

Service Delivery Manager, Allied Health

Consumer Directed Care

Position Summary:

This role is responsible for providing relevant therapy service as well as leadership, governance and innovative service delivery planning to a growing Allied Health team. This role will oversee quality, continuous improvement and as well as manage all human resources activities for the Allied Health service. This role will manage and support a team of Exercise Physiologist, Physiotherapists, Occupational Therapists, Dietetics, Allied Health Assistants and Continence Nurses delivering service within the scope of various fee for service funding streams such as NDIS, Private and Aged Care.

- **Purpose** to provide leadership to the MS Plus Allied Health team in delivering quality, evidence-based service and programs striving towards clinical excellence. Ensure the success of the service by supporting the team to reach key performance indicators and service growth.
- **Responsible** for the Allied Health team and ensuring participants are supported to meet their identified needs. This role is a key stakeholder in contributing to service success, growth and high-standards.



Organisation Dimensions

Senior Manager, NDIS and Allied Health

Service Delivery Manager, Allied Health

Position Dimensions

Budget (\$ value)	Leading a team to manage fee for service delivery
Staff numbers	
Location/s	NSW, Victoria, Tasmania, ACT
Other	

Key Responsibilities

Organisational and Administration Support

Input the responsibilities that support the organisation in attaining the strategic, tactical or operational goals and the administrative responsibilities required

Responsibilities	<ul style="list-style-type: none"> • Be responsible for efficient, evidence-based and outcomes focused clinical service delivery to a small caseload of clients who are funded under various streams. • Undertake all administrative tasks relevant to Allied Health program implementation including the development of new guidelines, systems and processes • Develop and maintain an up to date and in-depth understanding of NDIS legislation, rules, and regulations and how this applies to the delivery of community based allied health services and other capacity building supports under the NDIS • In collaboration with the Senior Manager Allied health, investigate, develop and implement innovative service delivery models that are outcomes focused and financially viable under the NDIS and other funding streams • Participate in marketing and communication opportunities to raise the profile of the Allied Health programs and services • Identify and work collaboratively with a range of key stakeholders (internal and external) to develop rapport and grow the Allied Health service and other associated MS Plus programs/services • Develop and implement a process of regular clinical supervision & processes for continuing professional development and upskilling of relevant staff • Be responsible for team outcomes, ensuring targets and financial requirements are met • Maintain and enhance professional knowledge and technical skills by keeping up to date with new developments and relevant trends, engaging in professional development opportunities, and participating in clinical supervision • Be responsible for the Allied Health team's professional development programs including regular team meetings and reflective practice sessions • Ensure compliance with all relevant legislation, service standards and contractual obligations • Undertake any reasonable additional tasks as directed by MS Plus
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People Management

- People management through the employment life cycle, including recruitment, induction, performance management, professional development, leave, and separations
- Ensure applicable employees comply with professional registration, national code for health care workers and delegated scope of practice
- In collaboration with the respective Senior Manager, manage employee retention and coordinate workforce planning
- Build a culture of ambition and success through motivating and developing employees by promoting continuous improvement and professional development
- Ensure the performance objectives of the team are communicated, understood and cascaded to all employees through effective development of individual KPIs and workplans

Relationship Management

Input responsibilities that relate to stakeholder engagement and relationships held both inside and outside the organisation. For example:

- Work with external partners and suppliers to ensure maximum value for money achieved
- Implement strategies to ensure seamless communication across the organisation

- Provide proactive and effective client communication as well as developing relationships with service recipient/families
- Manage complaints and feedback effectively with relevant stakeholders and the team
- Work with internal and external service providers and suppliers to ensure maximum value for money is achieved – particularly around gym equipment purchase and maintenance
- Implement strategies to ensure seamless communication across the organisation
- Promote Allied Health service with all agencies and organisations that may benefit from the specialised service
- Work as part of a multidisciplinary team in providing service and support to customers

Values

- Actively support MS Plus purpose, value, service promise and strategic vision
- Operate in line with MS Plus policies, procedure and practices
- Positively and constructively represent the organisation to external contacts at all opportunities.
- Behave in a way that contributes to a workplace that is free of discrimination, harassment and bullying behaviour at all times.
- Ensure the health, safety and welfare of self, team members and others.
- Follow all reasonable directions given by the organization.
- Support and empower co-workers
- Support, promote and show sensitivity to diversity in the workplace
- Behaviour is in alignment with culture, service promise & foundation behaviours

Position Requirements

Knowledge, Skills, and Experience

Essential
Tertiary qualification in Occupational Therapy/Physiotherapy/Exercise Physiology
Current AHPRA registration
Demonstrated experience in leading and managing allied health teams
Demonstrated operational management experience, of services, programs and/or projects
Strong coaching and mentoring skills
Skills for sound operational and financial management.
Strong knowledge and understanding of the NDIS
Strong analytical and problem-solving skills
Demonstrated experience in person centred care through effective assessment, care planning, case conferencing and review of clients
Highly developed written and verbal communication skills
Proven track record in creating efficiency and meeting targets
Desirable
Prior experience in disability under the NDIS
Financial budget management
Knowledge of MS and other neurological conditions
Membership of relevant professional organisation
Checks, Licenses and Registration
National Police check
Working with Children check
Disability Workers Exclusion scheme (Vic)
Current full or probationary drivers license
Professional registration – AHPRA/ESSA

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