

POSITION DESCRIPTION

POSITION TITLE:	Clinical Services Manager (Audiology)
REPORTING TO:	Chief Operating Officer
EMPLOYMENT TYPE:	Continuing, part-time (0.8 FTE)
NUMBER OF REPORTS:	3

The Organisation

Melbourne Teaching Health Clinics' (MTHC) vision is: *"To be recognised as an innovative, international leader in the provision of Teaching Health Clinics."* Our ambition is that Melbourne Teaching Health Clinics will be the pre-eminent provider of student clinical placements; these placements being in general (regional) medical practice, dentistry, audiology, speech pathology, optometry and psychology and through the provision of professionally supported clinical sessions in private practice settings.

Melbourne Teaching Health Clinics was established by the University of Melbourne to operate and manage teaching health clinics that provide students at the University with world class clinical training as a core component of their studies. The organisation also provides continuing professional development training to persons working in the area of health care provision, facilitates research into health outcomes and provides patients with quality health services.

Shepparton Medical Centre (SMC), Melbourne Dental Clinic (MDC) and Melbourne Audiology and Speech Pathology Clinic (ASPC) are the teaching health clinics currently operating under the Melbourne Teaching Health Clinics umbrella.

Shepparton Medical Centre is a general-practice-centred, multi-disciplinary teaching clinic with aims to improve the health of patients, enabling teaching, learning and research for our clinicians and advancing sustainable growth.

Melbourne Dental Clinic was established by the University of Melbourne in 2013 to provide excellence in clinical education for the next generation of dental professionals and increase access to comprehensive dental care for members of the public.

The University of Melbourne Audiology Clinic was established over 40 years ago to provide high quality clinical placement opportunities for Master of Clinical Audiology students. In 2015 the University of Melbourne Speech Pathology Clinic was created to support the growing University of Melbourne Master of Speech Pathology program. Today the clinics offer a broad range of speech pathology services, hearing and balance assessments and aural rehabilitation for children and adults. The clinics are committed to meeting the communication needs of members of the public, utilising the latest evidenced based care models.

Melbourne Eyecare Clinic (formerly UMeyecare) was established in 2009 to provide a clinical teaching environment for optometry students as part of the University of Melbourne Doctor of Optometry program. The clinic delivers extensive eyecare services to the public, including contact lens care, paediatric and visual therapy services, occupational eyecare, and diabetic, macular degeneration and glaucoma assessment and screening.

Melbourne Teaching Health Clinics is an organisation of accomplished and committed people striving to achieve its Mission: *"To provide sustainable, high quality, comprehensive clinical training and patient care for the University of Melbourne and the wider community."*

Position Summary

The Clinical Services Manager (Audiology) has responsibility for the provision of outstanding Audiology Services to patients and will provide high-quality clinical leadership and governance within the Melbourne Audiology Clinic. The position will be required to drive and lead the overall performance of the Clinical and Teaching functions and outcomes of the Audiology and Speech Pathology Clinic (ASPC). The scope of the position includes working closely with the Operations Manager, ASPC, Chief Operating Officer, MTHC and Chief Executive Officer, MTHC. As the clinical lead for ASPC, the position has a key role in the ASPC Senior Management Team and will be required to work with key internal and external stakeholders to ensure the effective and efficient delivery of key business and operational outcomes.

Essential Selection Criteria

- A master's degree in clinical Audiology with extensive demonstrated experience at a senior level in clinical practice
- Extensive experience in delivering high quality Audiology services to patients in a private practice environment across a range of clinical settings, including diagnostic and rehabilitation settings
- Extensive experience in clinical leadership including process reviews, change implementation and sustainable practice
- Eligible for membership of the Audiology Australia with certificate of clinical practice (CCP)
- Commitment to ethical service delivery and continuous improvement of reflective practice
- Exceptional patient management and interpersonal skills with the ability to communicate with a diverse group of clientele and stakeholders, and manage complex clinical caseloads
- Extensive and demonstrated experience in a leadership position with an ability to collaborate with colleagues and mentor staff
- Experience in supporting the clinical training of audiology students
- Outstanding communication skills with a demonstrated ability to build and maintain effective and productive relationships with a wide range of internal and external stakeholders
- Flexibility and openness to new ideas and change with an ability to be innovative and provide creative solutions
- Strong organisational and time management skills with an ability to work independently
- Excellent computer skills including all MS Office products

Desirable

- Experience of the Hearing Services Program and eligibility to become a registered provider.
- Experience of electronic patient and practice management systems

Key Relationships (Internal and External)

- Melbourne Teaching Health Clinics Senior Management Team (MTHC SMT)
- Department of Audiology Teaching Team
- Faculty of Medicine, Dentistry and Health Sciences Senior Management Team
- School of Health Sciences Senior Management Team
- Medical oversight-ENT specialists
- General Practitioners
- Satellite clinical services

