



Paupiyala  
Tjarutja  
.....  
Aboriginal Corporation

## Manager Health Service



### Position Description

#### Position Details

<b>Position Title</b>	Manager Health
<b>Location</b>	Tjuntjuntjara Community 80%, and Kalgoorlie (Millen St Office) 20 %. Western Australia
<b>Reports to</b>	Chief Executive Officer
<b>Position Term</b>	12 months and renewable on satisfactory performance & Board endorsement
<b>Probationary Period</b>	6 months
<b>Level</b>	Above Award conditions
<b>Award</b>	(Aboriginal Communities & Organisations Western Australian Interim Award 2011)

#### Preamble

The Spinifex Health Service (SHS) is an Aboriginal Community-Controlled Health Organisation (ACCHO) operating under the direction of Paupiyala Tjarutja Aboriginal Corporation (PTAC), a non-profit community organisation governed by the Tjuntjuntjara community's Board of Directors. Primary health care is delivered from the Tjuntjuntjara Clinic, with a range of specialised health programs and clinical services under SHS management.

The Manager Health operates primarily from the Spinifex Health Service Clinic in Tjuntjuntjara and plays a leadership role in delivering primary health care services on the Spinifex Lands. The position is accountable to the PTAC Board of Directors for the management of SHS staff, programs, projects, finances, assets and other resources in accordance with funding agreements, contracts and relevant legislative requirements. In addition, the position is required to report to the SHS Health Committee and liaise with various government departments, agencies and funding bodies.

The SHS Manager supports implementation of the SHS Action Plan and agreed program activities by working with SHS and PTAC staff to achieve the following strategic objectives:

- To improve the patient's journey and access to health care services and help close the gap in life expectancy for the Spinifex People.
- To develop and deliver high quality evidenced-based comprehensive primary and allied health services in Tjuntjuntjara and within the Spinifex Lands that address the current and future health needs of the community.

- To advocate for and support all community and agency stakeholders to address the social and environmental determinants of health.
- To develop a Social and Emotional Well-Being Program with a focus on youth and improving mental health services.
- To address early childhood development and maternal health needs in the community.
- To improve community access to HACC, disability and aged care services and facilities.
- To build our workforce capacity to achieve excellence in remote Aboriginal health service delivery.
- To achieve best practice in community, corporate and clinical governance of the Spinifex Health Service.
- To plan and implement infrastructure projects designed to meet the health service needs of the community.

To achieve these strategic objectives the Manager Health supports the delivery of high quality, evidence-based comprehensive primary health care services in Tjuntjuntjara, with a particular focus on supporting improved chronic disease management, accreditation planning and quality management of existing programs.

## **Reporting Relationships and Performance Based Position Accountabilities**

The Manager Health's position is performance based and the successful applicant shall be offered a full-time contract that will be performance managed and evaluated by the CEO, Chairperson and Medical Director. The incumbent's performance will be reviewed after three months on commencement and every twelve months for the duration of the employment agreement. The incumbent is required to attend work on site at the organisation's Administration office at 53B Millen St in Kalgoorlie (20%) and Tjuntjuntjara (80%) to ensure governance and other position accountabilities are met in consultation with the Board, Health Committee and senior management team. The Manager Health reports directly to the Chief Executive Officer, with support and guidance from the Board (and Health Committee), and Medical Director.

## **Primary Purpose**

The Manager Health provides a leadership and operational management role in developing and implementing health programs and services specifically designed to meet SHS and OATSIH-endorsed strategic planning objectives. The Manager Health will work with the Board, senior management team and Health Committee to:

- Oversee management and administration of the SHS under the direction of the Board.
- Assist the Board in achieving and implementing its health service planning objectives.
- Provide leadership and strategic direction for the Spinifex Health Service in consultation with the Board, Health Committee and key community stakeholders.
- Build a strong staff team and cultivate a productive and supportive work environment.
- Manage, direct, supervise, control and monitor Health Service staff and assets.
- Manage the financial affairs of the SHS with the CEO and finance team.
- Ensure compliance with legal and funding obligations by improving risk management and developing appropriate policies and procedures.
- Cultivate strategic alliances and positive relationships with community stakeholders and external agency partners to achieve the SHS's planning goals.
- Effectively represent and advocate for the organisation on behalf of the Board and Health Committee

## Working Relations

- Under direction from the Chief Executive Officer, manage and supervise the following staff on a day by day basis – Medical Director, Nursing staff (Mental Health Nurse, Chronic Disease Nurse, Child Health Nurse), Administration Officer, Senior Administration Officer.
- Works alongside the Project Manager, Program Manager and Manager Community Services.
- Report to the PTAC Board of Directors as required

