



POSITION DESCRIPTION

Position Title	Head of Physiotherapy
Reports to (Title)	Director Allied Health and Outpatients
Group Director/ Chief	Group Director of Nursing, Allied Health & Clinical Education
Department	Allied Health
Position Location	All Sites
Award/Agreement	Salary & Conditions in accordance with Contract of Employment
Delegation of Authority Level	

Position Summary & Role Purpose

The Head of Physiotherapy is a valued and integral member of the Cabrini Allied Health leadership team and will provide strategic, professional, and operational leadership for 'Physiotherapy' services (which includes physiotherapy, podiatry and EP) across the organisation. The Head of Physiotherapy will oversee integrated service delivery, workforce planning, clinical governance, and the advancement of best practice and innovation within the framework of the Mission, Values and Vision of Cabrini Health.

In collaboration with the Director of Allied Health, the Head of Physiotherapy will ensure patients at Cabrini receive high quality evidence-based care.

At Cabrini Health, the Head of Physiotherapy is responsible for the following disciplines:

- Physiotherapy
- Podiatry
- Exercise Physiologists (EP)
- Other 'outsourced' allied health disciplines in line with Cabrini Policy

The Head of Physiotherapy has a primary focus on the operational management of 'Physiotherapy' services within acute and sub-acute bed-based services; but will work with all site and service managers across Cabrini including:

- Acute & Sub Acute Care inpatient care
- Mental Health
- Ambulatory Rehabilitation Programs (Outpatients and At Home services)

Key Result Areas

1. Key Responsibilities, Outcomes and Activities

1.1 Strategic Leadership

- Lead strategic planning for 'Physiotherapy' services in collaboration with the Director of Allied Health, and site and service leadership.
- Provide professional leadership, clinical governance, and promote evidence-based, person-centred care.
- Participate in planning goals and objectives for Allied Health Services, as a member of the Allied Health leadership team.
- Ensure professional staff and outsourced service providers are credentialed in accordance with Cabrini policy.
- Champion innovation in service models, technologies, and interprofessional collaboration.
- Promote quality improvement, respond to feedback, and ensure compliance with Cabrini policies and quality initiatives.
- Develop systems and processes, including policies and procedures, which support the standardisation of 'Physiotherapy' services across Cabrini Health
- Foster a culture of excellence, patient satisfaction and high staff engagement.
- Engage consumers and stakeholders to inform service planning and development.
- Build and maintain strong relationships across internal teams and external partners to develop and deliver programs aligned with strategy.

1.2 Operational Responsibilities

- Manage human and material resources efficiently, ensuring services meet Cabrini's needs within budget.
- Undertake financial budgeting and management within area of operational responsibility, based on the delegations of authority and within a culture of due diligence.

- Utilise and report on an agreed KPI suite to demonstrate effectiveness, efficiency and consumer and staff satisfaction.
- Deal appropriately with feedback and clinical incidents, leading review processes in line with Cabrini Policy.

1.3 Resource Management

- Adherence to the Cabrini codes of professional conduct, code of ethics, standards of practice and competencies, Mission, Values and Vision, and the Behaviours that Matter

1.4 Staff Management and Teamwork

- Foster a work environment which enhances partnership, teamwork, and co-operation.
- Recruit and appoint clinical staff from the profession in collaboration with site / service leadership.
- Ensure that staff recruitment, induction and performance management fulfil the needs of Cabrini.

1.5 Contributes to the achievement of professional expertise for self and direct reports through:

- Maintenance of ongoing personal professional development / continuing education
- Personal application of the Cabrini performance management framework
- Foster a learning culture by supporting and monitoring the professional growth of others

2. Work Health and Safety

Cabrini is committed to providing facilities and services which minimise the risk of physical and psychosocial harm to our workforce, patients, residents, clients and visitors, so far as is reasonably practicable.

To achieve this, managers are required to implement, in consultation with their employees, the components of Cabrini's work health and safety management systems (the collection of policies, procedures, guidelines, other related documents and resources) to control the hazards that their employees, and any other person exposed to the work they do, may face. The WHS management system enshrines a risk management approach to managing hazards.

For any hazards not explicitly covered in the WHS management system, managers are required to assess and control hazards as outlined in the WHS Risk Management Procedure.

Employees are responsible to work in a way that protects their own health and safety and that of others who may be affected by their actions. This includes following the policies and procedures from the WHS management system that apply to their work, any local processes and instructions from their manager regarding how work is to be performed. Employees are responsible to report hazards, incidents and injuries to their manager.

The Cabrini WHS Department facilitate the ongoing development and review of the WHS management system, build the capability of managers to assess and manage wellbeing, hazards, incidents and injuries and provide advice and support in the management of these areas.

