



Paupiyala
Tjarutja

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Aboriginal Corporation

Manager Health Position Description



Position Details

Position Title	Manager Health
Location	Kalgoorlie (Millen St Office) 20% and Tjuntjuntjara 80%, WA
Reports to	Chief Executive Officer
Position Term	12 months and renewable on satisfactory performance & Board endorsement
Probationary Period	6 months
Level	10
Award	(Aboriginal Communities & Organisations Western Australian Interim Award 2011)

Preamble

The Spinifex Health Service (SHS) is an Aboriginal Community Controlled Health Organisation (ACCHO) which forms part 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.

The Manager Health operates primarily from the Tjuntjuntjara Clinic 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 health service 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 Board and consult with the Health Sub Committee (appointed by the Board) and liaise with various government departments, agencies and funding bodies.

The Manager Health develops and implements the SHS Action Plan and agreed program activities by working with health service and community 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 and manage 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 CHSP, 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 SHS
- 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 and Medical Director. The incumbent's performance will be reviewed after three and six 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 and Tjuntjuntjara to ensure governance and other position accountabilities are met in consultation with the Board, Health Sub Committee and senior management team. The Manager Health reports directly to the Chief Executive Officer, with support and guidance from the Board, and Medical Director. The Manager Health will spend at least 80% of their time in Tjuntjuntjara providing on site support to clinical staff.

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 CEO, Board, Senior Management Team and Health Sub Committee to:

- Manage the SHS under the direction of the CEO and the Board
- Assist the Board in achieving and implementing its health service planning objectives
- Provide leadership and strategic direction for the health service in consultation with the Board, Health Sub 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 health service 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 Sub 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), Aged Care Coordinator, Administration Officer and Executive Assistant.

- Works alongside the Project Manager, Program Manager and Manager Community Services (Senior Management Team).
- Report to the PTAC Board of Directors as required

Position Accountabilities

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

	<ul style="list-style-type: none"> • Works with the CEO, Board, staff & 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 • Supports members elected to the Health Sub Committee with induction and training for good governance • Addresses risk management issues raised by OATSIH and other funding providers to ensure continuous quality improvement in governance of the SHS • Develops and maintains a relationship of trust with the Board by demonstrating respect, capability, openness, fairness and accountability • Advocate with staff and the Board to address upstream/social determinants of health, with a particular focus on housing and environmental health needs
Operational Management	<ul style="list-style-type: none"> • Provides strong leadership and clear direction in the workplace for health staff in collaboration with the Medical Director and Senior Management team • Assumes overall responsibility for organisational and administrative tasks needed to maintain effective operational management of the health service • 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 • Ensures that the organisation is staffed to meet operational needs within budget constraints • Establishes and refines staff structures, communication protocols and decision-making delegations to ensure productive, efficient and accountable work practices and staff relations • Manages human resources fairly and competently including staff recruitment, selection, negotiation of employment contracts, induction and orientation, conflict resolution, performance management, staff professional development and disciplinary matters • Through the CEO, seeks Board endorsement and approval for management and permanent staff appointments • Maintains and applies current knowledge of applicable industrial awards, workplace agreements, occupational health and safety and equal opportunities obligations, industrial and privacy laws • 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, maintenance and cleaning • Ensures that strict confidentiality policies apply to all personal information and patient records collected by the organisation in accordance with an organisational privacy policy • Work toward organisational accreditation to ISO standards and commensurate with health service planning objectives • Works with the Medical Director 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, client health outcomes and maximises Medicare claims • Maintains compliance with all legal obligations, including the Privacy Act, Occupational Health & Safety regulations, etc. • Implements commissioning, training and oversight of Quality Management system software and innovative Information and Communication Technologies (ICT) to 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"> • Takes responsibility for ensuring the working environment is safe and meets all appropriate OH&S legislation. • Works with industry consultants and management to develop and review OH&S policies and procedures applicable to SHS and designed to create a safe and secure working environment for health service staff, clients and visiting service providers • Adheres to PTAC OH&S policies and procedures • Takes on the role of Fire Warden for the clinic, and delegates this when away from the community
Financial Management	<ul style="list-style-type: none"> • Manage the financial affairs of the health service with the support of Desert Support Services, the Senior Management Team and the CEO • Ensures that the health service funds are used in accordance with the annual budget, Board policy and funding agency compliance requirements • Reviews and adjusts annual budgets in consultation with the Finance Officer, CEO and Senior Management team for Board approval and compliance requirements; • Monitors the health service financial position and performance and reports to the Board biannually and prior to OATSIH budget submissions (every six months) • Prudently manages expenditure by the organisation within budget constraints and funding guidelines • Ensures proper accountabilities and record-keeping for health service corporate credit card expenditure • Maximises revenue from non-grant income sources so that the Health Service is financially sustainable • Authorises expenditure of funds and enters information, contracts, involving expenditure delegation approved by the Board from time to time • 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 • Works with the CEO and finance team to ensure annual audit and audited financial statements are submitted for organisational compliance requirements
Communication, Regional Engagement and Partnerships	<ul style="list-style-type: none"> • Cultivate and maintain the community's partnership with Kakarrara Wilurarra Health Alliance (KWHA) – a cross-border health alliance with Yalata and Oak Valley Communities. • Cultivates strategic alliances and positive relationships with community and external agency partners (KWHA) to achieve the health service's planning and development objectives in health service delivery • Effectively represent and advocate for the organisation, both internally within the community and externally with agencies. Represents the organisation at regional planning meetings, State conferences and workshops where required • Receives correspondence and prepares responses on behalf of the Board and the Senior Management team • Prepares and submits quarterly written reports for the Board and an Annual Report for the Annual General Meeting of members

	<ul style="list-style-type: none"> • Ensures that organisational media policy is adhered to • 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 • Works to strengthen regional consensus and solidarity among regional ACCHOs in achieving regional planning goals in Aboriginal health service delivery • Advocates powerfully and effectively to further the interests of members and the organisation and the health of the community • Enhances the public image of the organisation in the community
Professional Development	<ul style="list-style-type: none"> • On-going commitment to professional development of all health service staff. • Attendance at training sessions offered by the health service to facilitate quality management and continuous quality improvement in health service delivery • Attends annual performance appraisal interviews to plan and implement agreed performance management in liaison with the CEO and Medical Director. • Assists the senior managers in the development, review and implementation of health service workforce and professional development policies and strategies.
Other	<ul style="list-style-type: none"> • Performs other duties as directed by the CEO • Undertakes the duties and responsibilities of the role in the context of cultural awareness • Expected to spend a minimum of 80% of time in community • Represent the health service in all matters in a professional, ethical and client focused manner • Must be willing to travel at times as required • Facilitate team/staff meetings

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:	
Essential	
	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, business administration, medical or social sciences relevant to the provision of health care services in a remote Aboriginal community.
	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
	Working with Children Check
	Current Driver's License – Manual
Desirable	
	Significant experience in remote Aboriginal Health care delivery
	Current First Aid Certificate
Knowledge, Skills and Abilities	
Essential	
	Knowledge and understanding of comprehensive primary health service delivery in a remote Aboriginal health care setting
	Excellent working knowledge of legislative requirements governing ACCHO's 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.
Desirable
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
Behavioural Competencies & Attributes:
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:	\$130,000 per annum
Level:	10
District Allowance:	included in Base Salary
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 Kalgoorlie 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:	Overtime and time in-lieu included in the salary leave conditions

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