Key Accountabilities

Key Responsibilities	Measures/Key Performance Indicators (KPIs) to be achieved
Clinical Practice and Patient Care • Provide direct quality patient care in accordance with ASPC clinical standards and policies • Act as the primary liaison with medical oversight specialists to ensure all clinical services under Medicare are delivered in agreement with protocols and processes • Partner with patients, carers and others to improve the safety and quality of patient care • Contribute to adult hearing assessment/rehabilitation, paediatric hearing assessment (potentially including both behavioural & auditory evoked potential testing) and vestibular testing, as required. • Provide expert guidance and assistance with triaging complex referrals • Monitor the patient outcomes of the service, ensuring high quality service provision for patients attending the clinical service • Provide guidance to staff on appropriate supervision type, amount and directness for students, balancing student independence and experiences gained against quality of clinical care. • Provide direction for ASPC Audiology clinical services, including review and revision of existing clinical services and models, scoping, proposal and design of new clinical services, in consultation with the Operations Manager and key stakeholders, to ensure provision of a high quality and accessible clinical service • Review and update clinical training models to ensure clinical training requirements for Audiology students are met • Maintain a professional approach in relation to work duties including the provision of quality patient service • Maintain and process patient records in accordance with AWH Clinical Record Standards and the Health Records Act 2002	• Retention of patients and increased clientele • Patient feedback within agreed targets • Quality provision of care to patients • Strong collaborative relationships are established with key ASPC staff • Success and sustainability of the clinical service is achieved. • Review of clinical service model in consultation with stakeholders, development of proposal for future models, including identifying opportunities for expansion • Appropriate pathways and processes for intake, service provision and discharge are adhered to

Clinical and Operational Leadership • Work closely with the Operations Manager and MTHC People and Culture Manager to undertake strategic HR management including workforce planning and managing the resolution of major HR issues • Work closely with the Operations Manager to support the management of clinical staffing, recruitment, retention, and performance management • In collaboration with the Operations Manager undertake strategic budget planning to contribute to financial success of the clinical service • Role model and actively promote a culture high quality patient care • Provide clinical practice guidance to staff, identify areas for improvement and enhance engagement between teams within the clinic • Work closely with staff from the School of Health Sciences to ensure that clinical teaching is delivered in accordance with University guidelines • Ensure performance management policies and procedures are adhered to for all clinic staff, in particular, mentoring and developing staff to improve performance. • Identify and implement clinical practice improvements in internal processes and systems that directly impact patient care and customer service. • In collaboration with Operations Manager, manage and resolve patient complaints as they arise • Foster collaborative clinical relationships between the Department of Audiology and ASPC	• Clinic team works collaboratively and effectively to support the Operations Manager and contribute to the sustainability of the Clinic • Culture of continuous improvement developed • Foster an environment of continuous learning for all staff, ensuring all mandatory training requirements are up to date for all staff • New opportunities identified and developed • Clinical incident investigations are resolved within a timely manner
Clinical Administration • Oversee and provide appropriate and timely reports on clinical assessments to other health professionals and liaise with colleagues within and outside the Clinic regarding best clinical practice. • Perform evidence-based quality note taking • Ensure clinical record keeping is maintained with reference to appropriate standards, including privacy regulations	• Timely development and provision of reports • Clinical patient notes are appropriate and complete

Teaching and Supervision • Oversee and carry out clinical supervision and training of postgraduate student as scheduled • Oversee all clinical supervision to students and ensure it is aligned with overall student curriculum • Work closely with the University to effectively support students on clinical placement	• Continued positive student feedback received regarding meaningful learning environment and experience • Student clinical placement outcomes delivered • Demonstrated flexibility to recognise and adapt to the changing demands of clinical education
Marketing and Promotion • Promoting ASPC services to patients • Develop on-going marketing approaches • Assist with direct marketing activities	• Patient and customer service satisfaction surveys within agreed targets • Retention of patients and referrals
Occupational Health and Safety • Take an active role in contributing to a safe and healthy workplace • Adherence to relevant legislation and policies	• 100% training compliance achieved
General • 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 • Carry out other responsibilities as directed by the Chief Operating Officer • Ensure a high level of personal presentation is maintained when client facing and on the clinic floor	• Demonstrates appropriate and professional workplace behaviours that are in line with Melbourne Teaching Health Clinics' core values, policy and procedures • Demonstrate willingness to undertake professional development and continuing training • Provides assistance to other team members as required or requested • Adherence to Victorian Privacy Laws-Information Privacy Act 2000 and the Victorian health Record Act 2001 as well as other laws that regulate the handling of personal information

Special Requirements

The Melbourne Teaching Health Clinics are separate but affiliated companies of the University of Melbourne. The role may be required to provide additional on-site support to these 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 students and staff and expect all our leaders to live our values of:

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

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 actively work to remove barriers to ensure all employees enjoy full participation in the workplace and encourage applications from diverse backgrounds. 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:
July 2021	Chief Operating Officer