



ORD VALLEY ABORIGINAL HEALTH SERVICE

Aboriginal Corporation

ICN 275

1125 Ironwood Drive KUNUNURRA WA 6743

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JOB DESCRIPTION FORM

1. GENERAL DETAILS

Position Title	Health Services and Programs Manager
Position Number	
Area/Unit	Management
Reports to	CEO
Award	
Employment type	Fulltime

2. POSITION OVERVIEW:

- Is a highly skilled manager and effective leader who collaborate with the OVAHS executive management team in the provision of client focused, evidence-based and quality health care operations.
- Overseas the managers/coordinators in their day to day management of the health care programs and services.
- Requires minimal supervision and is responsible for researching, designing, planning, improving, executing, managing and reporting on ongoing clinical operations, projects and services within timeframes and budgets.
- Provides training, guidance and up skilling for the professional development of OVAHS healthcare employees.

3. PREREQUISITES AND KEY SELECTION CRITERIA

Essential

Key Result Area: Stakeholder Satisfaction

1. Demonstrated ability to lead and collaborate with others in an organisation setting – showing highly developed interpersonal and communication skills including negotiation and consultation;
2. Demonstrated ability to establish and sustain proactive and effective external stakeholder relationships;
3. Possesses advanced understanding of an organisational environment where the board and CEO carry high exposure to multiple stakeholder expectations and reputation risks.

Key Result Area: Compliance

4. Experience in working at a senior management level – demonstrating competent practice in an operational setting involving senior clinical professionals and team managers;

	<ol style="list-style-type: none"> 5. Possesses knowledge of the overall legislation, regulation, licensing, compliance, and CQI regimes in a primary health setting; 6. Knowledge of staff ACCHS Modern Award provisions, Fair Work, EEO and OSH legislation; 7. Demonstrated knowledge of the governance and accountability framework in an ACCHS and/or similar non-government organisation setting. 8. Ensure clinical operates within the RACGP model, and capable to meet relevant core indicator standards; 9. Ensure Quality Improvements are enacted so that OVAHS can identify opportunities to make changes that will improve patient safety and care; 10. Direct and lead changes in implementation of CQI, Quality Objectives, Audit, and activities in clinical preparation for ISO 9001:2015 accreditation; <p>Key Result Area: Performance</p> <ol style="list-style-type: none"> 11. Strong organisational skills – including an ability to manage competing priorities and business continuity requirements such as in peak periods of demand and acute staff shortages; use of prioritisation mechanisms; and effective use of collaboration and delegation techniques; 12. An understanding of the population health and programs service model; 13. Demonstrated Ability to produce documents such as CQI plans, grant applications, organisational policies and procedures and internal and funders reports. 14. The ability to evaluate and plan; develop solutions and implement actions in collaboration with others; 15. Demonstrated ability to facilitate and/or manage human and physical resources in an Aboriginal primary health care setting; 16. Experience in performance management and professional development of staff; 17. A proven track record as a highly self-motivated individual requiring minimal supervision to achieve high level results; 18. Ability and commitment to be flexible, adaptable and willing to help out with other duties in other areas if required for essential business continuity. <p>Key Result Area: Cultural Security</p> <ol style="list-style-type: none"> 19. Demonstrated knowledge and experience of cultural security applied within the Aboriginal Community Controlled Health Service setting. <p>Key Result Area: Business and Risk</p> <ol style="list-style-type: none"> 20. Advanced skills using standard corporate ICT computing hardware and software platforms;
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	<ol style="list-style-type: none"> 21. Experience in building/working with operational systems which improve performance in productivity, efficiency, stakeholder satisfaction and compliance/reporting; 22. Excellent knowledge of medical business and Medicare billing systems; 23. Demonstrated knowledge of client service, business governance and financing models in an ACCHS setting; 24. Ability to collaborate/assist in developing plans, strategies and proposals for funding proposals and business cases; 25. Develop clinical risk management framework and ongoing hazard reduction measures that may have the potential to put OVAHS at risk; 26. Develop bow tie diagram and review those identified risks, analyse, define, evaluate, and treat to ensure they are being managed effectively; <p>Key Result Area: Mandatory Competencies</p> <ol style="list-style-type: none"> 1. Current registration with the Australian Health Practitioners Regulatory Authority – (AHPRA) as a Registered Nurse with at least 5 years post graduate nursing experience. 2. Demonstrated commitment to the principles of Aboriginal Community Control and good knowledge of cultural safety principles and practices; 3. Can demonstrate a sound understanding of Aboriginal culture and the issues affecting health and health outcomes for Aboriginal people; 4. Proven ability to communicate effectively and appropriately with ATSI people; 5. Ability to maintain confidentiality at all levels; 6. Current WA ‘C’ Class driver’s license or the equivalent; 7. Be prepared to travel away from Kununurra if required; 8. Federal Police clearance.
Desirable	<ol style="list-style-type: none"> 1. Experience working in an Aboriginal Community Controlled Health Organisation or an ATSI organisation in WA and/or in the Kimberley region; 2. Significant experience working to and supporting a community based Board of Directors; 3. Holds and/or is working toward acquiring advanced management or technical skills and qualifications relevant to OVAHS interests and operations; 4. Has achieve relevant post graduate studies.

