



POSITION DESCRIPTION

Position Title	Clinical Services (Early Intervention) Manager
Department	Child and Family Support Services
Date	November 2024
Reporting To	Chief Executive Officer
Direct Reports	Allied Health Therapists; Postnatal Services Manager
Internal Liaisons	Works closely with Leadership Team, Managers and other staff.
External Liaisons	Community Organisations, Councils, Family and Community Services, regulatory bodies, tertiary institutions, community members and others as required

Company Overview

The Infants' Home Child and Family Services is an integrated child and family hub, providing high-quality early childhood education and care, allied health and early intervention services for children and families. For 150 years the key focus of our work has been supporting families and children experiencing hardship or vulnerabilities to make a more positive future.

Role Purpose

The Clinical Services (Early Intervention) Manager will play a critical role in overseeing the delivery of high-quality therapeutic services to children aged 0-9 years old in accordance with best practice in early childhood intervention. You will manage a multidisciplinary team of clinicians to provide exceptional early intervention, ensuring regulatory compliance, customer satisfaction and achievement of billable hours. As a member of The Infants' Home's Management Team, the Clinical Services (Early Intervention) Manager will lead by example, providing hands-on service delivery and work alongside the team, including delivery of billable hours for a portion of each working week.

1. Key Responsibilities

A) People Management

- *Team Leadership:* Provide strong leadership, direction and clinical supervision to a team of allied health and health professionals.
- *Staff Development:* Foster a culture of continuous learning and professional development, ensuring that all staff are up-to-date with current best practices and regulatory requirements.
- *Performance Management:* Conduct regular performance reviews, set clear objectives, provide feedback, and drive accountability to performance metrics (including billable hours, clinic policies and procedures).
- *Cross-functional Collaboration:* Work closely with the Children's Services Manager to support the effectiveness of the Response to Intervention framework in centre-based care.

B) Clinic Management

- *Clinic Operations:* Oversee the daily operations of the Hub, ensuring high standards of service delivery, efficiency and effectiveness and client satisfaction.
- *Service Delivery:* Develop, document and implement individual and/or group therapy sessions for children in accordance with NDIS requirements and best practice in early intervention.
- *Budget Management:* Manage the clinic's budget, ensuring financial sustainability and accountability.
- *Resource Allocation:* Manage clinic resources including equipment and supplies to ensure optimal use and availability.
- *Business development:* Develop and execute strategies for client acquisition and retention, to grow the clinic's services and reach.

- *Regulatory Compliance:* Develop and implement policies, procedures and practices to ensure compliance with NDIS and other regulatory requirements.
- *Records Management and Reporting:* Ensure documentation meets professional and regulatory requirements. Effectively collate statistics and data to analyse and identify trends, opportunities and areas for improvement.
- *Risk Management:* Lead risk management and quality improvement processes.

C) Organisational Management

- *Collaboration:* Actively participate in Management meetings and work collaboratively with staff and colleagues from across the organisation.
- *Competence:* Demonstrate a high standard of competence, cultural awareness, and responsiveness in the provision of family services.
- *Community Engagement:* Promote The Infants' Home and liaise with appropriate community networks to support the community and services. Support relationships with universities including research, student clinical placement and professional training requirements.
- *Organisational Values:* Role model and promote the understanding of and accountability to The Infants' Home's Organisational Values.
- *Other duties:* Carry out all duties, responsibilities and specific tasks related to the role as well as specific duties allocated by the Chief Executive Officer.

2. Professional Conduct

- Exercise due care, skill and judgement and act always in accordance with applicable professional ethics, principles, legislation, and standards.
- Identify and attend relevant continuing education and professional development opportunities.
- Always work within the guidelines of policies and procedures of The Infants' Home.
- Keep abreast of current research relating to inclusive and integrated practice within child and family services and best practice therapeutic approaches for children.

3. Compliance and Organisational Requirements

Ensure activities within the area of responsibility comply with:

- | | |
|--|---|
| • Australian Health Practitioner Regulation Agency (AHPRA) Registration requirements | • Child Protection Legislation. |
| • Speech Pathology Australia (SPA) Registration requirements | • The Infants' Home vision, mission, policies, procedures, and strategic goals. |
| • National Disability Insurance Scheme (NDIS) requirements | • Fundraising Institute of Australia Code |
| • Best Practice in Early Childhood Intervention Guidelines | • Privacy Laws. |
| | • Work Health and Safety legislation. |
| | • Fair Work Act 2009. |
| | • Relevant federal, state and territory laws. |

4. Risk Management

- Follow policies and procedures to ensure compliance.
- Maintain a safe, healthy, and clean environment.
- Identify hazards and take action to remove these hazards.
- Ensure that all Work Health and Safety requirements are met.
- Identify risks and report them in a timely manner.

Essential Criteria

- Previous experience in management of NDIS clinical services – including financial, operational and reporting.
- Minimum five years' experience as a clinician (including experience working with children 0-9 years of age)
- Strong knowledge of and experience with the National Disability Insurance Scheme (NDIS).
- Demonstrated knowledge of current best practice in early childhood development, wellbeing, family centred practice and early intervention
- Advanced IT skills including previous experience working with practice software systems.
- Strong proficiency in both written and oral communication.
- Understanding of child protection and safeguards.

Mandatory Qualifications

- Relevant tertiary qualification in an Allied Health Discipline.
- Professional registration with Australian Health Practitioner Regulation Agency (AHPRA) or Speech Pathology Australia (SPA)
- Current and valid NDIS Worker Screening Check

Desirable

While not essential, applicants with the following skills/experience would be viewed favourably:

- Experience with children and families at risk, and knowledge of trauma-responsive practice.
- Knowledge of neurodiversity-affirming approaches to working with children and families.
- Experience working within an interdisciplinary/transdisciplinary model of service delivery.
- Experience working in an early childhood setting providing early intervention services to children and families.
- Current (unrestricted) class C Drivers Licence and ability to use own insured vehicle.

Please note, all employees at The Infants' Home are required to have unrestricted working rights in Australia, a valid NSW Working with Children Check, and up-to-date vaccination against COVID-19, unless medically exempted.

I have read and agree to undertake the duties as outlined:

Name

Signature

Date