



Position Title: Director – Allied Health Services	Entity: Indigo Australasia Inc (Indigo)
Reports to: Chief Operating Officer	No of Direct Reports: 2 - 5
Industrial Instrument / Job Level: Common Law Contract - Tier Manager	Primary Location: Indigo
Position Requirements	
Primary Purpose <p>The Director - Allied Health Services is a key member of Indigo’s Senior Leadership Team, responsible for the strategic oversight, operational management, and high-quality delivery of Allied Health Services and related project works. This role ensures that services are delivered safely, effectively, and in alignment with clinical and compliance standards, while achieving performance and financial targets.</p> <p>The Director will play a pivotal role in driving innovation and growth, leading Allied Health Service initiatives and delivering new models of practice and operation that both align with and proactively respond to the Support at Home Reform. This includes ensuring clinical best practice, financial sustainability, and contributing to the long-term success of the organisation. The role is responsible for building and maintaining strong relationships with internal and external stakeholders, fostering a culture of collaboration, continuous improvement, and excellence in service delivery that supports Indigo’s vision and values.</p>	
Key Accountabilities/Responsibilities <u>Health Safety Wellbeing & Environment</u> <ul style="list-style-type: none">• Demonstrate leadership and ensure compliance with health, safety, hygiene, and infection prevention and control policies, WHS systems, and legislation, ensuring strategies are in place to build awareness, strengthen compliance, and support a safe and healthy workplace.• Ensure all incidents including infectious diseases or outbreaks, accidents, injuries, hazards or property damage are reported and managed working collaboratively with the WHS program.• Contribute to developing and nurturing a culture that supports wellbeing.• Duty of care obligation and committed to upholding child safety in related Programs with a zero-tolerance approach to child abuse reporting any suspected incidents in line with the Child Safe Procedure. <u>Functional – Operational</u> <ul style="list-style-type: none">• Provide effective strategic leadership and operational management of Indigo’s Allied Health Services.• Lead the development, implementation, and evaluation of innovative Allied Health Service models of practice and operation to ensure alignment with, and responsiveness to, the Support at Home Reform.• Ensure all services are delivered with a strong client focus and in accordance with organisational policies, relevant standards, government regulations and guidelines.• Develop innovative approaches for best possible outcomes for our clients, that improve safety, sustainability and viability of Allied Health Services.• Manage services in a manner that includes planning around business continuity, risk management, and achievement of quality standards.• In collaboration with Clinical Governance Committee and Quality Team, ensure the organisation meets all requirements in relation to the Aged Care and National Disability standards and related legislation.• Develop, implement, or review policies and procedures ensuring compliance with contracts and relevant legislation.• Utilise research and data analytics to ensure services are efficient, effective and of a high standard.	



- Contribute to organisational projects and priorities through active participation in leadership groups and cross-functional teams.

Strategic

- Member of Executive Committee contributing to the creation and implementation of the Group's overall long-term strategy and annual business plans driving organisation sustainability, performance, strategic initiatives and key issues
- Drive excellence and growth of Indigo Allied Health services through identification of opportunities and participation in tender and submission processes.
- Champion a culture of continuous improvement and innovation across the organisation, encouraging others and ensuring that client and staff voices inform improved outcomes.
- Represent Indigo in relevant stakeholder events contributing subject matter expertise, strengthening Indigo profile, and informing policy development.
- Build and maintain strong networks and relationships with suppliers, regulators, clients, government agencies (e.g. Department of Health, Disability and Ageing, and State Government), and other key stakeholders to ensure organisational needs are prioritised.
- Monitor sector updates, trends, and emerging information to identify potential impacts on Indigo's services and inform strategic decision-making.
- Manage relevant contracts with funders and, in consultation with Chief Operating Officer, negotiate changes to contracts and/or new contracts with funders.
- Lead and sponsor change within this portfolio and ensures business changes are embedded and benefits realised to their full potential

People & Culture

- Participate actively, and work closely and constructively, with Executive, Peers and Leadership Team to deliver integrated business outcomes
- Demonstrate collaborative leadership across the organisation to contribute to ensuring 'one organisation' where multifunctional team performance is optimised
- Provide management and leadership for employees and volunteers to enable them to achieve their individual and organisational objectives
- Establish, monitor and evaluate KPIs for direct reports, manage performance accordingly and support ongoing development through appropriate training and development opportunities
- Ensure cultural optimisation through implementing and engaging in cultural programs and embedding these within the group, including being a leading champion.
- Respect and value the diversity of the workforce by helping to prevent and eliminate discrimination in the workplace

