

POSITION DESCRIPTION

Melbourne
Teaching
Health Clinics



POSITION TITLE:	General Manager, Allied Health and Operations
REPORTING TO:	Chief Operating Officer
EMPLOYMENT TYPE:	Continuing, full-time
NUMBER OF REPORTS:	5

The Organisation

About Melbourne Teaching Health Clinics

Melbourne Teaching Health Clinics (MTHC) is a wholly owned subsidiary of the University of Melbourne and provides world class clinical training opportunities for the Faculty of Medicine, Dentistry and Health Sciences students. It also provides patient access to high quality health care for members of the Victorian community, within a private practice setting. There are five clinical areas that are central to this service, and they include general practice, dentistry, eye care, hearing, speech and psychology.

Because there is a teaching and learning component to our service, the MTHC clinics are generally very affordable while at the same time contributing to the strong future of our health and medical system in developing the next generation of our doctors, dentists, optometrists, audiologists, speech pathologists and psychologists.

MTHC places a high level of importance on providing an environment to our staff, patients and students that reflect the values of our organisation. These values have been verified by all our staff as being fundamental to the way we operate with each other, our people and our patients. To be ethical, accountable, collaborative and compassionate are values we aspire to live and deliver at all levels of our interactions in our workplace.

As part of the way we see our organisation now and into the future we have a mission statement that contemplates MTHC providing sustainable, high quality, comprehensive clinical training and patient care for the University of Melbourne and the wider community. And our vision is to be recognised as an innovative, international leader in the provision of Teaching Health Clinics.

Melbourne Teaching Health Clinics Values

We foster a values-based culture of innovation and creativity to enhance the teaching performance of the Melbourne Teaching Health Clinics and to achieve excellence in patient and student outcomes.

We invest in developing the careers and wellbeing of our people and students and expect all our staff to live our values of:

- Be ethical
- Be accountable
- Be collaborative
- Be compassionate

We recognise the importance of role modelling behaviours in our workplace that reflect our values, and we strive to ensure our decision making and actions are aligned with these values in everything we do.

Position Summary

The General Manager, Allied Health and Operations will be accountable for developing, maintaining and managing a high quality of business and operational services across the Melbourne Hearing Care Clinic, Melbourne Speech Pathology Clinic, Melbourne Eyecare Clinic and the Melbourne Psychology Clinic. The scope of the position includes working closely with the Chief Operating Officer, Melbourne Teaching Health Clinics to drive effective clinical operations, coordinate the delivery of innovations to improve service and ensure the ongoing sustainability of the allied health clinics.

The General Manager, Allied Health and Operations will work closely with the leadership of the allied health clinics to ensure effective management of all sites. This includes facilities management and maintenance service requirements, OH&S, risk management, information technology, patient administration, health information systems and supply requirements in conjunction with the relevant groups and teams within the University of Melbourne.

Essential Selection Criteria

- Relevant tertiary qualifications with significant experience within a healthcare setting
- Demonstrated clinical leadership capacity with a broad understanding of managing multidisciplinary allied health service delivery in either community care, private practice, or public health environments
- Exceptional interpersonal and communication skills, with the ability to represent the Melbourne Teaching Health Clinics to key stakeholders
- Strong leadership skills with an ability to gain the credibility and respect of staff at all levels, as well as external partners, stakeholders and other collaborators
- Evidence of an ability to successfully manage relationships with stakeholders, collaborators, and colleagues with a people-centred approach to business and work
- Sound analytical skills and the ability to design, negotiate and deliver new initiatives and changes as required
- Excellent project planning, work planning, personal organisation and time management skills with an ability to meet tight deadlines and manage multiple projects
- Previous experience managing OHS requirements within a healthcare setting
- Excellent computer skills including all MS Office products

Key Relationships (Internal and External)

- Melbourne Teaching Health Clinic's Leadership and Senior Management Teams
- Faculty of Medicine, Dentistry and Health Sciences Executive
- School of Health Sciences and School of Psychological Sciences Executives
- School of Health Sciences and School of Psychological Sciences Students

Key Accountabilities

Key Responsibilities	Measures/Key Performance Indicators (KPIs) to be achieved
Leadership - Lead senior clinical staff to enable them to deliver on positive patient outcomes, clinical KPIs, staff development and minimise clinical risk - Foster a positive work environment and effectively partner with the Head of People and Culture to lead teams through any necessary change processes - In conjunction with People and Culture enhance organisational capability and culture to address Allied Health clinics current and future needs - Build a continual improvement culture in the organisation that monitors, manages and aligns to key performance outcomes - Support the Clinic Directors and Clinical Services Managers in the management of clinical governance processes	- Staff satisfaction and engagement measures improve between performance reviews - Performance reviews undertaken with direct reports - Regular operational and staff meetings held to track operational progress and ensure effective communication within and between allied health teams
Growth in Clinic Profile and Market Share - Work closely with the Head of Business Development, Marketing & Communications and Operations Managers to meet strategic growth targets for MTHC - Review services and make appropriate changes to attract patients - Work collaboratively with MTHC Leadership and Senior Management Teams and/or Faculty to create and introduce processes that enable efficient opportunity evaluation and progression where appropriate - Coordinate the development and delivery of Operational Plans for the Allied Health clinics	- Regular non-financial Performance reporting and analysis undertaken - Patient demand is maintained and increased across the clinics - Marketing campaigns deliver in collaboration with MTHC Leadership
Quality Improvement Manage the implementation of improved operational processes and new technologies within the allied health clinics	Deliver innovations to improve services in collaboration with the Senior Management Team

