



POSITION DESCRIPTION

Position Title	Hub Operations Manager
Department	Allied Health
Date	March 2025
Reporting To	Chief Executive Officer
Internal Liaisons	All 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.

Purpose/Key Objectives

The Hub Operations Manager role is key to driving success for the Early Intervention and Wellbeing Hub ("the Hub"), meeting billable hours and revenue targets, ensuring NDIS registration and compliance, and maintaining customer satisfaction. This is a revenue generating position that requires strong mentoring and coaching of a team of allied health professionals. You will lead the Hub function, grow revenue streams, introduce business development practices, and build relationships and referral pathways. Achieving high performance is critical, enabling The Infants' Home to reinvest in services needed to realise our vision of providing each child, every opportunity.

Responsibilities

1. Business Development

- Lead and grow the Hub.
- Introduce and lead business development practices, growing relationships and referral pathways.
- Implement agile and customer service practices.
- Ensure the financial and strategic success for the Hub.
- Support in developing and implementing market relevant and competitive strategic business plans with the Leadership Team to achieve growth and revenue objectives.
- Conduct market research to identify trends and opportunities.
- Collaborate closely with internal teams to support marketing, operations and strategic objectives.
- Monitor and analyse client intake performance metrics to drive continuous improvement.
- Present KPI tracking reports for the Leadership Team.

2. Hub Management

- Oversee the operational management of the Hub.
- Manage the Hub's budget, ensuring financial sustainability and accountability.
- Lead risk management and quality improvement processes.
- Work closely with the Allied Health Team ("the Team") to develop, document, and implement individual and/or group therapy sessions for children, ensuring alignment with NDIS requirements and best practices in early intervention.
- Manage clinic resources, including equipment and supplies, in collaboration with the Team to ensure optimal use and availability.

- Work with the Team to develop and implement policies, procedures, and practices that ensure compliance with NDIS and other regulatory requirements.
- Ensure all documentation meets professional and regulatory standards, consulting with relevant team members as necessary.

3. People Management

- Lead, manage, and mentor a multidisciplinary team of allied health professionals, and administrative staff.
- Foster a culture of continuous learning and professional development, ensuring that all staff are up-to-date with current best practices and regulatory requirements.
- Conduct regular performance reviews, set clear objectives, provide feedback, and drive accountability to performance metrics (including billable hours, clinic policies and procedures)
- Work closely with the Children's Services Manager to support the effectiveness of the Response to Intervention framework in centre-based care.

4. Compliance and Organisational Requirements

Ensure activities within the area of responsibility comply with legislation, including but is not limited to:

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| • Australian Health Practitioner Regulation Agency (AHPRA) Registration requirements | • The Infants' Home vision, mission, policies, procedures and strategic goals |
| • Speech Pathology Australia (SPA) Registration requirements | • Legislation (federal, state and territory laws) |
| • National Disability Insurance Scheme (NDIS) requirements | • Industrial instruments |
| • Best Practice in Early Childhood Intervention Guidelines | • Common law |
| • Work Health and Safety legislation | • NSW Workers Compensation Act 1987 |
| • Child Protection Legislation | • Workplace Injury Management and Workers Compensation Act 1998 |
| | • Long Service Leave Act 1955 |
| | • Privacy Law |

5. Professional Conduct

- Exercise due care, skill and judgement and act at all times in accord with applicable professional ethics, principles, legislation, and standards.
- Be involved in regular performance appraisals, self-reflection, and individual training plans.
- Work within The Infants' Home integration model.
- Attend and participate in meetings, events, and information sessions.
- Promote the understanding and application of integrity, inclusion, partnership, excellence, discovery, and diversity.

6. 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.

7. General

- Carry out all duties, responsibilities and specific tasks related to the role as well as specific duties allocated by the Chief Executive Officer.
- The Infants' Home reserves the right to add or amend your duties and responsibilities in accordance with changing circumstances and operational needs within the boundaries of your skill and competence. Any such changes may be reflected in changes to your Position Description made at the discretion of The Infants' Home.

Essential Criteria

- Relevant tertiary qualifications.
- Relevant practice/business management and business development experience.
- Management experience in allied health, healthcare, disability services or similar.
- Strong leadership, collaboration and networking skills, with experience managing multidisciplinary teams.
- A high level of written and verbal communication skills.
- A strong commitment to compliance, policy development and proactive approach to continuous improvement.
- Understanding of legal and regulatory frameworks, including workplace health and safety (WHS), child protection, safeguarding, and staff wellbeing.
- Familiarity with NDIS legislative and compliance requirements.
- Current and valid NDIS Worker Screening Check.
- Experience in client management processes, including intake, onboarding, scheduling, and cancellations.
- Advanced IT skills including previous experience working with practice software systems.
- Strong financial acumen, including experience in reading financial reports and managing cash flow, budgeting, and reporting.
- Excellent time management, attention to detail and problem-solving abilities.
- Ability to manage multiple priorities and meet deadlines in a fast-paced environment.
- Current driver's licence and registered vehicle.
- Current registration with AHPRA or other relevant professional association (desirable).
- Clinical background in governance (desirable).

Please note, all employees at The Infants' Home are required to have unrestricted working rights in Australia, and a valid NSW Working with Children Check.

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

Name

Signature

Date