Budgeting & Administration

- Deliver on revenue and program-based KPIs by effectively developing and monitoring budgets for all areas of responsibility, ensuring services and supports are delivered within agreed budgets
- Manage the allocation of resources in consultation with key members of the team to optimise the achievement of goals and the required level of skills and performance.
- Ensure all internal and external reporting requirements are met to a high standard and within required timeframes.
- Ensure operational and administrative processes are undertaken in accordance with established policies and procedures and documentation maintained and accessible in appropriate formats and locations



Key Performance Indicators & Measures: Achievement of business plan objectives, Performance Development Review (PDR) goals, meeting responsibilities of role and additional targets or measures as agreed with Manager.		
Key positions or groups with whom the individual will interact to perform the work of the position.		
<u>Internal</u> <ul style="list-style-type: none"> • Directors / Board Members • Executive and Leadership team • Allied Health Services team • All other teams in Organisations 	<u>External</u> <ul style="list-style-type: none"> • Clients of Allied Health Services • Sector stakeholders • Government departments 	
Key Competencies/Behaviours		
<u>Strategic Behaviours</u> <ul style="list-style-type: none"> ☒ Aligning Performance for Success ☒ Critical Thinking ☒ Change Management ☒ Innovation & Creativity ☒ Strategic Decision Making 	<u>Leadership Behaviours</u> <ul style="list-style-type: none"> ☒ Leading the Team – people centric ☒ Delegating Responsibility ☒ Information Monitoring ☒ Influencing /Negotiation ☒ Business Acumen ☒ Growth mindset ☒ Stakeholder engagement ☒ Stress Tolerance/Resilience 	<u>Operational Behaviours</u> <ul style="list-style-type: none"> ☒ Legislative & Industry Standards
Work related requirements		
Knowledge & Skills (Social, Personal & Technical) & Equipment <p><i>The knowledge necessary to effectively perform in the position. Specific skills or equipment that the person needs to be able to use. Personal attributes/qualities that are important to the success of this position</i></p> <ul style="list-style-type: none"> • Extensive knowledge of Allied Health Service delivery in the Disability and/or Aged Care Sectors. • Proven ability to build and sustain a financially viable and commercially successful allied health service • Strong people management skills with the ability to lead, mentor, and inspire a high-performance culture. • Ability to think and act strategically and exercise sound judgement. • Excellent interpersonal and communication skills, with demonstrated ability to engage, network and influence stakeholders at all levels. • Business acumen to drive financial sustainability and business growth. • Extensive knowledge of quality, safety and risk management within Allied Health Service Delivery. • Commitment to continuous improvement, with the ability to implement and promote best practices in Allied Health service delivery. • Sound digital acumen and skills in using Client Management Systems and Office 365 suite of applications. • Ability to lead change management activities, to achieve successful outcomes • Ability to prioritise and meet deadlines, sometimes working with incomplete information • Sound understanding of client relationship management 		

**Work Experience**

The type and extent of previous work experience that is necessary to perform in the position

- Role/s in similar position and industry, with exposure to most functional areas encompassed by this role
- Strategic, operational, people management, change management or/and stakeholder engagement work experience
- Previous experience in allied health service delivery (minimum 5 years leadership experience)
- Previous experience in not for profit, aged care or/and disability sector (desirable)

Consider: Impact, Technical Knowledge, Job/Team Fit, Organisation Fit - Values**Qualifications, Registrations, Clearances & Certifications**

- NDIS Worker Screener Check Clearance
- Tertiary qualifications in health, business or related field.
- Tertiary qualifications in Allied Health and AHPRA registration (desirable, not essential)
- Post graduate qualifications in relevant field

Extent of Authority

Authority to act within the scope of your position to perform the objectives and requirements of your position as identified within this Position Description and as directed by your Leader. The extent of the authority may alter from time-to-time at the direction of your Leader.

Prepared & Approved By: Rebecca Emery, Lisa Karabin

Date Reviewed/Modified: 15/07/2025

*All PDs should be sent to P&C for approval and uploading to sharepoint

Related Documents: **PD Work Instructions, Key Behaviours Guide**

Risk Assessed Role (NDIS Worker Screening Check) Yes Required

A) Key personnel role of a person or entity

Date the role was assessed: 15/07/2025 Assessed By: Lisa Karabin, People & Culture Manager