

Position Description

Position title	Deputy Manager – Physiotherapy
Department / Division	Physiotherapy Department / Ambulatory Services
Classification	Grade 5 (VB28)
Position reports to	Manager Physiotherapy
No. of direct & indirect reports	Direct - 27 employees
Location	The Royal Children's Hospital, Flemington Road, Parkville
Risk category	Category C - works in a non-clinical setting, non-patient facing setting and only attends clinical areas infrequently

The Royal Children's Hospital
The Royal Children's Hospital's (RCH) vision is <i>a world where all kids thrive</i>. RCH is located within the Melbourne Biomedical Precinct, with more than 45 world-class biomedical organisations and more than 50,000 of the brightest minds working together to make the Precinct number one in the Asia Pacific region for health, education, research, and training. Within this, RCH is also a cornerstone member of the Melbourne Children's Campus, partnering with Murdoch Children's Research Institute, The University of Melbourne Department of Paediatrics and The Royal Children's Hospital Foundation. Each organisation contributes to a paediatric academic health centre which is greater than the sum of its parts. RCH has cared for the children and young people of Victoria for more than 150 years since it was founded in 1870. A full range of paediatric and adolescent health services are provided plus tertiary and quaternary care for the most critically ill and medically complex patients in Victoria, Tasmania, southern NSW and other states around Australia and overseas. The RCH is the only provider of heart transplant services and CAR T-cell therapy for paediatrics in Australia. RCH is an effective advocate for patients and their families with a particular focus on vulnerable children and increasingly, mental health in young people. The hospital also supports many health promotion and prevention programs. The Hospital has more than 6,000 staff, a budget of \$850M, 12 wards and 350 beds. Annually, the RCH has 300,000+ Specialist Clinic appointments, 90,000+ Emergency Department presentations and 20,000 elective surgeries. We work collaboratively with hospitals to deliver the right care, in the right place, at the right time. The RCH is committed to the Child Safe Standards https://www.rch.org.au/quality/child-safety/. RCH enjoys high employee engagement and is committed to staff safety and a positive culture through enactment of our Compact. Further information on RCH is available at www.rch.org.au

ROLE CONTEXT

The Physiotherapy Department works within the Directorate of Allied Health and Division of Ambulatory Services. The Department is comprised of Physiotherapists and Allied Health Assistants, providing tertiary level care to inpatients and outpatients at RCH across both land and aquatic environments.

The Physiotherapy Department provides a clinical service seven days per week, including daytime and evening shifts. Our mission is to optimise children's health and function in partnership with families and provide evidence-informed physiotherapy care at the right time and in the right place.

ROLE PURPOSE

The Deputy Manager – Physiotherapy works closely with and supports the Department Manager in the operational leadership and management of the Physiotherapy Department, in line with the Department's mission and objectives, and as determined by agreed key performance indicators (KPIs). This support includes:

- Management of specific, allocated Physiotherapy operational responsibilities and/or leadership portfolios.
- Leadership, management and professional practice support of the Physiotherapy service to ensure the provision of high-quality Physiotherapy services.
- Responsibilities for ensuring expert clinical intervention is provided and that clinical care is provided in accordance with best practice professional standards and other relevant external standards.
- Advising on the strategic direction of the Physiotherapy service and the contribution to the Allied Health service at RCH, in consultation with the Physiotherapy Manager.
- Performing other duties as required and delegated by the Physiotherapy Manager, Deputy Director of Allied Health or Director of Allied Health.
- Deputising for the Manager during periods of leave.

KEY ACCOUNTABILITIES

Provision of Care

- Ensure the provision of high-quality Physiotherapy services to patients and families, ensuring staff are appropriately allocated to meet service demands.
- Create and foster an environment of continuous improvement.
- Articulate a clear vision of how roles, teams and units relate with the broader organisation and understand the organisation's role and scope within the wider health system.
- Lead team member participation to ensure ongoing excellence in service delivery and teamwork.
- Lead the ongoing development, review and maintenance of administrative processes and improved communication mechanisms and service delivery, consistent with the principles of continuous improvement.
- Plan for and effectively manage contingencies that may affect the performance of healthcare activities.
- Act to ensure monitoring and escalation plans are in place and actioned appropriately by staff.

Lifelong Learning

- Participate in professional development activities to ensure that best practice is maintained.
- Promote a culture in which clinical supervision is treated as part of core professional practice.
- Develop and foster a lifelong learning culture across the department, and support others to develop and accomplish their professional goals and objectives.

Collaborative Practice

- Lead collaboration across multidisciplinary teams and programs.
- Demonstrate initiative, autonomy and lead others in the pursuit of team goals.
- Lead people and programs at operational level, within accountability for financial and people management functions.

- Lead and motivate staff to strive for and achieve interprofessional team goals and shared responsibility for the provision of care.
- Demonstrate excellent verbal communication and interpersonal skills with the ability to interact with and influence a variety of stakeholders to achieve mutual understanding and agreed outcomes.
- Anticipate and identify conflict and constructively address issues through respectful and influential communication.
- Foster and promote open and effective communication across all levels of the Physiotherapy Department and more broadly across the organisation.

Continuous Improvement

- Lead quality and service improvement activities and risk management initiatives at a service level.
- Foster a supportive, open culture, in which errors are treated as opportunities for improvement.
- Champion the need for innovation by developing a climate for curiosity, creativity and continuous improvement within service or department.
- Implement change management techniques responsive to organisational demands.
- Investigate the use of innovative healthcare delivery models, and champion their adoption to address contemporary healthcare problems, where appropriate.