The Cabrini Work Health and Safety Responsibilities Procedure defines the responsibilities of employees at all levels of the organisation – Chief Executive; Group Directors; General Managers; Managers; those with specified work health and safety responsibilities; and all other employees. Please refer to the procedure for more details of the responsibilities associated with your role.

3. Safety and Quality

It is the responsibility of all staff at Cabrini to ensure that they provide safe high quality care to our patients, residents and service users. Safe care means accepting individual and shared responsibility as well as compliance with the Cabrini policies and protocols by all staff.

4. Child Safety

Cabrini complies with the Victorian Child Safe Standards 2015 and the National Catholic Safeguarding Standards. All children who come to Cabrini have a right to feel and be safe. Cabrini policies and practices aim to keep children safe from harm. All Cabrini staff must comply with all policies including the following:

- Child safe organisational framework
- Mandatory reporting of suspected child abuse
- Working with children check

Organisational Relationships

The Head of Physiotherapy reports to the Director of Allied Health, Cabrini Health and will:

- Maintain strong working relationships with other Cabrini Allied Health profession heads, Nurse Managers, Directors of Nursing, Clinical Service Directors, and Medical Directors to ensure professional standards are met and maintained.
- Maintain a close collaborative working relationship with People & Culture, Finance, Information Services, Mission Integration and Education.

External Relationships

- Collaborate with other health services to foster innovation and benchmarking.
- Build partnerships with community agencies, including GPs, to support effective patient management.
- Promote positive public relations and community engagement
- Fosters relationships with educational bodies to support teaching and training opportunities.
- Participates in relevant industry forums that promote networking and foster collaborative relationships.

Committee Membership

The Head of Physiotherapy will participate as a member of the following committees:

- Relevant external committees as a representative of Cabrini
- As directed by the Director Allied Health

Staff Development

The Head of Physiotherapy will demonstrate a commitment to personal and professional development of self and staff by:

- Participating in professional development programs and maintain up-to-date skills and knowledge
- Contributing to the Cabrini professional development program as required
- Engage in performance reviews in accordance with Cabrini policy

Key Competencies

Key Performance Indicators

- Achievement of the agreed financial and activity targets within the services' annual budgets.
- Achievement of annual targets for the services' workforce:

- o Credentialing of all professional staff
- o Staff performance reviews and annual learning plans
- o Staff mandatory training and immunisation requirements
- Services' compliance with AH referral, triage & intervention policy.
- Timely provision of a monthly Services Report to the Director.
- Timely management of patient/client complaints, and RiskMan incidents.
- Development and implementation of an Annual Quality and Business Plan.
- Additional KPIs as agreed with the Director and included in an attachment to this position description.

The Head of Physiotherapy must demonstrate the following requirements:

ESSENTIAL

Educational/Vocational

- Tertiary Qualification in Physiotherapy.
- Current registration with the Physiotherapy Board of Australia (AHPRA).
- Masters (or working towards) in Business Administration, Health Administration, Health Service Management, or equivalent and relevant post-graduate qualification.

Experience

- Previous experience as a Grade 3 / Senior Clinician or above.
- Considerable leadership and management experience within a clinical service or program.
- Experience in leading and/or participating in multidisciplinary teams.
- Experience in problem solving and benchmarking.
- Experience in developing and implementing innovative, clinical service models.
- Experience in supervision of staff and students.

Personal Abilities

- Sound interpersonal, communication and relationship development skills.
- Demonstrated capacity to inspire, influence and motivate staff and to contribute to a positive and compassionate organisational culture.
- Demonstrated leadership in developing highly performing teams.
- Flexible, innovative, creative, and optimistic approach to problem-solving.
- Experience in performance management, conflict resolution and negotiation.
- Ability to perform effectively under pressure and to prioritise workloads.
- Proven capacity to set standards and manage resources within budget.

- Skilled in consultation, collaboration, and teamwork to achieve organisational outcomes

Knowledge

- Knowledge of the Cabrini Health Missions and Values.
- Knowledge of Commonwealth and State legislation and its impact on the delivery of health care services in the Catholic Health sector.
- Knowledge of clinical and business continuous improvement and research methodologies.
- A sound knowledge of the factors affecting the profession locally and on a broader level.

Conditions of Employment

Salary and conditions in accordance with the Cabrini Contract of Employment / Employment Agreement

Cabrini Mission, Values and Behaviours that Matter

Our mission

WHO WE ARE

We are a Catholic healthcare service inspired by the spirit and vision of Mother Cabrini and the Missionary Sisters of the Sacred Heart of Jesus.

WHAT WE BELIEVE

We are a community of care, reaching out with compassion, integrity, courage and respect to all we serve.

