



JOB DESCRIPTION

Section	Health Services Section – Parlpuru Ninji Kari		Work Unit	Senior Management	
Job Title	Operational Health Services Manager		Level	ASO 9.1 – 9.5	
Job Type	Full Time		Duration	Full-time	
Salary	\$106,180 - \$127,214pa		Location	Tennant Creek	
Position Number	Clinic 0	Budget	HC	Closing	
Contact					
Position reports to	Health Services Section Manager				
Information for Applicants	Confirmation of employment is dependent on the outcome of a Criminal History Check and successful application for an Ochre Card				
Hours of Work	Monday – Friday, excluding public holidays. 8.00am – 5.00pm Accrued Day Off (ADO) access. 8.24 – 5.00pm – no ADO's access. Weekend work may occur				
Special Measures	Not applicable to this vacancy.				
About Benefits	Salary packaging up to \$15,899.94pa, Subsidised accommodation for candidates from outside of the Barkly region, 6 weeks annual leave, Free employee only, gym membership, Free employee only, General Dentistry, (Laboratory work to be paid by employee), Free employee only, general prescriptions.				

Primary Objective:

As a member of the Anyinginyi Health Services Leadership Team and reporting to the Health Services Section Manager, this position will see you managing the staff and resources of the Anyinginyi Health Services (Health Centre, Rural and Remote and Allied Health), to ensure a high standard of care is provided in a culturally responsive manner. You will work closely with fellow Managers in multi servicing needs for health services clients. The Operational Health Services Manager will lead the team responsible for the delivery of client services to our clients and will form a part of the Senior Management Team. As well as the responsibility for the management of clinical staff and services, the role involves operational and strategic elements requiring skills in leadership, planning and service development. You will have a significant role in managing client issues and including the development of holistic client-led service delivery programs and services. This role will be key in clinical stakeholder management and will guide the Clinical Governance Committee as the Key Manager of the Clinical Services Framework for Anyinginyi Health Aboriginal Corporation.

Context Statement:

Anyinginyi Health Aboriginal Corporation is a multi – disciplinary Aboriginal community controlled organisation which provides primary health care services to the Aboriginal people of Tennant Creek and the surrounding Barkly region.



Key Duties and Responsibilities:

This is both an operational and strategic role requiring proven skills in leadership, planning and development.

Working with the key stakeholders at a clinic, PHN and Policy level to ensure the delivery of efficient and effective networked client services that reduce the health inequalities for Aboriginal and Torres Strait Islander people.

Overseeing the recruitment, management and training of staff;

Taking a lead role in Clinical Governance and Quality Improvement in clinical practice

Developing and maintaining a comprehensive Primary Health Care Framework for the provision of services to Aboriginal and Torres Strait Islander people

Taking a lead role in the establishment, maintenance and monitoring of mixed model of services and specialists to improve the physical and mental health and wellbeing of Aboriginal and Torres Strait Islander through the utilisation of programs and services (i.e. Medicare, PBS, CTG, NDIS).

Key Results Areas

Accreditation with Medicare as a clinical services provider and meet ongoing reporting requirements to maintain funding

Accreditation with other bodies and schemes relevant to the provision of services

Ensure Accreditations achieved and maintained

Improve Medicare Income received to ensure Sustainable operations

Ensure funder report timeliness and compliance with contractual obligations for Clinical Operations

Day to management of clinical operations including hands on with patients, families and clinicians along with Reception / Admin & other clinical and client services staff

Develop and maintain service Standard Operating Procedures for Client Services consistent with regulatory frameworks & quality standards required by funders (e.g. Medicare, NDIS, and Health Department)

Develop and maintain appropriate systems to manage the operations of the Health Centre (e.g. patient management, rostering, payments systems, and funder portals)

Ensure appropriate clinical records are kept

Ensure cost effective management of facilities, equipment & supplies

Ensure privacy requirements are met

Manage and update risk management system

Manage and update quality system

Manage patient survey & feedback process and action issues

Ensure that clinical operations are consistent with all regulatory and quality standards



Ensure that comprehensive Primary Health Care initiatives are followed

Ensure wraparound model of care is implemented with linages across all Sections of the Organisation

Support Health Services Section Manger in identifying and pursuing additional income streams

Manage all clinical staff including medical and non-medical staff

Support recruitment and administration

Support student placements and internships

Coordinate learning and development

Ensure that the Health Services are appropriately staffed

Build relationships with referrer networks (e.g. clinicians, consumer groups, community organisations)

Develop and maintain relationships with relevant associations

Support coordination of training and education activities

Support funding applications & coordination of clinical research Support government relations initiatives

Support engagement with educational institutions

Build reputation for the Health Centre & enhance services

Establish and support Clinical Advisory Group

Participate in relevant forums and committees

Other duties as requested by the Health Services Section Manager consistent with skills, time and capacity.

Selection Criteria

Essential:

1. A minimum of a bachelor's degree in a health or medical field, medical services administration or health care administration with 5 years Management experience.
2. Proven ability to function as part of a senior management team and to work successfully with other professionals in the management of health care services
3. Demonstrated understanding of industrial, legislative and regulatory requirements in healthcare and of the complexities of providing health services within the Aboriginal health system
4. Demonstrated skills in strategic analysis and planning of clinical services, including research development, education and training
5. High level communication, interpersonal and negotiation skills, particularly with senior clinicians; Experience with, and commitment to, clinical governance and to clinical best practice and quality improvement
6. Experience in partnering with Aboriginal and/or Torres Strait Islander led organisations and health services.



7. Demonstrated understanding of financial management and experience in managing budgets, clinical redesign, and business case development
8. NT Working with Children's Card/ Police Check
9. The ability to work productively and as part of a team.
10. Willingness to work in a remote environment in remote conditions of the Barkly Region

Desirable:

1. Understanding of key Performance Indicators relating to "Closing the Gap"
2. Understanding of social determinants of Primary Health Care in a Aboriginal Community Controlled framework
3. Understanding of community/individual empowerment.

Barb Shaw, General Manager