Supervision, Leadership and People Management

- Provide leadership to motivate Allied Health and Physiotherapy staff to perform at a high level and to embrace organisational change
- Assist in providing professional governance of Physiotherapy clinicians across the health service
- Promote and develop a dynamic, flexible, resilient and skilled multidisciplinary workforce through effective staff management, professional development opportunities, succession planning and the successful recruitment and retention of staff.
- Engage staff and provide guidance and performance feedback to team.
- Support the development and implementation of operational service plans and ensure staff participation in planning process.
- Ensure timely and relevant reporting to internal stakeholders and external regulatory bodies.
- Contribute to a strategic direction and future vision for the Physiotherapy service at RCH, which is aligned with the strategic direction of Allied Health, associated clinical programs and the organisation
- Report on key performance indicators.
- Demonstrate emotional intelligence and self-awareness, particularly in stressful situations, to manage the impact of own assumptions, values, attitudes and behaviours on others.

Organisation and Planning

- Demonstrate excellent organisational and planning skills with ability to prioritise workload and competing demands.
- Support the management of finances, invoicing, payroll and budget requirements, providing explanation for variables and solutions to ensure effective budget management, expenditure and revenue supporting key performance indicators and efficiency targets.

Research

- Translate evidence into practice for service, department or area of clinical specialty.
- Embed and share information on current best practice for area of clinical specialty or service.
- Mentor staff and encourage them to seek opportunities to increase publications and presentations at relevant conferences and forums on outcomes of research and quality projects.

- Align local research plan with the research strategy of the organisation and strategic focus of the discipline/work area.
- Establish or support research partnerships.

QUALIFICATIONS AND EXPERIENCE

Essential:

- Hold a Physiotherapy qualification from an accredited course/university
- Hold registration to practice as a Physiotherapist with the Australian Health Practitioner Regulation Agency (AHPRA)
- Satisfy the Physiotherapy Board of Australia Continuing Professional Development and Recency of Practice Guidelines
- Uphold the Physiotherapy Board of Australia Code of Conduct
- Post-graduate qualification in a relevant clinical or health management field (completed or working towards)
- Extensive clinical and leadership experience as a Physiotherapist in the health sector
- Experience in the delivery and/or management of a Physiotherapy service in a hospital environment

Desirable:

- Minimum 10 years of experience in health or related field
- Extensive experience in the supervision and mentoring of Physiotherapy staff

KEY SELECTION CRITERIA

- Demonstrated understanding of contemporary issues and directions of Allied Health services
- Demonstrated health system wide knowledge and ability to respond to the changing needs of the Physiotherapy service
- Excellent interpersonal, communication and leadership skills and the ability to facilitate groups of people with differing perspectives.
- Demonstrated aptitude and ability in service development, review and enhancement
- Demonstrated ability and experience with the implementation of change initiatives
- Experience of working and managing teams within a multi-disciplinary health environment.

OTHER REQUIREMENTS

- Employees are required to undertake a National Criminal Record Check and a Working with Children Check prior to commencing employment
- Employees are required to maintain a valid Working with Children Check throughout their employment
- A current, full driver's licence for the State of Victoria which is appropriate for the type of vehicle being driven, and comply with any restrictions on their licence (e.g. wearing glasses) while undertaking hospital duties (If applicable)
- Employees are required to maintain compliance with RCHs "Staff Immunisation - Prevention of Vaccine Preventable Diseases" procedure.

IMPORTANT INFORMATION

All employees are required to adhere to the Royal Children's Hospital Values:

- Curious - We are creative, playful and collaborative

- Courageous - We pursue our goals with determination, ambition and confidence
- Inclusive - We embrace diversity, communicate well, build connections and celebrate our successes together
- Kind - We are generous, warm and understanding

RCH COMPACT

All new and existing employees commit to the RCH Compact to contribute to a strong and respectful culture.

- We do better work caring for children and families when we also care for each other
- I bring a positive attitude to work – I share, I laugh, I enjoy other's company
- I take responsibility for my behaviour and its impact on others
- I am curious and seek out ways to constantly learn and improve
- I celebrate the good stuff, the small stuff, the big stuff – it all matters
- I speak up when things aren't right
- I value the many different roles it takes to deliver great patient care
- I actively listen because I want to understand others and make better decisions
- I am inclusive and value diversity
- When it comes to teamwork, I don't hold back – I'm all in

QUALITY, SAFETY AND IMPROVEMENT

RCH employees have a responsibility and accountability to contribute to the organisation's commitment to Quality, Safety and Improvement by:

- Acting in accordance and complying with all relevant Safety and Quality policies and procedures
- Identifying risks, reporting and being actively involved in risk mitigation strategies
- Participating in and actively contributing to quality improvement programs
- Complying with the requirements of the National Safety & Quality Health Service Standards
- Complying with all relevant clinical and/or competency standards
- Complying with the principles of Patient and Family Centred Care that relate to this position

The RCH is committed to a diverse and inclusive workforce. We encourage applications from Aboriginal and Torres Strait Islander people, people from culturally and/or linguistically diverse backgrounds, all members of the LGBTQI community and people with disability.

Position description last updated

October 2025