



Physiotherapist / Practice Manager

Palm Island, Nth Queensland

SOS Health Foundation Ltd

Position Title	Physiotherapist / Practice Manager
Position Duration:	Permanent / Full time
Reports Directly to:	General Manager
Reports Indirectly to:	Executive Chairman
People Responsible for:	Support Health Worker / Allied Health Assistant (Trainee)
Remuneration Package:	Available on request Including base salary, Superannuation, Travel allowance and Furnished Accommodation Relocation assistance and Not-For-Profit salary packaging is available.



General Description

The SOS Health Foundation is a non-profit, public benevolent institution dedicated to improving the health of disadvantaged individuals and communities in urban and remote Australia through physiotherapy and related allied health services.

Our History

The SOS Health Foundation an initiative to attract like-minded people from within the physiotherapy and Allied Health communities and across diverse industries.

Charged with the vision to significantly improve the health of disadvantaged people and communities within Australia, SOS Health has gathered a committed support base both in terms of finances and volunteers.

Whilst an early form of this not-for-profit commenced trading in January 2008, the current entity was not registered as a tax exempt not-for-profit foundation with full deductible-gift-recipient status until August 2009. SOS Health Foundation has a governance board, advocates nation-wide and a growing list of donors and supporters.

It has been conducting health outreaches to Palm Island in Nth Queensland and NE Arnhem Land in the Northern Territory since early 2010.

SOS Health Services Palm Island: Physiotherapy & Related Services

Over the next three years the SOS Health Foundation is committed to having a positive long-term impact on the physical health of the community on Palm Island. With support from the Palm Island Aboriginal Shire Council, SOS Health established a full time physiotherapy service on Palm Island. While our aim is for the Practice to eventually be financially self-sufficient, the service is philanthropic and operates on a tiered payment structure.

SOS Health Services – Palm Island commenced in August 2014.



Purpose

The purpose of this position is to manage further develop SOS Health Services – Palm Island, a community-based practice, providing a full range of physiotherapy services to local community, corporate clients and contractors. This is a position of leadership within the small team, monitoring and developing individual and team performance and patient outcomes. All of this needs to be achieved while effectively servicing a personal caseload of patients.

In addition, working with community leaders and existing service providers, the position should contribute to “closing the gap” in health outcomes between Aboriginal and Torres Strait Islander people and the rest of the Queensland population, by providing accessible physiotherapy and related allied health services to all in the local community. More specifically:

Prevention and early intervention

- Promoting and encouraging regular contact with health services to achieve optimal health and wellbeing
- Providing education on everything from good health to the importance of staying active.
- Encouraging healthier lifestyle for the community through physical activity for all age groups and fitness levels
- Teaching techniques for injury prevention.

Treating existing illness (injuries)

- Assessing injuries, aches, pains or any other physical health concerns before providing detailed treatment and management plans to secure long-term and sustainable results.
- Providing appropriate follow up care on release from hospital
- Working with disability services to identify and assess mobility issues to develop treatment and management programs for better quality of life.

Better health services

- Providing services that are culturally appropriate in a safe, confidential and expert environment
- Providing access to services and treatments five days per week throughout the year
- Providing a permanent and dedicated physiotherapy service on Palm Island equivalent to that available to the general population of Queensland
- Providing the services in a convenient location outside the hospital
- Providing high quality services with equal access to all
- Having continuity in service provision, not dependent on itinerant service providers.

This includes the implementation and evaluation of effective strategies and programs for a wide range of conditions and local community needs. The quality of the overall client experience relies heavily on this Position due to its service/missional focus. The outcomes delivered will impact on whether trust is established and the clients choose to return to the practice.

Developing good working relationships with Managers and staff from various facilities to address current service gaps and community needs. Provide regular visits to these facilities to develop and/or maintain suitable physiotherapy programs for groups and individuals.

- The Sandy Boyd Aged Care Hostel
- Children and Family Centre
- Social and Disability Services
- Ferdy’s Drug and Alcohol Rehabilitation Centre
- Referrals from corrective services
- Referrals from Joyce Palmer Health Service (Palm Island) and Townsville Hospital
- Sports teams/clubs (boxing, football, netball etc)
- Schools



The Person

The person will need to quickly assimilate a sound working knowledge of the Practice structure and maintain organisation. They need to be a self-driven, a highly motivated and skilled professional who can apply themselves to a myriad of tasks with consistent success. He/she will need to relate to people at different levels, be highly detailed and accurate in reporting, and able to show initiative and creative thought in achieving objectives.

The Role

The Physiotherapist / Practice Manager is to have a key role in further developing SOS Health Services: Palm Island to provide accessible physiotherapy and related allied health services on Palm Island.

Responsibilities

- To promote the philosophy and values of the SOS Health Foundation in the provision of clinical care.
- To deliver a high standard of Physiotherapy clinical care for all individuals with a broad range of conditions in a culturally sensitive manner.
- To actively contribute to the development of SOS Health Services: Palm Island (Physiotherapy & related allied health services) and to a positive and supportive work environment.
- To ensure that all work practices promote high quality patient care and incorporate safe practice and risk management principles.
- To maintain currency of clinical knowledge and skills through continuing professional development activities and participation in performance review.