## Position Accountabilities

<b>Key Responsibilities</b>	<b>Accountabilities</b>
Administration, Planning, Risk Management and Compliance	<ul style="list-style-type: none"> <li>• Manage the day-to-day administration of the Health Service in collaboration with the CEO and Senior Management team, finance and administration staff.</li> <li>• Build administrative capacity and cultivate a productive and supportive work environment for the health service workforce.</li> <li>• Ensure compliance with legal and funding obligations by improving risk and quality management of health service delivery.</li> <li>• Foster staff compliance with PTAC policies and procedures.</li> <li>• Assist in drafting funding submissions to external agencies to meet the operational and financial needs of the health service.</li> <li>• Prepare acquittal reports for funded activities and services in compliance with funding obligations.</li> <li>• Development of strategic business and project plans to meet the development objectives of the health service.</li> <li>• Assist the health service team and externally-appointed accreditation facilitators to achieve RACGP clinical accreditation for the health service.</li> </ul>
Governance & Leadership	<ul style="list-style-type: none"> <li>• Assist the Board in achieving its organisational aims and health service planning objectives.</li> <li>• Implement the strategic direction of the Board in health service delivery by contributing to the PTAC vision and identifying strategic priorities, developing and implementing action plans and designing policies and procedures to meet organisational objectives.</li> <li>• Asserts leadership and authority within policy parameters set by the Board and Health Committee to achieve results whilst respecting the right of the Board to make strategic decisions.</li> <li>• Maintains thorough and timely communication with the Board and Health Committee, particularly in matters that fall within the Board's governance responsibilities or that pose a potential risk to the organisation.</li> <li>• Liaises on a regular basis with the CEO, Board &amp; health service staff to ensure there is a good understanding and coordination of decision-making impacting on the health of the community.</li> <li>• Maintains open dialogue to delineate operational issues for which the Manager Health is responsible from strategic decisions that require Board direction.</li> <li>• Assists the Board &amp; Health Committee to observe protocol with respect to communication and non-interference of the Directors in operational management.</li> <li>• Provides the Board and Health Committee with secretariat support including</li> </ul>

	<p>assistance with minute taking, maintaining a register of Board/Committee members and providing appropriate notice of meetings and other proactive practical assistance to ensure compliance with the Rules of the Corporation.</p> <ul style="list-style-type: none"> <li>• Works with the Board, staff &amp; community members to ensure the development of a strong and cohesive health service with good corporate, clinical and community governance targeted at improving health outcomes in the community.</li> <li>• Supports members elected to the Board and Health Committee with induction and training for good governance.</li> <li>• Addresses risk management issues raised by OATSIH and other funding providers to ensure continuous quality improvement in governance of the SHS.</li> <li>• Develops and maintains a relationship of trust with the Board by demonstrating respect, capability, openness, fairness and accountability.</li> <li>• Advocate with staff and Board to address upstream/social determinants of health, with a particular focus on housing and environmental health needs.</li> </ul>
Operational Management	<ul style="list-style-type: none"> <li>• Provides strong leadership and clear direction in the workplace for health staff in collaboration with the Senior Management team.</li> <li>• Assumes overall responsibility for organisational and administrative tasks needed to maintain effective operational management of the health service.</li> <li>• Continuously reviews and refines health service policies and procedures and harmonises these where possible with those of other remote Aboriginal community health services in the sector.</li> <li>• Ensures that the organisation is staffed to meet operational needs within budget constraints.</li> <li>• Establishes and refines staff structures, communication protocols and decision-making delegations to ensure productive, efficient and accountable work practices and staff relations.</li> <li>• Manages human resources fairly and competently including staff recruitment, selection, negotiation of employment contracts with Board, induction and orientation, conflict resolution, performance management, staff professional development and disciplinary matters.</li> <li>• Seeks Board endorsement and approval for management and permanent staff appointments.</li> <li>• Maintains and applies current knowledge of applicable industrial awards, workplace agreements, occupational health and safety and equal opportunities obligations, industrial and privacy laws.</li> <li>• Ensures health service vehicles and other assets, including housing and clinics, are properly looked after and maintained and continue to meet operational needs, including maintaining a register of assets.</li> <li>• Ensures that strict confidentiality policies apply to all personal information and patient records collected by the organisation in accordance with an organisational privacy policy.</li> <li>• Work toward organisational accreditation to ISO standards and commensurate with health service planning objectives.</li> <li>• Works with the Medical Director of PHC to ensure that the electronic Communicare Patient Information Record System (PIRS) and e-Health record systems are operational and fully utilised to improve continuity of care and client health outcomes.</li> <li>• Maintains compliance with all legal obligations, including the Privacy Act, Occupational Health &amp; Safety regulations, etc.</li> <li>• Implements commissioning, training and oversight of Quality Management system software and innovative Information and Communication Technologies (ICT) to</li> </ul>

