

The purpose of this position

The **purpose** of the position is to strengthen The Benevolent Society's capacity to provide clinical services to older people in our person-centred care services, to help them experience the life they never thought possible. The position will provide direct clinical services, provide feedback/advice to other staff on client needs, and support the development of staff in providing quality services to our clients.

About the position

- This position is within Ageing & Carers directorate.
- This position **reports to** the Clinical Nurse Consultant.
- This position allows for flexibility.
- ☐ The position leads a team.
- The position is designated Band 7 under the ***Schedule of Authorities and Delegations***.
- The position is a: ☐ Budget holder ☐ Has designated revenue or billing targets.
- This position maybe advertised externally as Physiotherapist.

Key areas of responsibility

- Meet the legislative and compliance requirements set by the Aged Care Act 2024 and Strengthened Aged Care Quality Standards and other regulatory models.
- Develop evidence based, holistic plans of care to address client needs and build client strengths within the wellness and enablement approach, and in line with client budget.
- Perform the comprehensive framework in Aged Care portfolio such as Ageing Well Model of Care and Clinical Governance Framework.
- Deliver quality clinical services in line with client care programs and service plans in response to emerging clinical client needs, with clinical assessments and associated documentation completed within the required timeframes.
- Advocate for clients, their carers and families to enable choice and decision making that supports independence and quality of life.
- Provide advice and support to staff in relation to any support required by clients, working with staff and clients to identify solutions that meet client needs and promote client choice and decision making.
- Undertake clinical assessments, contribute to the development of client plans that support the well-being of clients with complex needs through the entirety of their lives, and work with the client and the team to evaluate these plans to ensure they continue to meet client needs.
- Where required, facilitate communication with staff, multi-disciplinary teams, other allied health providers, external agencies, and clients to ensure appropriate case conferencing and goal attainment is achieved.
- Undertake care activities, or delegate to appropriately skilled staff within current legislation and regulatory requirements.

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- Support staff to provide our clients with effective and appropriate clinical care that is in line with best practice standards and relevant legislative frameworks, providing formal and informal training and coaching as required.
- Participate in the implementation of clinical competency frameworks for staff within our services for older people.
- In association with cross-functional colleagues, use in depth knowledge of client, carer and participant needs to identify, communicate and market our unique client value proposition.
- Maintain a community and local industry profile and clearly identify and communicate the client value proposition to ensure growth and reputation of our services.
- Leverage existing network and develop new referral channels to support managers to maximize occupancy.
- Client services are to be primarily provided in person either at the clients home or other agreed appropriate location.
- Advise the Manager of any significant changes or concerns regarding the client, their home environment, wellbeing, their services, or other risks, as soon as possible.

Key outcomes

When things are going well, we would expect to see these outcomes:

- Clients are supported in living their best lives within their own home for the entirety of their lives.
- High quality clinical services are assessed, delivered and evaluated in a continuous improvement cycle.
- Staff are supported to strengthen their knowledge and understanding of best practice clinical policies and procedures.
- Clients are attracted to TBS and have high levels of satisfaction and engagement.
- TBS services for older people are recognised in the top quartile within the industry for practice.

Key Capabilities

Essential criteria

- Degree in Physiotherapy.
- Membership as a Physiotherapist with the Australian Health Practitioners Regulations Agency (AHPRA).
- First Aid certificate with annual CPR recertification (this is an ongoing requirement).
- Hold current car driver's license.
- Comprehensive knowledge of person-centered care models.
- Demonstrated ability to partner with unregistered care staff to build their skills and knowledge to improve client outcomes.
- Demonstrated an understanding of contemporary aged care clinical practice.
- Understanding of and commitment to business excellence.
- Outstanding knowledge of the needs of older people.
- Strong time management skills including managing competing deadlines.

People who know this position say that

People who know this position say the things that might make your day are:

- Being able to advocate for the needs of a client.
- Working with the team to get a comprehensive view and reach better outcomes.
- Reflecting on positive feedback when suggestions have been helpful.
- Giving back to the profession through communities of practice.
- Being able to positively influence an approach and thus the outcome.

People who know this position say some key challenges you might experience are:

- Frameworks for assessment don't always exist – sometimes practical applications of knowledge/ frameworks need to be developed.
- The potentially serious consequences of advice and its impact on clients.
- Ensuring self-care to prevent burn out.
- Managing aggressive and/or abusive responses from stakeholders.
- Ability to say no when there is a concern workload may affect capacity to make safe decisions.
- Managing time to complete documentation.

Work and flexibility

While The Benevolent Society has great tools to connect us remotely, sometimes we will need to connect in person. This means we need to travel on occasion.

This position may require:

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| <input type="checkbox"/> Overnight travel/stays. | <input type="checkbox"/> Weekend work. |
| <input checked="" type="checkbox"/> Travel between office locations/regions. | <input checked="" type="checkbox"/> Evening work. |
| <input checked="" type="checkbox"/> Travel to clients (varied locations). | <input checked="" type="checkbox"/> Special event support. |
| <input type="checkbox"/> Use of own registered, insured (comprehensive) motor vehicle. | |
| <input checked="" type="checkbox"/> Use of TBS pool cars. | |

Key relationships

We work collaboratively with others. This position works closely with:

Within The Benevolent Society:

- Area Management Team
- Clinical Services Team
- Team leaders, and Home Support Partners.
- Home Support Team Members
- Risk, Quality & Compliance Team
- Practice Team
- Learning and Development Team

Outside The Benevolent Society:

- Clients their families and carers
- Hospitals
- Referral Agencies
- Medical and Allied Health Professionals
- Regulatory and Complaint agencies

The Benevolent Society

Physiotherapist

