

Position Description

Position Title:	Manager Ambulatory Aged Care Programs
Operationally Reports to:	Divisional Operations Director Acute Allied Health and Ambulatory Aged Care Services
Professionally reports to:	Chief Nurse and Midwifery Officer or Chief Allied Health Officer dependent on classification
Department:	Ambulatory Aged Care Programs
Directorate:	Community Care and Mental Health
Cost centre:	F8506
Code & classification:	Nurse Unit Manager, Level 3 (NM12); Physiotherapist Grade 4 (VB24 – VB27); Occupational Therapist Grade 4 (VG14 – VG17); Speech Pathologist Grade 4 (VW24 – VW27); Social Worker Grade 4 (SC53 – SC46)
Employment conditions:	Allied Health Professionals (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021 – 2026 or Nurses and Midwives (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2024 - 2028 and its successors, and GV Health Policies and Procedures (and as varied from time to time)

GV Health is an equal opportunity employer and continually strives to build a diverse, equitable and inclusive workforce that reflects our community. We encourage applications from people of all backgrounds

Statements included in this position description are intended to reflect in general the duties and responsibilities of the position. It is not intended to be an exhaustive list of responsibilities, duties and skills required. GV Health may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).

POSITION SUMMARY

The Manager Ambulatory Aged Care Programs (AACP) reports directly to the Divisional Operations Director within the Acute Allied Health and Ambulatory Aged Care Services Division.

This position is responsible for providing leadership and management of the AACP clinical and administrative teams to deliver services that are effective, high quality, responsive to patient needs and focussed on patient outcomes. The Manager AACP has responsibility for GV Health AACP teams, as well as management of the regional Transition Care Program inclusive of effective partnerships with facilities and services to ensure standards of service and care are monitored and meet GV Health partnership requirements.

The Manager AACP will lead and manage a team that operates within allocated resources, is aligned with operational and strategic goals and the vision of the health service, and which promotes excellence in healthcare through teaching, research and learning. This includes recruitment, transitioning and retention of staff, career development and succession planning, professional learning and development, and the safe and effective utilisation of staffing through appropriate skill mix, patient allocations and models of care. The Manager AACP will actively lead a team which demonstrates GV Health values. The role may include the provision of clinical intervention to a mixed caseload in addition to the managerial requirements. The extent and type of clinical duties are dependent upon the current level of staffing and expertise available within the service. This role includes participating in the on-call after hours roster for AACP services.

The Manager AACP is responsible for ensuring a range of high-quality interventions are provided for clients in all services offered under the Ambulatory Aged Care Program include Transition Care Program (TCP), Restorative Care Program (REST) and Geriatric Evaluation and Management in the Home (GEMITH).

The role provides over-sight for the provision of safe clinical care to clients who receive AACP services and leads the team to ensure evidence-based clinical care is provided to Goulburn Valley Health (GV Health) clients who require AACP services and to ensure the highest professional standards are maintained and outcomes of care are achieved. The role will work in partnership with hospital-based and other community based programs and liaises regularly with the Clinical Leads and other discipline managers to ensure that allied health and nursing services are a value-added component of the multidisciplinary health care team. Delivery of care through contemporary practice that aligns with the needs of the community is part of core business.

EXTERNAL RELATIONSHIPS:

Liaises with:

- Department of Health
- Commonwealth Department of Health
- Hume Region TCP managers
- Health service partners
- Residential Aged Care facility partners
- Brokerage services
- General Practitioners
- Community Services

INTERNAL RELATIONSHIPS:

Liaises with:

- GV Health programs and services providing care across the care continuum – including Aged Care Assessment Service, aged care facilities, Emergency Department, inpatient units, specialist clinics/units, community health & primary care services, HIP and other subacute ambulatory services, and area mental health service
- Allied health managers and discipline leads
- Medical officers and other health professionals
- Corporate services including Food Services, Finance, Health Information and People, Development and Safety

The Manager AACP is responsible for promoting Goulburn Valley Health as a quality regional health service provider thus ensuring GV Health's strategic plan, mission and values are upheld.

RESPONSIBILITIES AND DUTIES

The following duties are inclusive of but not limited to

- Lead, direct, co-ordinate and manage clinical and administrative staff within the Ambulatory Aged Care Programs
- Meet funding, service and target obligations as contracted with the Department of Health, and other funding bodies, inclusive of managing the regional Transition Care Program (TCP)
- Develop plan, implement, and evaluate clinical services, policies and practice

