

Position Title:	Service Excellence Coach
Supervisor:	Head of Operations
Classification	Administration Grade 8
Salary:	8.1 – 8.4 Base Salary: \$112,417 - \$119,771 Total Salary: \$125,367 - \$133,568 (Note: Total salary includes leave loading and superannuation)
Location:	Binyolkga Centre, Knuckey Street Darwin
Date Created:	August 2019

SUMMARY OF POSITION:

Leads, coaches, advises and trains operations leaders on the new ways of working and promotes a culture of service excellence at Danila Dilba Health Service (DDHS). This position will support organisational process improvement initiatives and build compliance capability among leaders to perform at the highest level.

OVERVIEW OF DANILA DILBA HEALTH SERVICE (DDHS) AND THE WORK ENVIRONMENT

Background

Established in 1991, Danila Dilba Health Service (DDHS) is a community-controlled organisation providing comprehensive primary health care services to Biluru communities in the Yilli Rreung Region of the Northern Territory.

The mission of DDHS is to improve the physical, mental, spiritual, cultural and social wellbeing of its clients through innovative comprehensive primary health care programs that are based on the principles of equity, access, empowerment, community self-determination and inter-sectoral collaboration.

PRIMARY RESPONSIBILITIES:

Strategic Imperatives

Awareness and understanding of DDHS strategic plan.

Contribute to the development and implementation of strategies designed to meet organisational objectives

Service Excellence

Embed Vision and Strategy - Support strategy implementation by exploring how new processes can be used to help the organisation become more responsive to customer needs and changing business requirements

Build a Network of Influence - Participate actively in the development and nurturing of networks and relationships internally to support successful implementation of change initiatives.

Building capability - Builds management capability for the organisation's operational workforce in alignment with the organisational strategy and formal learning and development frameworks.

Performance development - Sets short and mid- term objectives and helps develop the performance of operational managers by working within established performance development systems.

Training development and delivery - Develops and designs content for training courses to fill gaps in established programs; runs complex and/or customised training courses to improve employee performance within and across the operational lines of service.

Improvement / Innovation - Identifies shortcomings in existing processes, systems and procedures, then uses established change management programs to deliver prescribed outcomes and/or provide support services.

Project management - Delivers own small-scale or medium-scale projects by working within an established program management plan.

Human Resources Management

Participate in cross-cultural education as well as assist and participate in staff induction and orientation.

Participate in work partnership agreements.

Participate in relevant training and professional development activities to further enhance skills and knowledge required for the position.

Communication and Teamwork

Maintain a positive work environment along with harmonious and cooperative relationships with fellow employees, management and clients.

Ensure all interactions with clients and staff show appropriate responses to their needs and demonstrate the application of DDHS' code of conduct.

Contribute to the efficient and effective functioning of the workplace in order to meet organisational objectives. This includes demonstrating appropriate and professional workplace behaviours and providing assistance to team members as required.

Be responsible to maintaining your own professional work ethics and participate in staff meetings in a constructive manner.

Safe Practice and Environment

Conduct all activities in a manner consistent with DDHS Work, Health and Safety policy and procedures.

Proactively address WH&S hazards, incidents and injuries.

Regularly monitor and review practices and the work environment to ensure a healthy and safe workplace in accordance with DDHS policies and procedures and legislative requirements.

Quality

Work collaboratively with the Head of Clinical Governance and Head of Operations to identify and respond to service improvement opportunities.

Actively participate in DDHS' Continuous Quality Improvement (CQI) processes to ensure improved quality and service delivery outcomes.

Implement and follow the DDHS incident and complaint investigation policies to ensure feedback drives service delivery improvements.

Organisational Responsibilities

Adhere to all organisational policies, procedures, standards and practices e.g. Work Partnership Agreement; information and records management; confidentiality

Act only in ways that advance DDHS objectives, values and reputation and with honesty, integrity and good faith

Other duties as required, consistent with skills and experience, as directed by the Supervisor.

SELECTION CRITERIA:

Essential:

1. Tertiary qualifications in business, public health, social science or other relevant areas.
2. Highly developed interpersonal skills, including written and verbal communication skills, with an ability to handle sensitive matters and maintain confidentiality;
3. Ability to work independently with strong organisational skills and demonstrated ability to plan, manage and prioritise tasks to deliver outcomes within tight timelines;
4. Extensive experience in accredited general healthcare operations, Public Health or multidisciplinary clinical practices including Strategy Implementation & Integration, Project Tracking & Reporting, Compliance & Risk Management and Evidence-Based Practice
5. High level strategic and analytical thinking with the ability to develop innovative solutions.
6. Demonstrated knowledge of Aboriginal Community Controlled Health Services and their issues.
7. Demonstrated ability in building a culture of creativity, innovation and continuous improvement.
8. Superior skills in relationship management, communication, negotiation and conflict resolution with the ability to work constructively with people from a wide range of cultural and social backgrounds and multi-disciplinary teams.

Desirable

1. Knowledge of Aboriginal health issues and understanding of Aboriginal history, culture and aspirations and the role of community controlled health organisations.
2. Knowledge of the Australian healthcare system and an understanding of contemporary health policy.

Appointment Factors: (Appointment is subject to)

1. Willing to undergo a Police Check;
2. Ability to obtain a Working with Children Clearance;
3. Current driver's licence; and
4. Current First Aid and/or CPR certificate or the preparedness to gain one;

Approved:

Olga Havnen

Chief Executive Officer

Date: ____/____/____