WHAT WE DO

We provide excellence in all of our services and work to identify and meet unmet need.

Our values

Our values form the base of our mission, are built around what we believe and drive how we act. They are drawn from Mother Cabrini's life and reflect her heart, her spirit, her conviction and her approach.

Compassion

Our drive to care is not just a professional duty to provide excellent quality care but is born of a heartfelt compassion for those in need, motivated by God's love for all people.

- We care deeply about each and every person we serve
- We respond willingly and positively to help meet the needs of those around us
- We put people first as we look to provide extra support and care, beyond our professional duties

- We promote a sense of belonging and community.

Integrity

We believe in the power of hope to transform people's lives and remain faithful to the bold healing mission and legacy of Mother Cabrini.

- We remain true to our beliefs at all times – our mission and values are non-negotiable
- We are welcoming, hospitable and find comfort and motivation in the context of God's all-inclusive love
- We look for the good in each other and recognise each person's contribution as we work together to provide the best possible experience for our patients, residents and their families
- We are honest and reliable, making decisions that are consistent with our mission and taking responsibility for our own actions.

Courage

We have the strength, determination, vision and conviction to continue the work of Mother Cabrini and the Missionary Sisters.

- We care for the whole person – spiritually, physically and emotionally – creating an environment of hope and healing
- We rise up to challenges and opportunities, meeting them with an open mind and a positive attitude
- We maintain the courage of our convictions and express our values through our actions
- We continually look beyond our current services to help support and engage with those who are marginalised.

Respect

We believe that every person is worthy of the utmost respect and the best possible healthcare. We know that our resources are entrusted to us to use for the benefit of others.

- We uphold the worth and dignity of all people, regardless of gender, race, age, ability and social position and treat them with courtesy, respect, equality and justice
- We respect ourselves, our colleagues and the excellence of the services we deliver
- We identify and respond to emerging healthcare needs in our community
- We manage our resources wisely and actively seek to minimise our impact on the environment.

Behaviours that matter

Our values are displayed in the way in which we behave in every interaction – with each other, with our patients and residents, with their families and carers, and with visitors and other customers.

The behaviours that matter have been identified through consultation with staff. They are the minimum standard expected for all who work at Cabrini (employees, volunteers and accredited staff). They describe the organisational culture that we think is fundamental to our mission to “provide excellence in all of our services”.

Unacceptable behaviours have also been identified and described as follows. These behaviours are inconsistent with our values, have a detrimental effect on others and prevent us from achieving our mission and quality goals. If you experience or witness these behaviours, please speak up. If you are unable to address the issue yourself, advise your manager, another senior member of staff or People and Culture.

We are committed to safety and quality:

Behaviours that matter	Unacceptable behaviours
We put patient/resident safety first	We are careless, impulsive or take unnecessary risks that may cause harm to patients/residents
We ask questions to understand the problem	We jump to conclusions and look for someone to blame
We admit when we make a mistake and seek a solution	We try to cover up or make excuses for mistakes
We look for opportunities to improve our care and services	We resist or sabotage change
We speak up when we see behaviour that is inconsistent with our values	We encourage or participate in poor behaviour

We are here to provide service:

Behaviours that matter	Unacceptable behaviours
We greet everyone warmly	We are rude or discourteous
We are always kind and caring	We are arrogant or demeaning
We give our full attention to the person speaking to us	We are distracted, impatient or dismissive
We communicate openly, sensitively and in a timely manner	We are dominating, abrupt or sarcastic

We work together to achieve the best outcome:

Behaviours that matter	Unacceptable behaviours
We are quick to offer help without waiting to be asked	We refuse to help even when it is clearly required

We share information readily to promote the best care and services	We withhold information or are competitive to the detriment of others
We do as we say we will	We are unreliable or inconsistent
We encourage and support each other	We berate or humiliate others
We give praise for a job well done	We are excessively critical or devalue the contributions of others

We exhibit a positive attitude:

Behaviours that matter	Unacceptable behaviours
We approach our day with energy and enthusiasm	We are negative or apathetic
We look for the best in people	We are judgemental and put others down
We take pride in our personal appearance	We look dishevelled, dirty or have offensive personal odour

We want to build a just and sustainable community:

Behaviours that matter	Unacceptable behaviours
We treat each other fairly	We are hostile or abuse our power
We use our resources responsibly	We are wasteful or extravagant
We consider the environmental impact of all we do	We are thoughtless or careless

APPROVAL

The above statements are intended to describe the general nature and level of work being performed by the incumbent of this role. This document may be revised or updated at any time in line with role, and/or organisational changes. Any such changes will be communicated with the appointed person.

I certify that this position description is an accurate description of the responsibilities assigned to the role



Authorised:

Director of Allied Health

Date: 11/11/2025