- Assume responsibility of the day to day operational management of clinical and administrative services within the Ambulatory Aged Care Programs
- Actively support and collaborate with the regional TCP managers to effectively maintain regional service occupancy and deliver safe clinical care standards which meet all contractual and legislative requirements (eg. Aged Care Act)
- Manage human resource issues related to clinical and administrative staff
- Actively participate in the development and maintenance of professional and clinical standards of practice of the clinical and administrative team
- Acting as a clinical resource person by assisting, advising and supporting, all staff and students in all aspects of the performance of their duties
- Facilitating and maintaining effective communication channels between all services with relationships with Ambulatory Aged Care Programs
- Develop, monitor and review standard work practices, clinical practice guidelines in line with those required for the efficient, safe and effective management of Ambulatory Aged Care Programs
- Ensuring all staff are aware of and comply with all GV Health Policies and Procedures
- Manage complaints and critical incidents related to the service in conjunction with the Divisional Operations Director Acute Allied Health and Ambulatory Aged Care Services
- Manage the use and maintenance of all equipment/service resources.
- Participate, organise and liaise with the other Nurse Unit Managers within GV Health in the management of daily patient flow through the service
- Lead the development and implementation of the Annual Operation Plan and Annual Quality Plans to ensure risks are managed improvement objectives are met
- Lead the financial functions of the department including the development, monitoring and reporting on the annual budget
- Lead the development and provision of the monthly accountability report to the relevant Divisional Operations Director Acute Allied Health and Ambulatory Aged Care Services against key performance indicators for financial, human resources, quality and risk objectives
- Lead/develop and implement governance projects/quality committees and activities as required
- Provide a high quality service to internal customers and consumers that reflects best practice and adds value to GV Health
- Assist the organisation in achieving clinical effectiveness by providing appropriate systems, information or services to clinical areas
- Maintain a good working knowledge of and adherence to standards and legislation relevant to the role (such as Aged Care Act and National Safety and Quality Health Service Standards, etc.) and actively promote compliance to any such standards and legislation

POSITIONS REPORTING TO THIS ROLE

- Enrolled Nurses
- Registered Nurses
- Customer Service Officers
- Administration Officers
- Pharmacists
- Dietitians
- Physiotherapists
- Occupational Therapists

- Team Assistants
- Speech Pathologists
- Social Workers
- Medical staff/doctor

Responsibilities for Management positions:

- Actively manage employees by conducting annual performance reviews and ensuring that health and safety, all Mandatory Training, employment principles and legislative requirements are met;
- Identify employee education and development needs, recognise competencies of employees and ensure employees complete compulsory competencies;
- Participate in supervision of graduates, junior employees, students, orientation programs, preceptorship, mentoring and performance enhancement responsibilities;
- Provide opportunities for staff to attend mandatory core competencies and monitor compliance;
- Actively recruit and manage all aspects of workforce demands;
- Demonstrate computer literacy at intermediate level for Microsoft applications;
- Demonstrate business planning, policy, financial and human resources management skills;

KEY SELECTION CRITERIA

Formal Qualification(s) and Required Registration(s):

- Current registration with AHPRA as a Registered Nurse, Pharmacist, Occupational Therapist, or Physiotherapist, or eligibility for membership of Dietitians Association of Australia with Accredited Practising Dietitian status, eligibility for membership of Speech Pathology Australia or eligibility for membership of Australian Association of Social Workers dependent on professional discipline.

Essential:

- Extensive clinical experience in evidence-based complex care and discharge planning.
- Demonstrated effective Human Resource Management skills.
- Demonstrated well developed interpersonal and communication skills (written & verbal) and proven ability to liaise, negotiate and resolve conflict with staff, service providers and consumers.
- An understanding of the principles of clinical governance, quality improvement, clinical risk management and open disclosure.
- Demonstrated knowledge of and commitment to Quality Improvement, Risk Management and accreditation processes.
- Knowledge of patient management and information systems
- Understanding of and commitment to meeting the needs of a culturally diverse community including inclusive practice.

KEY PERFORMANCE INDICATORS

Your performance will be measured through your successful:

- Rostering which is completed in accordance with the relevant Enterprise Agreement requirements

- Budget management and ensuring that: the department is within budget; performance and development reviews are completed on time; training and core competency requirements are met as per the GV Health Education Framework; and leave balances are managed in accordance with the policy and procedure to minimise liability
- Promotion and enablement of efficient teamwork and service provision both within the department and/or organisation and with other service providers;
- Ability to contribute to a safe working environment and ensure compliance with legislative requirements concerning Occupational Health and Safety, anti-discrimination, and equal opportunity;
- Coordination and oversight of the delivery of safe and innovative person-centred care in the community setting, both centred based and in the home
- Achievement of the following:
 - Ensure performance across all funded programs meets targets as defined and that throughput related data is submitted in accordance with required business rules and timeframes
 - Registration and/or accreditation is maintained and working within scope of practice
 - Adhere to professional body code of conduct
 - The AACP clinical and administrative staff are 100% compliant with probationary and annual performance and development reviews
 - The AACP staff maintain currency with all designated training to meet internal and external requirements
 - Ensure daily and monthly regional TCP occupancy is provided in a timely manner to all relevant stakeholders
 - Ensure staff take up opportunities for training in relevant outcome measurement tools, quality improvement and specific education initiatives
 - The department is within budget, and leave balances are managed in accordance with the policy and procedure to minimise liability
 - Quality, safety and risk plans and activities are implemented in accordance with the relevant frameworks and procedures
 - 80% attendance and active participation at committees, working groups and meetings
 - Contracts for all partnerships and brokered services are in date and completed through GV Health contracts policies and procedure

