



## Position Description Manager, Therapy Services

Department: Therapy and Family Services (TAFS)  
Reports to: General Manager, TAFS  
Location: Townsville, Yeerongpilly and/or Taigum

### Position Purpose:

The Manager, Therapy Services will lead and manage the activities of the Therapy Services division within TAFS, ensuring the consistent delivery of high-quality clinical services across Australia. This role is central to supporting the transition to a standardised delivery model for clinical professionals. The Manager will oversee day-to-day operations, ensuring excellence in clinical service provision while directly supporting the General Manager, Therapy Services through comprehensive reporting and administrative oversight.

Additionally, the Manager will be responsible for building and maintaining relationships with key stakeholders to drive income growth and ensure the financial sustainability of the therapy division. The role will also identify and implement improvements in workforce and service onboarding processes, including recruitment, inductions, and risk assessments, to streamline operations within the therapy division.

This role may evolve over time, with adjustments made to ensure alignment with the ongoing needs of the business.

### Position – Key Result Areas

ACCOUNTABILITY				
Has direct responsibility over	[1]		Recommends, advises, interprets	[2]
Shares responsibility with others	[3]		Provides information	[4]

### Leadership and Operational Management [1]

Line Management of Clinical Managers, Allied Health Team Leads, Coordinators, and Social Workers

Develop, review, and support the Therapy Service team in achieving service KPIs in consultation with the General Manager, Therapy and Family Services

Provide leadership, coaching, and mentoring to the Allied Health Team Leads and Clinical Managers to support the oversight of day-to-day workforce and service delivery operations and projects.

Oversee and manage recruitment, onboarding, and induction activities for new hires and student placements.



Ensure all direct reports receive adequate and appropriate onboarding, development, support, and supervision to enhance work practices and individual performance, including timely documentation. Ensure KPIs are met and maintained.

Ensure all clinical and allied health staff provide up-to-date professional registration information, monitor the currency of these registrations, and manage any issue related to lapsed or unverified credentials.

Respond to client feedback, complaints, and incidents, ensuring they are recorded, monitored, and resolved in consultation with the General Manager, TAFS, and added to the Continuous Improvement Register.

Provide input into workplace innovation and improvements, focusing on the growth and development of scalable systems and processes across the service.

Review, record, and approve timesheets and leave requests, and support Team Leads/Managers with timesheets and approvals.

#### **Service Delivery and Customer Service [1]**

Develop, maintain and enhance operational model for the Therapy team, ensuring:

- Monitoring of client satisfaction and adherence to clinical best practices.
- Provision of effective, efficient, and courteous service that meets client requests.
- Resilience to changes in staff and/or life situations.
- Attraction of clients to Deaf Connect's Therapy and Family services.

Work with the General Manager, TAFS in the development and growth of the service, providing clinical knowledge and advice.

Identify opportunities for additional programs/services, and develop new programs accordingly.

Record, monitor, respond to and resolve feedback – add to Continuous Improvement Register, and work with the General Manager, TAFS to continuously improve.

#### **Compliance and Safety [1]**

Ensure that all work practices, documents, and associated aspects are maintained in alignment with:

- Organisation policies and procedures
- Service policies and procedures
- NDIS Practice Standards
- ISO 9001: Quality Management Systems
- Child Safe Organisation principles
- Specific contract requirements as appropriate

Ensure risk assessments, incident management, and Work Health and Safety (WHS) policies are adhered to, reported, and investigated as required, in collaboration with the General Manager, TAFS



Contribute to the review of workplace health and safety procedures, including incident investigation and hazard management.

**Promotion and Education of Therapy Services [3]**

Promote Therapy services, specifically clinical and allied health, both internally within the organisation and externally to stakeholders, partners, and the wider community.

Educate other departments and teams within the organisation about the Therapy services provided, particularly in clinical and allied health, to ensure a unified understanding and approach.

Collaborate with marketing and communication teams to develop and implement strategies that highlight the value and impact of Therapy services.

Represent the Therapy services at external events, meetings, and conferences to build awareness and foster partnerships.

**General [1]**

Perform other duties as directed by the General Manager, TAFS

Produce reports internally and externally as required.

**DECISION MAKING**

**Decisions**

Spending within approved budgets.  
Time management, work priorities and procedures.  
Taking appropriate action in relation to urgent matters that may arise, ensuring the safety of self, staff and clients.  
Making routine judgements based on advice and information provided.  
Taking responsibility for personal professional development, including identifying and sharing appropriate training and development opportunities.

**Recommendations**

Policy and service directions and priorities.  
Continuous improvement process and performance improvement.  
Identifying service gaps and needs across service provision areas.  
Contributing to the team's work and strategic plans.

**PRIMARY RELATIONSHIPS**



**Internal**

GM Therapy and Family Services

SLP Clinical Manager, North QLD Manager, Allied Health Team Leads, HFKIS Coordinator, Social Workers

Speech Language Pathologist, Occupational Therapists, Physiotherapists, Psychologists, Support Planner, Administrative Assistant, Family Services staff

**Purpose / Relationship**

Direct Line Management, Strategic directions and advice

Line management and support

Line management and support

Leadership, collaboration and support

**External**

Industry and sector networks and partners  
Clients, family and community

**Purpose / Relationship**

Leadership, liaison, collaboration and advice  
Consultation and support

**Persons/functions that report to this position**

SLP Clinical Manager

North QLD Manager

Allied Health Team Leads

HFKIS Coordinator

Social Workers

All other Therapy Clinical/Allied Health

Professionals and Assistants

**Role / Relationship**

Direct line management, development and reporting

Direct line management, development and reporting

Direct line management, development and reporting

Direct line management, development and reporting

Direct line management, development and reporting

Line management and support

**KNOWLEDGE AND SKILLS**

Requirement for skills / Knowledge in this position

[N] None

[L] Little need

[D] Desirable

[M] Moderate

[I] Important

[C] Critical

	N	L	D	M	I	C
<b>Leading</b>						*
<b>Innovating</b>						*
<b>Planning</b>						*
<b>Organising</b>						*
<b>Patience &amp; Friendliness</b>						*
<b>Customer/Client Orientation</b>						*
<b>Financial Acumen</b>					*	
<b>Administration</b>					*	
<b>Auslan</b>			*			
<b>Professionalism</b>						*



Acceptance						*
Problem Solving						*
Deciding						*
Implementing						*
Communicating						*
Flexibility						*
Consulting						*
Participating						*
Data Gathering						*
Evaluation						*
Negotiating						*

**SELECTION CRITERIA**

**Essential**

- Proven leadership and team management experience, particularly within a clinical or allied health setting, with the ability to mentor, coach, and develop team members.
- Strong operational management skills, including experience in managing day-to-day operations and effectively handling service demand and staffing needs.
- Demonstrated commitment to delivering high-quality, client-focused services, with a strong understanding of clinical best practices.
- Sound decision-making and problem-solving abilities.
- Strong interpersonal and communication skills.
- Ability to work with minimal supervision.
- Strong organisational and time management skills.

**Desirable**

- Clinical or Allied Health background.
- Experience working with the Deaf community.
- Knowledge of Deaf culture and Auslan.
- Experience in a not-for-profit or community services environment.
- Experience in telehealth services.

**Please sign below your agreement of the above position description**

Print Name

Signature

Date