	improve compliance, team work and effective communications within the organisation (e.g. Team Viewer, 2020 QC, teleconferencing, Communicare, internet etc.)
Occupational Health & Safety	<ul style="list-style-type: none"> <li>• Takes responsibility for ensuring the working environment is safe and meets all appropriate OH&amp;S legislation.</li> <li>• Works with industry consultants and management to develop and review OH&amp;S policies and procedures applicable to PHC and designed to create a safe and secure working environment for health service staff, clients and visiting service providers.</li> <li>• Adheres to PTAC OH&amp;S policies and procedures.</li> <li>• Takes on the role of fire warden for the clinic.</li> </ul>
Financial Management	<ul style="list-style-type: none"> <li>• Manage the financial affairs of the health service with the support of Central Desert Support Services and the CEO.</li> <li>• Ensures that the health service funds are used in accordance with the annual budget, Board policy and funding agency compliance requirements.</li> <li>• Reviews and adjusts annual budgets in consultation with the Finance Officer, CEO and Senior Management team for Board approval and compliance requirements.</li> <li>• Monitors the health service financial position and performance and reports to the Board biannually and prior to OATSIH budget submissions (every six months)</li> <li>• Prudently manages expenditure by the organisation within budget constraints and funding guidelines.</li> <li>• Ensures proper accountabilities and record-keeping for health service corporate credit card expenditure.</li> <li>• Maximises revenue from non-grant income sources so that the Health Service is financially sustainable.</li> <li>• Authorises expenditure of funds and enters information, contracts, involving expenditure delegation approved by the Board from time to time.</li> <li>• Works with the CEO, Finance and Payroll team and health service staff to identify and exploit opportunities for additional funding for services and projects to meet the organisation's objectives in health service delivery.</li> <li>• Works with the CEO and finance team to ensure annual audit and audited financial statements are submitted for organisational compliance requirements.</li> </ul>
Communication, Regional Engagement and Partnerships	<ul style="list-style-type: none"> <li>• Cultivate strategic alliances and positive relationships with community and external agency partners to achieve the health service's planning and development objectives in health service delivery.</li> <li>• Effectively represent and advocate for the organisation, both internally within the community and externally with agencies, on behalf of the Board and Health Committee. Represents the organisation at regional planning meetings, State conferences and workshops where required.</li> <li>• Receives correspondence and prepares responses on behalf of the Board and management team.</li> <li>• Prepares quarterly written reports for the Board and an Annual Report for the Annual General Meeting of members.</li> <li>• Ensures that organisational media policy is adhered to.</li> <li>• Fosters strong and mutually supportive working relationships with peak industry affiliate organisations (e.g. AHCWA and AHCSA) to ensure health service benefits from members services.</li> <li>• Works to strengthen regional consensus and solidarity among regional ACCHOs in achieving regional planning goals in Aboriginal health service delivery.</li> </ul>

	<ul style="list-style-type: none"> <li>• Advocates powerfully and effectively to further the interests of members and the organisation and the health of the community.</li> <li>• Enhances the public image of the organisation in the community.</li> </ul>
Professional Development	<ul style="list-style-type: none"> <li>• On-going commitment to professional development of all health service staff.</li> <li>• Attendance at training sessions offered by the health service to facilitate quality management and continuous quality improvement in health service delivery.</li> <li>• Attends annual performance appraisal interviews to plan and implement agreed performance management in liaison with the CEO, Chairperson/Director and SHS, Director of Primary Health Care (DPHC).</li> <li>• Assists the senior managers in the development, review and implementation of health service workforce and professional development policies and strategies.</li> </ul>
Other	<ul style="list-style-type: none"> <li>• Performs other duties as directed by the Board of Directors and Health Committee.</li> <li>• To undertake the duties and responsibilities of the role in the context of cultural awareness.</li> <li>• Represent the health service in all matters in a professional, ethical and client focused manner.</li> <li>• Must be willing to travel at times as required.</li> <li>• Attend team/staff meetings.</li> </ul>

## Employee

I (Full Name) \_\_\_\_\_ have sighted and accept this duty statement and acknowledge the expectations that will be held of me in relation to my role at Manager Health.

