

JOB DESCRIPTION

TELETHON KIDS INSTITUTE



Why is this Job Description being written?		<input checked="" type="checkbox"/> New Position <input type="checkbox"/> Replacement Position <input type="checkbox"/> Position re-designed <input type="checkbox"/> Position not previously described	
POSITION DETAILS:	Position Title:	CLINICAL SERVICES MANAGER – AUTISM EARLY INTERVENTION CENTRE	
Division:	Autism Research	Department:	Autism Research
Position reports to: (role)	Autism Early Intervention Centre Director (Professor Andrew Whitehouse)		
Location: <i>include all possible locations</i>	Telethon Kids Institute, 100 Roberts Road Subiaco WA 6008		
POSITION PURPOSE: In one or two sentences briefly summarise the overall purpose of this role, i.e. broadly, what this role does and why			
<p>Led by Professor Andrew Whitehouse, the Autism Research Team, based at the Telethon Kids Institute, are international research leaders in the understanding of autism.</p> <p>The newly created role of Clinical Services Manager will lay the groundwork for an exciting new early intervention centre for kids showing early signs of autism and other developmental disorders. Working directly with the Centre Director, the Clinical Services Manager will help design standard operating procedures for the clinical service; obtain funding accreditations (NDIS and Medicare); design the facilities; employ staff and then manage the clinic once opened in early 2018.</p> <p>We're looking for a person who has successfully managed a medical, allied health and / or disability service provider and achieved appropriate NDIS and / or Medicare funding accreditations. You will relish the opportunity to design and manage the day to day operations of an innovative service based on ground-breaking research from the Autism Research Team at Telethon Kids. You will bring best practice and service management principles to manage an efficient, sustainable service designed in collaboration with consumers and engaged in ongoing clinical research. You are commercial and have a desire to make difference to the lives of kids and families in our community.</p>			
KEY RESPONSIBILITY AREAS <i>(Please list in order of importance)</i>			

Key Position Accountabilities What are the main areas for which the position is accountable	% of Total Role	Inputs: What are the key activities or tasks to be carried out?	Outputs: What are the expected end results?	Measures: How it is measured
Accreditation & Funding	20%	<ul style="list-style-type: none"> • Accreditation with Medicare as a clinical services provider and meet ongoing reporting requirements to maintain funding • Accreditation with NDIS as a services provider and meet ongoing reporting requirements to maintain funding 	<ul style="list-style-type: none"> • Accreditations achieved and maintained • Medicare Income received • NDIS Income received • Sustainable operations 	<ul style="list-style-type: none"> • Income vs Budget • Funder report timeliness • Compliance with contractual obligations
Clinic Operations	25%	<ul style="list-style-type: none"> • Day to management of the centre operations including hands on with patients, families and clinicians along with Reception / Admin staff • Develop and maintain service SOPs for the Centre consistent with regulatory frameworks & quality standards required by funders (e.g. Medicare, NDIS, Disability Service Standards, Health Department • Develop and maintain appropriate systems to manage the operations of clinic (e.g. patient management, rostering, payments systems, funder portals) • Ensure appropriate clinical records are kept • Ensure cost effective management of facilities, equipment & supplies • Ensure privacy requirements are met • Manage and update risk management system • Manage and update quality system • Manage consumer survey & feedback process and action issues • Source and monitor appropriate insurances beyond those for the Institute broadly 	<ul style="list-style-type: none"> • Clinical operations consistent with all regulatory and quality standards • Clinic specific SOPs in place and utilised • Kid and parent friendly, responsive & professional environment • Risk management system in place and utilised • Sustainable, cost effective operations 	<ul style="list-style-type: none"> • Clinic operational and accepting patients from February 2018 • % conversion qualified referral to appointment • % no shows • % complete program (vs dropout) • Successfully pass all required audits • Customer survey result acceptable • Expenses vs Budget