Key Accountabilities

Practice Development

- Develop all attending and prospective clients into long term quality clients.
- Identify cultural trends and adapt treatment techniques and assist in service development in a culturally sensitive manner.
- Identify and develop new corporate clients and/or new markets for our Practice.
- Build rapport and maintain a regular call cycle with key stakeholders..
- Oversee the promotion and marketing activities of the Practice.
- Organise regular marketing activities with core practice referrers (eg Joyce Palmer Hospital, doctors, service providers, sporting clubs)



Managerial

- Responsible for maintaining and enforcing the Practice's high standards of client fulfilment and management.
- Monitor and ensure client records are up-to-date, accurate, clear and concise.
- Assist in developing quality programs for areas of clinical service delivery.
- Contribute to the development of business systems and the writing of policies and procedures.
- Be organised and accountable for all areas of responsibility, and be able to show documentation to support positive growth and service delivery.
- Ensure all equipment and facilities are maintained in good working order, and report any faults to the General Manager.
- Support the Support Staff in any duties that are required.
- Liaise and collaborate with the Support Staff on administration issues.
- Regularly oversee Support Staff performance and outcomes, developing them toward their and the Foundation's goals.
- Conduct team meetings as required.
- Manage ongoing stock levels and be in charge of quarterly stock orders.
- Conduct regular random clinical records audits.

Clinical

- Facilitate and maintain a regular appointment cycle with clients.
- Convert 'leads' into 'consultations' through the execution of a sound and ethical 'sales' process that complies with the APA's ethical principles and the Foundation's procedures.
- Recommend appropriate products/services to clients.
- Develop, monitor and report treatment outcomes and objective assessment criteria.
- Oversee the activity of interdisciplinary Health Outreach teams that may be involved in patient care during their visits.
- Maintain skill and knowledge of current trends in treatment techniques.
- Identify new treatment options and service activities to compliment Foundation strategies.
- Deploy your resources in the most effective manner, and ensure those for whom you are responsible do the same.
- Complete and submit detailed treatment and activity reports as required.
- Participate in regular continuing education sessions.
- Work a cross-section of clinical job roles as required, being willing to assist in all services.
- Maintain state registration as a physiotherapist and full financial APA membership
- Supervise and manage all student timetable and activity for Support Staff during training.
- Organise and arrange regular social activities for the team, drawing on their input.

Leadership

- Display integrity and commitment to the core values of the Foundation, and actively encourage such in the actions and behaviours of others.
- Demonstrate by example a high standard of clinical skill, work ethic and administrative compliance.
- Positively represent and support all the directives, views, disciplines, suggestions and ethos of the Foundation.
- Hold Support Staff accountable for their position description, personal targets and career development.
- Conduct regular performance management sessions with the team as directed by the General Manager
- To be actively involved in the training and induction of new staff



Decision Making

- Assist Management in making decisions affecting future Practice direction, staff management, staff recruitment and service delivery.
- To be free to express and contribute own comments to any situation, but willing to unconditionally support the final directives that are agreed upon.
- To reinforce to the team the Foundation's policies and procedures as the basis of decision making.

Financial

- Contribute to the general growth and development of the Practice.
- Measure KPI's (Key Performance Indicators) for all areas of responsibility, document relevant statistics and growth charts, and regularly report progress.
- Ensure overall clinic resources are deployed in the most effective manner.
- Ensure financial reporting is completed and submitted on time.
- When managing issues of stock control, ensure we purchase at the best prices, sell at the best prices, and are not left with unmovable or out-of-date stock and consumables.

Accountability

- Render regular reports on Practice activity and growth.
- Take responsibility for performance in all areas listed above and formulate appropriate action plans to achieve success in these areas.
- Actively and enthusiastically participate in the performance management system of the Practice, ensuring personal and organisational goals are being met.
- Maintain a level of physical fitness and well-being appropriate to fulfilling the services required.

Major Tasks / Challenges

- Perform the role of a 'jack of all trade' regarding both clinical and administrative responsibilities.
- This will require effective time management and a sound understanding of your role within the Organisation and the Community.
- Holding the Support Staff accountable for their performance, evaluating progress, and offering guidance toward their success. Asserting your leadership and gaining their respect and trust in these areas.
- Being one of the most important and recognised leaders within the organisation with regards to the clinical aspect of service delivery – incorporating the ideas of best practice and evidence-based research.
- Recognising your own limitations with respect to knowledge, expertise and responsibility. Exercising utmost discernment and wisdom in all decision making, and knowing when to refer matters to the Foundation's General Manager.

Qualifications

- All professional registrations and memberships as stated in the contract of employment.
- 3+ years of clinical and administrative experience as a physiotherapist.
- Evidence of a consistent Professional Development Record – showing a commitment to ongoing clinical education.
- Interest and some understanding of indigenous affairs.



Special Conditions

The Successful applicant must have and provide a copy of their current AHPRA registration and Professional Indemnity Insurance.

In addition, the applicant is also required to

- satisfactorily complete a National Criminal History Record Check (NCHRC) prior to employment.
- obtain a Blue Card (Working With Children Card - Queensland)
- satisfactorily complete the credentialing process required by Queensland Health (Townsville Hospital)
- have a current Driver's License

Some out of hours work is highly likely.

To Apply

Please provide a Cover letter, short response to the above requirements and your current CV including the names and contact numbers of two referees to:

Lynda Cunningham
General Manager
SOS Health Foundation

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