality activities, benchmarking and resource identification, including innovative, service delivery models.
- Demonstrated experience in leading and/ or participating in multidisciplinary teams.
- Strong organisational and time-management skills.
- A demonstrated understanding of and capacity to deliver a high-quality patient / customer service.
- A commitment to maintaining up-to-date, clinical knowledge through professional development and literature.

SPECIALTY SPECIFIC INFORMATION

Organisational Context

Eastern Health provides a broad range of acute, sub-acute, aged and mental health services to approximately 800,000 people in the eastern suburbs of Melbourne. Eastern Health has approximately 6,500 staff and covers a geographical area of 2800 sq kms. Eastern Health is affiliated as a teaching health service with Deakin, Latrobe and Monash Universities.

Eastern Health provides health care in the areas of acute care, aged care, rehabilitation within the inpatient and ambulatory care setting, community health and mental health from campuses including:

- Eastern Health Angliss
- Eastern Health Box Hill
- Eastern Health Healesville
- Eastern Health Maroondah
- Eastern Health Peter James
- Eastern Health Wantirna
- Eastern Health Lilydale

There would be an expectation to work at any campus or combination of campuses located within the Eastern Health service.

Clinical caseload:

This role includes a complex clinical component and a leadership component that oversees the Chronic Pain Clinic Service

- **Senior Clinician Grade 3 – Chronic Pain Clinic (CPC), (SACS Clinics and Access), Community and Integrated Care, Care@Home**

A clinical caseload of relevant chronic pain rehabilitation patients is a component of this role. This role also involves leadership and professional oversight of the physiotherapy and interdisciplinary team undertaking assessment and treatment of chronic pain in clients.

This role involves supporting the CPC Team Leader, performing shared tasks and activities when required and accepting responsibilities in the Team leader's absence and by the line Manager.

CPC aims to improve clients' understanding of persistent/ chronic pain.

Our multidisciplinary team of specialist health professionals work with clients to develop an individualised, goal-focused program in line with best practice and evidence. We explore factors contributing to the client's pain condition and support skill development and education to improve our client's ability to self-manage chronic pain conditions and stay as healthy and well as possible.