Finance & Budgeting	15%	<ul style="list-style-type: none"> • Prepare annual budget for approval • Manage Centre finances • Monthly financial report & commentary to Centre Director • Draft financial & operational elements for Centre Director for Quarterly report to Executive Director • Support Centre Director in identifying and pursuing additional income streams 	<ul style="list-style-type: none"> • Budget submission within timeframe • Budget met and variances reported • Sustainable operations 	<ul style="list-style-type: none"> • Annual budget approval • Surplus / (Deficit) vs Budget (Surplus from 2019) • Accurate and timely reporting
Human Resources	15%	<ul style="list-style-type: none"> • Manage clinic admin / reception staff • Support sourcing and administration of clinical staff • Manage allied health clinical staff • Rostering for clinical staff • Support student placements and internships • Coordinate learning and development • Participate in the Institute's Performance Management Review Process (GPS) 	<ul style="list-style-type: none"> • Appropriately staffed • Preferred employer • Preferred placement • Compliant with legislation, awards and Institute policies 	<ul style="list-style-type: none"> • Vacancy factor • % service time for clinicians • No. of placements • 360° feedback
Business Development	10%	<ul style="list-style-type: none"> • Build relationships with referer networks (e.g. Child Health Nurses, clinicians, consumer groups) • Develop and maintain relationships with relevant associations (e.g. Autism Association) and industry bodies (e.g. NDS WA) • Key point of contact for funding and regulatory bodies including Medicare, NDIS, WA Health • Support fundraising activities for the Centre • Support coordination of training and education activities • Support funding applications & coordination of clinical research • Coordinate promotional material and website • Support government relations initiatives • Support PR initiatives for the Centre • Support engagement with educational institutions 	<ul style="list-style-type: none"> • Strong referral base • Reinforce funding • Additional funding streams • Philanthropic support • Build reputation for clinic & enhance Institute • Strong education & training links • Strong research link • Professional, informative interface for consumers, profession & funders 	<ul style="list-style-type: none"> • No. of patient referrals • Private income • Additional revenue • Hours of education/training provided • Prompted awareness (parents, child health nurses) • Research program contribution • PR Coverage

Institute Engagement	10%	<ul style="list-style-type: none"> • Secretariat for Centre Governance Committee • Support for Centre Advisory Group • Support for Institute research initiatives • Support for design and conduct of other Institutes clinical services • Participate in forums and activities of the Autism team • Participate as a member of the Institute Management Team • Participate in appropriate Institute forums and committees 	<ul style="list-style-type: none"> • Appropriate Governance • Service design & refinement • Consumer engagement • Service innovation • Research participation • Engagement with Institute 	<ul style="list-style-type: none"> • Consumer feedback • Autism team feedback • No. of research studies • Institute feedback
Other Duties	5%	Other duties as requested by the Centre Director consistent with skills, time and capacity.	<ul style="list-style-type: none"> • As directed 	<ul style="list-style-type: none"> • As directed

ESSENTIAL SKILLS, KNOWLEDGE AND EXPERIENCE:

Qualifications: what are the minimum educational, technical or professional qualifications required to competently perform role

- Relevant degree in Health Administration, Business or Allied Health or equivalent knowledge and skills developed through professional experience

Skills, Knowledge & Experience:

1. Demonstrated experience managing a medical, allied health or disability services practice
2. Experience with achieving and / or maintaining NDIS, DSC and / or Medicare funding
3. Substantial experience directly managing people and operations
4. Budgeting, finance and reporting skills sufficient to propose budgets, monitor performance and write actionable reports
5. High level influencing and negotiation skills including with clinicians and funding body managers
6. Professional customer service skills including leading positive service initiatives
7. Professional managerial and administrative skills /experience including IT systems use, records management & staffing
8. Highly developed interpersonal skills including strong written and verbal communication
9. Proven ability to work as a member of a team as well as on own initiative without close supervision

DESIRABLE SKILLS, KNOWLEDGE AND EXPERIENCE:

Qualifications: what are the minimum educational, technical or professional qualifications required to competently perform role

Relevant Postgraduate qualifications and / or certificates

Skills, Knowledge & Experience:	<ol style="list-style-type: none"> 1. Experience working with kids with autism and their parents 2. Experience managing a paediatric clinical or disability practice 3. Experience managing an allied health practice including speech pathology, clinical psychology, OT and / or audiology 4. Experience working in a clinical research environment 5. Demonstrated experience in SOP development and business process improvement 6. Working knowledge of Disability Service Standards and other relevant quality frameworks 		
SCOPE:			
Financial accountability: Does this role have accountability for a budget? - Yes			
<ul style="list-style-type: none"> • Project Manager for Autism Clinic budget 			
People responsibility: Does this role have any direct reports or indirect reports (through direct reports)?			
No. of direct reports	1 Admin + Allied Health Staff (proposed from 2018)	No. of indirect reports	

ORGANISATIONAL CHART: (please complete using position titles or insert diagram below)

Next level of supervision

Executive Director
Telethon Kids
Institute

Immediate level of supervision

Autism Early
Intervention Centre
Director

Other roles reporting to immediate supervisor

		Clinical Services Manager – Autism Early Intervention			
--	--	---	--	--	--

Direct reports (role x no.)

		<i>Clinic Admin /Receptionist (proposed from 2018)</i>	<i>Speech Pathologists (proposed from 2018)</i>	<i>Clinical Psychologist(s) (proposed from 2018)</i>	<i>Other Allied Health Clinical Staff (proposed from 2018)</i>
--	--	--	---	--	--

ADDITIONAL INFORMATION: is there any additional information that needs to be understood to explain this role?