



Position Description

Clinical Manager, Therapy Services

Department: Therapy and Family Services (TAFS)
 Reports to: General Manager, TAFS
 Location: Brisbane

Position Purpose:

The Clinical Manager, Therapy Services leads and manages the Therapy Services division within TAFS, ensuring high-quality clinical service delivery. This role provides operational oversight, workforce planning, and clinical supervision, ensuring compliance with best practice standards and service obligations. The Clinical Manager is responsible for recruitment, onboarding, service compliance, and workforce sustainability, collaborating with stakeholders to enhance service delivery.

Position – Key Results Areas

The Clinical Manager – Therapy Services is accountable for achieving key operational and service delivery outcomes within the Therapy arm of Therapy and Family Services.

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

Duties

Operational and Team Leadership

- Provide leadership, coaching, and line management to Clinical/Allied Health Team Leads, North Queensland Manager, HFKIS Coordinator, and Social Workers [1]
- Oversee the daily operations of the Therapy Services team, ensuring efficient service delivery and adherence to best practice standards. [1]
- Manage service locations, ensuring alignment with agreements and operational needs. [3]
- Work collaboratively with Therapy team members to develop, maintain, and enhance operational models for therapy services, ensuring: [1]
 - Client satisfaction is monitored, with adherence to clinical best practices.
 - Service delivery remains effective, efficient, client-centred, and family-centred.
 - The team is resilient to changes in staffing and client circumstances.
 - Growth and scalability are sustainable while maintaining service quality, including strategies to attract clients to TAFS services.
- Support recruitment, onboarding, and caseload management while guiding Team Leads, North QLD Manager, and HFKIS Coordinators in these areas. [1]
- Ensure direct reports receive professional development, supervision, and maintain compliance with professional registration requirements. [1]
- Maintain a visible leadership presence, engaging regularly with staff across multiple office locations. [1]

- Foster a collaborative approach by actively seeking feedback from Team Leads, Managers, Coordinators, and staff to support a positive and engaged team culture. [1]

Workforce and Performance Management

- Conduct regular team meetings and individual supervision sessions to align service delivery expectations. [3]
- Provide structured professional development support, training, and mentorship to clinicians and direct reports. [1]
- Address performance concerns proactively, implementing coaching and improvement strategies in line with organisational procedures. [1]
- Develop and oversee workforce planning, including staff succession and skill development initiatives. [1]
- Support the team in identifying opportunities for additional programs and services, ensuring development is informed by team input and aligned with the organisational strategic plan. [1]
- Ensure policies and initiatives align with strategic priorities by collaborating with the General Manager, TAFS, while maintaining full responsibility for operational implementation and keeping the General Manager informed of key developments. [1]
- Monitor staff performance, manage workforce escalations, and resolve operational challenges through clear communication. [1]
- Drive a culture of accountability, collaboration, and continuous improvement through leadership initiatives. [1]

Compliance and Risk Management

- Implement policies and procedures to ensure compliance and provide guidance on key organisational processes, fostering staff autonomy in accessing and applying relevant information. [1]
- Ensure the effective use, training, and oversight of key clinical systems, including the QChild database for Healthy Hearing and practice management software such as Cliniko, to support efficient service delivery and compliance. [1]
- Manage client feedback, complaints, and incidents, ensuring timely resolution while keeping the General Manager informed of significant risks and trends. [1]
- Implement continuous improvement initiatives to enhance efficiency and service quality. [3]
- Ensure compliance with: [1]
 - Organisational policies and procedures.
 - All funding contract obligations, ensuring service delivery meets reporting and performance requirements.
 - NDIS Practice Standards and ISO:9001 Quality Management Systems
 - Child Safe Organisation principles
 - Contractual and funding requirements, particularly Healthy Hearing and Specialist Disability Support in Schools (SDSS) programs
- Oversee risk assessments, incident reporting, and work health and safety policies [1]
- Contribute to workplace health and safety initiatives and investigations [1]



Service Delivery and Client Experience

- Ensure therapy services align with organisational goals and client needs. [1]
- Monitor client outcomes and implement continuous service improvements. [1]
- Track and report on key performance indicators (KPIs) and measurable outcomes to the General Manager, providing insights to support strategic decision-making. [1]
- Respond promptly to operational issues and service complaints. [1]

Stakeholder Engagement and Promotion

- Represent the Therapy Services division in internal and external forums. [1]
- Build and maintain relationships with key stakeholders, including industry partners and funding bodies. [1]
- Facilitate collaboration between therapists and ECDP staff to support effective service delivery and address any operational challenges. [1]
- Collaborate with marketing and communication teams to promote therapy services, while ensuring compliance with APHRA regulations [1]
- Advocate for service needs within the organisation and broader sector. [1]
- Collaborate with the General Manager on organisational priorities and service development. [1]

General Duties

- Provide internal and external reports as required. [1]
- Undertake other duties as directed by the General Manager [1]

DECISION MAKING

Decisions

Spending within approved budgets.
 Taking appropriate action in relation to urgent matters that may arise, ensuring the safety of self, staff and clients.
 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

General Manager, Therapy and Family Services
 North Queensland Manager, Allied Health and SLP Team Leads, HFKIS Coordinator, Social Workers
 Allied Health Team Leads

Purpose / Relationship

Strategic directions and advice
 Direct line management and support
 Support, liaison and collaboration



HFKIS Coordinator
 Therapy team members
 Deaf Connect staff

Support and advice
 Leadership, support, advice, consultation and liaison.
 Organisational support and advice

External

HOSES and Dept of Education staff
 Healthy Hearing Program
 Queensland Children’s Hospital
 Industry and sector networks and partners
 Clients, family and community

Purpose / Relationship

Liaison and collaboration
 Liaison and collaboration
 Liaison and collaboration
 Leadership, liaison, collaboration and advice
 Consultation and support

Positions that report to this role

North QLD Manager
 Allied Health Team Leads
 SLP Team Lead
 HFKIS Coordinator
 Social Workers
 All other Therapy Clinical/Allied Health
 Professionals and Assistants

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
Innovating					*	
Planning						*
Organising						*
Patience and Friendliness						*
Customer/Client Orientation						*
Administration						*
Auslan			*			
Professionalism						*
Acceptance						*
Problem Solving						*
Deciding					*	
Implementing						*
Communicating						*
Flexibility						*
Consulting						*
Participating						*

SELECTION CRITERIA



Essential

- Relevant tertiary qualifications in a Clinical or Allied Health profession
- Current registration with AHPRA or relevant professional body.
- Demonstrated experience in operational management within therapy or allied health services.
- Strong leadership skills with experience supervising and mentoring clinicians.
- Excellent problem-solving and decision-making capabilities.
- Strong organizational and time management skills with the ability to manage competing priorities.
- Knowledge of compliance, risk management, and quality assurance in therapy services.
- High-level communication and stakeholder engagement skills.
- Current Queensland Blue Card and NDIS Worker Screening Card.

Desirable

- Experience working with the Deaf community, with an understanding of Deaf culture and Auslan.
- Experience in a not-for-profit, community services, or telehealth environment.
- Experience in service development and program expansion.
- Familiarity with funding models and the NDIS sector.
- Familiarity with clinical software systems and processes, such as Cliniko or similar tools.

Please sign below your agreement of the above position description

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Print Name

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Signature

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Date