4. LEGAL COMPLIANCE

- Able to produce a National Police Clearance
- Able to produce a current driver’s license (*if applicable to position*)
- Able to produce relevant AHPRA registration

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5. POSITION DUTY STATEMENT

1. Stakeholder Satisfaction

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| <ul style="list-style-type: none">1.1 Assure services operate to satisfy client needs; and in accordance with obligations to internal and external stakeholders;1.2 Provides leadership through engaging with and responding effectively to stakeholders;1.3 Works with and supports the CEO with the executive management of the organisation and in support of the Board of Directors;1.4 Builds and maintains effective internal and external relationships;1.5 Monitors operations in collaboration with managers and coordinators - takes and/or facilitates timely and effective actions as necessary to maintain operations continuity;1.6 Encourage and support processes for employee feedback and suggestions;1.7 Promotes and represents OVAHS in all deeds in a positive and professional manner at all times. |
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2. Continuous Quality Improvement
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- 2.1** Assure that all activities of clinical operations fit within a CQI framework.
- 2.2** Conduct research into evidence based practices and translates knowledge through implementing best practice into clinical operations.
- 2.3** Demonstrates a high level of activity in the production, monitoring, guiding and reporting of CQI activities including PDSA cycles.
- 2.4** Organise and participate in the provision of support and training for employees in their CQI responsibilities.
- 2.5** Coordinates and drives the facilitation of improved access to clinic data and service information systems and infrastructure that support CQI activities.
- 2.6** Consistently demonstrates a high level of competency and activity in the use of the Quality Management System.
- 2.7** Responsible for communicating the importance of effective quality management and of conforming to the Quality Management System requirements.
- 2.8** Provide service data and information, to meet external reporting obligations, to the Quality and Risk Manager in line with scheduled timelines.

3. Compliance

- 3.1** High level of knowledge of and compliance with ACCHS Modern Award provisions, Fair Work, EEO and OSH legislation; regulations facility licensing standards and organisational policies and procedure,
- 3.2** Provide direction to employees in compliance with legislation; regulations facility licensing standards and organisational police and procedures;
- 3.3** Conduct regular audits to identify and analyse risks/risk treatment measures and produces written reports to the CEO;
- 3.4** Collaborates and cooperates with fellow Executives and section managers in the provision of:
 - Review and development of clinical policies and procedures.
 - Monitoring of compliance with policies and procedures
 - Effective CQI, clinical safety and quality processes.
 - Developing and managing change throughout the organisation
 - Compliance with legislation and guidelines governing the storage, maintenance and use of biomedical equipment and hazardous material.
 - Leadership for employees by maintaining a professional and highly functioning work environment
 - Management of risk and potential risk to the OHS of employees, clients and visitors.
 - Responses to areas of concerns of internal and external stakeholders.

- Structures to confirm accreditation standards are maintained and evolve alongside the revision of accreditation standards;
- Close monitoring that Medicare billing is fitting and maximise
- Production and tabling of reports and updates

3.5 OVAHS operates within RACGP model, capable of meeting relevant mandatory indicators and core standards of a general practice;

- Seek to advocate within the Kimberley communities, government and the profession on issues relating to quality primary health care and general practice;
- Ensuring practice nurses, medical students, allied health professionals, AHW, clinical nurses and other medical administrative staff within OVAHS practice systems that enable the provision of safeguards against error and harm;

3.6 Clinical Work plans with KPIs outcome are able to meet ISO 9001:2015 quality objectives, funding requirements and strategic plan;

- Capable to lead, influence, risk management and create a culture of CQI to meet change;
- Ensures the quality performance supports clinical operational areas including Clinical, MCH, SSU, FASD, TIS, ABLe and GPs to participate in the CQI, audits and accreditation activities;

4. Performance

4.1 Demonstrates commitment, initiative and leadership in the provision of highly functioning health care operations.

4.2 Plans, convenes, runs and presents at internal and external meetings.

4.3 Produces documents including, but not limited to policies, procedures, plans, reports, records, and funding proposals that are of a highly professional standard befitting of an executive managerial level.