AT GV HEALTH ALL STAFF ARE REQUIRED TO

- Demonstrate of GV Health values and behaviours, being a role model for living the values, Compassion, Respect, Excellence, Accountability, Teamwork and Ethical Behaviour;
- Maintain an understanding of individual responsibility for consumer safety, quality and risk and adhere to the relevant policies, procedures and guidelines;
- Develop and maintain collaborative relationships with all other teams and professionals;
- This role may from time to time deal with distress, anxious or upset consumers or members of the public. GV Health is committed to the physical and psychosocial safety of our staff. GV Health staff are required to comply with all safety related training, look after the safety and well-being of themselves and each other, and actively foster a safe working environment;
- Maintain a safe working environment for yourself, your colleagues and members of the public;

- Identify, report and manage risks and ensure actions are taken to prevent and minimise harm to consumers and the GV Health workforce;
- Contribute to organisational quality and safety initiatives;
- Observe and comply with child safe principles, standards and expectations of appropriate behaviour toward and in the company of children;
- Complete the mandatory training requirements as defined by GV Health and actively engage in the Performance Development Review process;
- Minimise the risk of infection to consumers, residents, employees, visitors, contractors and the general public;
- Seek internal customer or consumer feedback and respond accordingly to identify areas of needs;
- Comply with requirement of National Safety and Quality Health Service Standards and other relevant standards, regulations and legislative requirements;
- Comply with the principles of patient and family centred care;
- Not smoke or vape on GV Health premises;
- Comply with immunisation requirements as per the Department of Health Victoria;
- Comply with all applicable to position pre-employment checks, which may include but is not limited to; police checks, working with children's check (WWCC), National Disability Insurance Scheme (NDIS), Aged Care screening requirements.

ACCEPTANCE:

I acknowledge and accept that this Position Description represents the general outline of duties, responsibilities and accountabilities that are expected of me in my employment in the position, and may not encompass every aspect of the position. I understand that The GV Health reserves the right to modify position descriptions as required, however I will be consulted when this occurs.

I acknowledge and accept that I must complete and maintain all relevant pre-employment screening and checks for successful employment.

I acknowledge and accept that that I have read and fully understand this Position Description. I agree that I have the ability to fulfil the inherent requirements of the position, and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements.

I acknowledge I will be required to undertake the duties as set out in the position description (and any other duties as requested in accordance with my skills and experience) to the best of my ability and, at all times follow lawful direction.

By accepting the contract of employment, I am agreeing to duties and obligations within the Position Description.

Community Care and Mental Health	Manager – Ambulatory Aged Care Programs
Reviewed by:	Kathie Lowe
Issue Date:	April 2025

ABOUT US

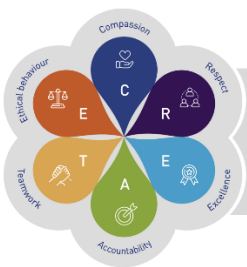
Goulburn Valley (GV) Health is a Regional Public Hospital and Health Service for the Hume Region of Victoria, with main campuses located at Shepparton, Tatura, Rushworth and Euroa. The main campus in Shepparton is the major acute referral hospital for the sub region. Additional satellite sites are also located in Shepparton, Seymour, Benalla, Cobram, Echuca and Wodonga. GV Health provides a range of acute, subacute, mental health, aged, primary health and community services.

OUR PURPOSE

To significantly improve the health and wellbeing outcomes and experiences of the people and communities in our care.

OUR VALUES

GV Health's culture centres around our CREATE values and behaviours. Through these values and behaviours we commit to delivering ongoing quality healthcare for our community:



COMPASSION
RESPECT

EXCELLENCE
ACCOUNTABILITY

TEAMWORK
ETHICAL BEHAVIOUR

GV Health Vision and Values: [Values and Vision - GV Health](#)

OUR STRATEGIC PLAN

The Goulburn Valley Health Strategic Plan 2024-2026 provides the direction for GV Health with our five strategic pillars being:

- Health and Wellbeing Outcomes: Improve health and outcomes for the population in our region
- Community and Consumer Experience: Ensure everyone has an outstanding personalised experience
- Our Staff Experience: Our people feel connected, supported, safe and well
- Responsible Workplace: Be sustainable and efficient
- Health Equity: Embrace differences in how we design and deliver healthcare

GV Health Strategic Plan: [Strategic Plan 2024-2026 - GV Health](#)

FOR MORE INFORMATION

Application tips: [Application Tips - GV Health](#)

GV Health: <https://www.gvhealth.org.au/about/>

Child Safety and Wellbeing: [Child Safety and Wellbeing - GV Health](#)

Living in Goulburn Valley: [Goulburn | Regional Living Victoria](#)

GV Community Connector: [Community Connector Program for Businesses](#)