**Signature** \_\_\_\_\_ **Date** \_\_\_\_\_

This Duty Statement is certified as current by the CEO as at \_\_\_\_/\_\_\_\_/\_\_\_\_

**Chief Executive Officer**  
**Paupiyala Tjarutja Aboriginal Corporation**

## SELECTION CRITERIA

EXPERIENCE & QUALIFICATIONS:	
<b>Essential</b>	
	Demonstrated experience in comprehensive primary health service delivery in a remote Aboriginal health care setting or similar field.
	Experience in health service administration, management and business management.
	Demonstrated experience leading and managing a professional team within a multidisciplinary environment.
	Tertiary and/or postgraduate qualifications in health service administration, <a href="#">business administration</a> or social sciences relevant to the provision of health care services in a remote Aboriginal community or other relevant experience.
	Experience dealing with conflict resolution, complaints and incident management.
	Experience in recruiting, orienting and training staff.
	Experience in staff management, workforce development and training.
	Experience in the planning and administration of varied and complex projects.
	National Police Clearance.
<b>Desirable</b>	
	Significant experience in remote Aboriginal Health care delivery.
	Working with Children Check.
	Current First Aid Certificate.
	Current WA Drivers Licence.
KNOWLEDGE, SKILLS AND ABILITIES	
<b>Essential</b>	
	Knowledge and understanding of comprehensive primary health service delivery in a remote Aboriginal health care setting.
	Excellent working knowledge of Spinifex Health Service and PTAC's organisational and governance structure and functions.
	Demonstrated ability to attract funding to meet health service planning objectives.
	Demonstrated understanding of financial management, including budget development and monitoring.
	Advanced reporting, writing and oral presentation skills.
	Ability to work independently without direction.

Sound knowledge of Human Resource Administration and workforce development practices and procedures.
Well-developed personnel management supervision, counselling, problem solving, conflict resolution and team building skills, including ability to intervene in and resolve disputes within the organisation.
Excellent communication, interpersonal and organisational skills.
Demonstrated negotiation and facilitation skills and ability to manage communication with a wide range of stakeholders to achieve desired outcomes.
Well-developed understanding of legal, compliance and regulatory requirements which apply to all operations of the Health Service.
Knowledge and understanding of Aboriginal history, culture and contemporary Aboriginal political, social, cultural and economic issues.
Proficiency in relevant IT software, including Microsoft Office, Communicare management reporting and other software platforms as required.
Knowledge of and commitment to the principals of Aboriginal self-determination.
<b>Desirable</b>
Well-developed public relations and media skills.
Substantial experience in management or administration of an Aboriginal not-for-profit organisation.
Capacity to evaluate research findings with a view to applying knowledge gained in improving health service delivery.
<b>BEHAVIOURAL COMPETENCIES &amp; ATTRIBUTES:</b>
Demonstrate a high commitment to best-practice in comprehensive primary health care and Aboriginal Social and Emotional Well-being.
A high level of integrity and ethical practice.
Solution focussed. Demonstrated ability to manage problems when they arise in the workplace and find or suggest solutions and strategies to address them with others in a constructive and respectful manner.
Adaptable and flexible.
Energy and initiative.
Customer and client service oriented, responsiveness and team focused.
Resilient.
Professional conduct and respect for governance principles underlining Aboriginal community-controlled health organisations.
Self-motivated and proactive.



Ability to assess and identify areas for improvement and development across the organisation.
Assertive (not aggressive) behaviour.
Attention to detail & ability to meet deadlines.

## SALARY PACKAGE

Base Salary:	\$125,000 per annum
Annual Leave:	4 weeks with 17.5% leave loading
Isolation leave;	10 weeks per year. This includes travel days and public holidays and can be used after 10 weeks' continuous service in community. Usually 10 weeks in community 2 weeks out, transport costs between Tjuntjuntjara and Perth are covered by the Corporation
Superannuation:	9.5%
Accommodation:	Subsidized shared and furnished accommodation at nominal rent of \$40 week (includes utilities), subject to periodic review.
Annual Airfare:	Return airfares to place of recruitment for annual leave after 12 months' continuous service for the incumbent and dependants onsite.
Relocation:	The salary package also includes relocation from the applicant's place of recruitment. This is outlined in the Aboriginal Communities and Organizations (Western Australia) Interim Award 2011.
Salary sacrificing:	As per the organisation's salary sacrifice policy
Zone	A rebate area
Position Status:	Permanent (one-year renewable contract after a 6-month probationary period).

Overtime and time in-lieu included in the salary.

ENDORSEMENT		
Endorsed by Chief Executive Officer and Chairperson		Date
Name:	Signature:	
Name:	Signature:	