4.4 Overseas and collaborates with managers/coordinators to accord a functioning system for employee support, supervision/training and performance management;

4.5 Collaborates with managers/coordinators to monitor and effectively manage peak periods of client demand, emergent priorities and urgent or emergency situations relative to employee capacity;

4.6 Manages and communicates to Executives management overall clinical operational and CQI plans including timelines internal and external resources and key outcomes/KPIs.

4.7 Provide guidance and support for the managers/coordinators in effective problem solving strategies, support of employee's in compliance with policies and procedures and required patient care outcomes.

4.8 Ensures the specialist referral and appointments management system functions effectively;

4.9 Responsible for own performance, development and training in discussion with the CEO.

5. Cultural Security

5.1 Personally demonstrates through consistent behaviour; understanding; and respect for and compliance with culturally sensitive ways of working with Aboriginal and Torres Strait Islander clients, employees and communities.

6. Business and Risk

6.1 Ensures all clinical program section operations are productive and efficient and meet contractual obligations;

6.2 Liaises with other key managers and employees to ensure issues and needs related to facilities & equipment management; human resource management, financial resources, interactions with external agencies and stakeholders, local community, events and developments are communicated and coordinated in a planned and agreed way;

6.3 Initiatives and actively participates in future planning, strategic and change management;

6.4 Assess compliance with Medicare billing procedures throughout the section where billable services are provided to clients;

6.5 Facilitates opportunities for evaluation of activities; future client services planning; and systems development/improvement within the Section;

6.6 Responsible to undertake feasibility analysis of plans and proposals to be presented to the CEO/Board of Directors;

6.7 Special portfolios and other duties as assigned and directed by the CEO.

6.8 Identify clinical risks, assessed risks and develop a bow tie of action to mitigate the risk in accordance with the findings;

6.9 Ongoing assessment of clinical risks to ensure general practice will meet all core actions in the NSQHS Standard to achieve accreditation;

6. ALL STAFF DUTY STATEMENT

General

- Follow the policies and procedures documented in the OVAHS Quality Coordinator (20/20) and practices in accordance with guidelines standards, code of ethics/conduct and statutory requirements.
- Commit to the philosophy and practice of Aboriginal Community Controlled Health Organisation.
- Actively participate in quality audits, quality improvement and accreditation activities including exercise initiative in making improvements to work processes.
- Seek support and advice on cultural awareness and safety from Aboriginal staff.

- Participate in professional appraisal activities and supervision as required.
- Follow OVAHS procedures on confidentiality and release of client and organizational information.
- Adhere to legislation related to ACCHS Modern Award, Fair Work, EEO, OHS, Disability Discrimination, and the use of Motor Vehicles.
- Undertake specific after hours work, including attendance at training as required.
- Behave in a manner appropriate and respectful to the local culture and gender sensitivities during work time and while representing OVAHS in the community.
- Attend internal and external meetings as requested.
- Undertake relevant and appropriate multi-functional duties as negotiated.
- Report directly to your line manager in regards to all work issues.
- Uphold the reputation of OVAHS when in public.
- Report relevant clinical cases to line manager, which may have possible legal implications.
- At all times maintain a professional relationship with clients, other staff and visitors
- Promote positive public relation with patients, peers, medical staff, security, other health service providers and members of the public.
- Ensure that Aboriginal clients care is priorities especially the very young and elderly in the community and that they have ready access to all OVAHS services.
- Liaise with other government and non-government agencies to achieve equitable outcomes for clients.
- Work in conjunction with all OVAHS staff – GP's, Registered Nurses, Aboriginal health Workers, Pharmacy Assistants, Field Officers, Reception Staff, Administration Staff, Social Support Unit staff and Senior Management.
- Demonstrate safe working practices.
- Actively contribute to achieve good team morale by supporting, including and encouraging other staff members.
- Use advanced problem-solving strategies to ensure an effective and efficient service.
- Perform other duties as directed by Senior Management.

Administrative

- Maintain statistics, administrative records and client documents as per OVAHS policies and procedures.
- Produce report for OVAHS and funding bodies as required.
- Ensure maintenance of equipment, including IT equipment, vehicles and phones.
- Advise line manager regarding equipment/resources requirements.
- Perform office duties including, but not limited to, photocopying, faxing, laminating and processing paperwork.
- Produce minutes for meetings as requested.

NOTE: This job description is not intended to be all-inclusive. Employees may perform other related duties as negotiated to meet the ongoing needs of the organisation.

CERTIFICATION

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

Name: Graeme Cooper

Position: Chief Executive Officer

Signed: _____ Date: ____/____/____

As occupant of the position I have noted the statement of duties, responsibilities and other requirements as detailed in this document.

EMPLOYEE NAME	DATE APPOINTED TO POSITION	SIGNATURE	DATE