• Ensure the development and implementation of continuous quality improvement programs • Evaluate, develop and implement further programs and changes based on outcomes • Work closely with the COO and other key MTHC stakeholders to ensure practice processes are compliant and efficient • Coordinate the development of KPIs to support service improvement and manage patient load	• Effectively deliver services within budget • Review practice processes regularly and ensure accreditation compliance where relevant
Information Technology Management • Oversee system improvements, system upgrades and installation of new IT infrastructure to improve service to patients • Identify technology and solutions that can drive business growth and efficiencies and meet business goals	• Practice Systems are available 99% of the time to support operations • Practice systems are on the latest recommended versions
Occupational Health and Safety • Lead the MTHC OH&S Committee • Coordinate with the Senior Management Team, corrective actions in response to OH&S audits • Work closely with the COO to ensure processes and systems in place at each clinic to manage and report OH&S incidents • Take an active role in contributing to a safe and healthy workplace • Adherence to relevant legislation and policies	• 100% training compliance achieved
General • Ensure operations are in compliance with regulations and clinical safety guidelines • Maintaining staff and patient confidentiality at all times • Maintaining skills to enhance organisational capability, culture and services • Ensure practice is aligned with overall Melbourne Teaching Health Clinics' philosophies and standards both clinically and professionally	• Demonstrates appropriate and professional workplace behaviours that are in line with Melbourne Teaching Health Clinics' core values, policy and procedures • Provides assistance to other team members as required or requested

• Act as the Chief Operating Officer when required • Carry out other responsibilities as directed	
Values and Behaviours • Effectively and proactively support MTHC's Mission, Vision and Values • Positively and constructively represent MTHC by role modelling values in action and actively supporting the Mission, Vision and Values • Positively and constructively represent MTHC to all stakeholders • Contribute to a diverse and inclusive workplace free of discrimination, harassment and bullying • Operate as a team member to achieve team and MTHC goals • Ethically and respectfully build and maintain effective working relationships	• Positive engagement with the Performance Development Framework (PDF) and Performance Appraisals, addressing values and behaviours • Positive feedback from all stakeholders, for example: ○ Clients ○ Team members ○ Colleagues ○ Managers / supervisors • Demonstrated positive relationships established and maintained with colleagues • Participation in employee engagement surveys

Special Requirements

Whilst Melbourne Teaching Health Clinics is a subsidiary of the University of Melbourne it is a separately registered not-for-profit company in its own right. MTHC operates a number of teaching health clinics in Melbourne and country Victoria. The role may be required to provide additional on-site support to these clinics.

Occupational Health and Safety (OH&S) Responsibilities

The Melbourne Teaching Health Clinics has policies and procedures which comply with the *Occupational Health and Safety Act 2004*, which require all staff to contribute to the maintaining of a safe and healthy workplace.

All staff members are required to exercise their duty of care and:

- Take reasonable care for their own safety, as well as for others in the workplace who can be affected by their actions;
- Refrain from misusing or damaging any equipment which is provided to protect or enhance the health and safety of staff;
- Comply with legitimate requests from Melbourne Teaching Health Clinics which are in accordance with published policies and/or OHS legislation;
- Ensure they do not knowingly place other staff at risk through their actions;
- Report incidents and potential health and safety risks to their OHS Representative in a timely and appropriate manner;
- Host visitors and/or contractors at the campus in a manner consistent with the requirements of the OHS policy.

Diversity and Inclusivity Statement

Melbourne Teaching Health Clinics are committed to a diverse and inclusive workforce free from all forms of discrimination. We value the unique backgrounds, experiences and contributions that each person brings to our community, and we encourage and celebrate diversity. Indigenous Australians, those identifying as LGBTQIA+, females, people of all ages, with disabilities or culturally diverse backgrounds are encouraged to apply for our roles. Our aim is to create a workforce that reflects the community in which we live. We actively work to remove barriers to ensure all employees enjoy full participation in the workplace. We adopt our diversity and inclusivity policies from the University of Melbourne and can be viewed at <https://staff.unimelb.edu.au/diversity-inclusion>.

Document Control

Date Developed:	Developed and Reviewed By:
May 2022	Chief Operating Officer, MTHC People and Culture Team, MTHC