

Role Description



Role title:	Classification:
Clinical Support Lead	AHP3
Division/Business unit:	Reports to:
Quality and Clinical Services Equipment Program	Assistant Director, Equipment Program

Role purpose:

The Clinical Support Lead is a role within Disability and is accountable to the Assistant Director Equipment Program for:

- Providing professional practice management and leadership to an interdisciplinary team of Clinical Support Officers to facilitate a high quality and effective equipment program for clients of DHS.
- Actively building relationships with key stakeholders to oversee and consult on the clinical considerations given to equipment program requests, applying comprehensive knowledge of equipment and clinical practice
- Supporting the client liaison and administrative requirements of the equipment program
- Supporting the development and implementation of the equipment program policy and procedures

Key outcomes and accountabilities:

1. Provide leadership, supervision, performance management of staff to maintain a high standard of services and service delivery
2. Provide clinical leadership, advice and consultancy in responding to client needs through clinical practices and within the equipment program policy framework
3. Develop and maintain personal and professional skills within the team and support continuous improvement
4. Establish and maintain effective relationships and networks with internal and external stakeholders
5. Preparation of high-quality verbal and written information, including briefing notes, reports and presentations within required deadlines

Note: Any other responsibilities in line with the classification level of the role as assigned by Line Manager and/or the Department. The responsibilities as specified above may be altered in accordance with the changing requirements of the role.

Special conditions:

MANDATORY: Prior to being employed, the successful applicant will be required to obtain a National Police Check if new to the Department and a satisfactory Employment-related Screening Check where this is required for the role.

Must hold a current Australian issued Driver's Licence (equivalent to minimum class 'C' – South Australian), which must be maintained. Incumbent must be willing and able to drive all government vehicles within their licence classification during the course of their duties.

Key Relationships/Interactions:

- Assistant Director Equipment Program (Direct Report)
- Equipment Program Team
- Clinical Support Officers
- Key internal and external stakeholders

Budget/Delegations:

No budget or delegation accountabilities for this role.

DHS expectations and values: (Organisational contribution)

- Understand and follow workplace safety initiatives, identify hazards and contribute to a safe working environment, as well as follow procedures to manage and minimise risks within DHS.
- Follow the principles of a sustainable working environment by following departmental greening initiatives.
- Model ethical behaviour and practices consistent with the SA Government Code of Ethics for Public Sector Employees, Values and DHS Working with Children and Young People Code of Conduct
- Understand and follow the principles and practices of the Information Sharing Guidelines for Promoting Safety and Wellbeing (ISG) and the DHS Appendix to the ISG to facilitate appropriate information sharing practice within the context of this department.
- Take action and provide services that are inclusive of Aboriginal people, people from culturally and linguistically diverse backgrounds, LGBTQIA+ people and people living with disability, as well as engaging in learning about other cultures and diverse communities to better establish relationships and improve services.

Role specific capabilities: (Skills, experience, knowledge, attributes)

1. **Analysing and Deciding** – utilise clinical reasoning and advanced problem-solving skills to provide direction for complex situations, basing decisions on program rules and best practice service delivery and encourage others to contribute to decision making, where possible
2. **Disability and Ageing Awareness** - demonstrate an in-depth understanding of the nature of disability and the impact for individuals, families, and society.
3. **Performance management** – ability to set goals, provide feedback, establish development plans and address poor performance.
4. **Professional Leadership and Supervision** – ability to guide, advise and develop allied health professional staff
5. **Service delivery** – experience to build, manage and maintain positive and collaborative working relationships with peak and advisory bodies.
6. **Service Delivery Improvement** - ability to gather, analyse and translate service delivery information into opportunities for process and systems improvement.

Qualifications:

Essential: Tertiary qualification which entitles Australian registration as an Occupational therapist or Physiotherapist. Must have full registration with either the Occupational Therapy Board of Australia or the Physiotherapy Board of Australia and maintain current registration.

Key leadership competencies and expected behaviours at this classification:

Promotes strategic thinking and change

- Creates a shared vision and mission for the BU.
- Inspires and influences others to assume ownership BU goals.
- Leads teams in aligning their priorities within a broader organisational and political context.
- Champions sustainability and long-term improvement. Communicates effectively and leads others in times of change.
- Identifies and analyses difficult and complex problems that have organisation-wide impact.

Achieves objectives

- Delivers results and improvements to meet BU objectives by translating ideas into concrete plans.
- Anticipates future organisational needs, risks and uncertainties, and aligns systems and resources to meet these needs.
- Makes well-informed and timely decisions that affect the BU, even when information is incomplete and ambiguous.
- Interprets and abides by the laws, regulations and policies determining BU activities.
- Takes accountability for team/BU success and manages others to achieve outcomes.
- Monitors the performance of the team/BU, considers feedback information and seeks continuous improvement.
- Integrates technical expertise into the BU to achieve its objectives.

Leads business excellence

- Sets clear standards, manages risks, setbacks, and implements continuous improvement initiatives.
- Sets challenging but achievable goals/targets with relevant metrics based on market trends, developments and legislative changes to ensure business needs are continually met.
- Provides clear and timely recognition, promptly addresses under performance and lifts performance through coaching.
- Inspires innovation and ongoing learning, and plans strategically to meet BU goals.
- Drives outstanding customer service by enabling team members to anticipate client needs.
- Empowers others to use resources effectively.



Builds genuine partnerships

- Considers the impact of decisions and priorities on other business areas, adapting approach to meet organisational goals.
- Approaches negotiations with an understanding of key issues and is able to clearly communicate reasoning and justification to facilitate mutually beneficial solutions.
- Facilitates constructive discussions to mediate conflict and disagreements. Encourages diversity of thinking and differences of opinion.
- Identifies and develops key strategic relationships and networks to achieve goals, increase departmental knowledge and create communication channels.
- Proactively develops effective strategic relationships, networks and partnerships with internal and external stakeholders.
- Models inclusive behaviour and tailors communication style to meet the audience's needs.

Models personal drive and professionalism

- Maintains the highest level of integrity to embed ethical practice and organisation’s values into the culture.
- Raises and challenges important issues constructively, and backs own judgement and actions confidently when challenged.
- Demonstrates resilience in responding to changing directions. Modifies approach, processes and procedures to fit situational changes within the BU.
- Demonstrates a high level of self-awareness and acts as a role model by openly communicating strengths and development needs.
- Champions a workplace that values respect, diversity and individual differences to build a culture of inclusivity.
- Establishes expectations and models best practice wellbeing and safety behaviours.

Approval:

Assessed by: Tracey McGlenchy, Lead HR Business Partner		Date: March 2025
Approved by: Julie Rogers, Director Quality and Clinical Services		Date: March 2025