



Derby Aboriginal Health Service Council

Job Description: Senior Manager – Senior Medical Officer (SMO)

POSITION IDENTIFICATION

Effective date of JDF October 2020

Award/Type Doctors

Award Classification Nego

Directly reports to:

- DAHS CEO

Other direct reports to the CEO:

- Senior Manager, Clinic Operations
- Senior Manager, Business Operations
- Senior Manager, Programs and Remote

Functional alignment to the Client Services Section comprising:

- Clinic services – town Clinic & pharmacy; and remote Clinics
- Population health - chronic disease, women's, men's & child health, tobacco cessation
- SEWB services
- Doctor services
- Reception, medical records, specialist scheduling, driver services, clerical & cleaning services

Direct reports to this position:

- DAHS General Practitioners
- GP Registrars assigned to DAHS
- SEWB Manager

Internal relationships:

- Senior Manager, Clinic Operations
- Senior Manager, Business Operations
- Senior Manager, Programs and Remote
- Corporate Service Manager
- SEWB Manager
- CEO and Board of Directors

External relationships:

- Community representatives
- Medical/health agencies & department representatives
- Colleague SMOs and Medical Directors in ACCHS sector and WACHS
- Other ACCHS; KAMS & AHCWA



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Position Purpose

Providing clinical care in DAHS town-based and remote clinics, in line with regional best practice guidelines and protocols, and accepted professional standards; Ensuring medical support for DAHS SEWB services; Ensuring managerial oversight & medical support links with the Population Health teams directly & in collaboration with the Team Leader; Working collaboratively with fellow Senior Manager in the Clinic Operations section of DAHS; Contributing to the maintenance of high quality health services as a member of the DAHS multidisciplinary team, ensuring continuous quality improvement and innovation in the delivery of comprehensive primary health services; Contributing to the support and training of other health staff and trainees, including Aboriginal Health Workers and medical students; Providing a role model for health staff.

Duty Statement

Key Result Area	Position Responsibilities
Stakeholder satisfaction	<ul style="list-style-type: none"> • Ensures services operate to satisfy client needs; and in accordance with obligations to internal and external stakeholders; • Provides leadership, engaging with and responding effectively to stakeholders; • Works with and supports the CEO with the executive management of the organisation and in support of the Board of Directors; • Builds and maintains effective internal and external relationships; • Monitors operations in collaboration with managers - takes and/or facilitates timely and effective actions as necessary to maintain business continuity; • Monitors staff satisfaction and feedback; • Promotes and represents DAHS positively at all times.
Compliance	<p>Continuous Quality Improvement (10%) comprising:</p> <ul style="list-style-type: none"> • Clinical care in line with regional best practice standards; and ensuring current clinical policies and procedures are place; • Practise by clinical staff aligned to up to date Kimberley Chronic Disease Management therapeutic protocols; Standard Drugs List; and other endorsed tools for regional best practice; • A team approach for monitoring and continuous improvement of client service quality and safety; • Provision of technical advice to the CEO and Board regarding the ongoing strategic development of Client Services; • Working closely with the DAHS senior management team to establish and maintain strong linkages with other health providers in the area to ensure optimum coordination of care and advocacy for clients and the community.



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Duty Statement	
Key Result Area	Position Responsibilities
Performance	<p>Clinical Practice (70%) comprising:</p> <ul style="list-style-type: none"> • Provision of clinically and culturally competent health services to DAHS clients at both town based, SEWB and remote clinics as part of the regular DAHS GP roster, in keeping with accepted best practice standards; • Maintenance of clinical skills through participation in regular continuing professional development activities and peer review by other senior clinicians <p>Training and Supervision (5%) comprising:</p> <ul style="list-style-type: none"> • Participation in the implementation of in-service training for staff (frequency and content determined in conjunction management colleagues) designed to address their skills & knowledge needs; • Assisting the DAHS Medical Educator with supervision and teaching of GP Registrars and of medical students; • Being a positive role model and a source of support and advice on general practice in the holistic ACCHS care setting; • Participating in formal teaching and assessment procedures where required; • Providing support and education for Aboriginal Health Workers, nursing and pharmacy assistant students during placements with DAHS (in collaboration with preceptors and Client Service management colleagues).
Cultural security	<ul style="list-style-type: none"> • Personally demonstrates through consistent behaviour; understanding; and respect for and compliance with culturally sensitive ways of working with Aboriginal and Torres Strait Islander clients, staff and communities.
Business	<p>Actively participates in future planning, strategic and change management.</p> <p>Staff Development and Management (15%) comprising:</p> <ul style="list-style-type: none"> • Providing advice, direction and mentorship to medical staff including junior doctors, GP registrars and medical students; • Ensuring an appropriate and equitable deployment of Medical Officers in the clinic at all times; • Assisting the DAHS CEO with recruitment and retention of GPs; • Overseeing medical rostering and leave management/cover for medical staff; • Supporting medical staff to access ongoing training and education, and to continuously enhance their skills and performance;



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Key Result Area	Position Responsibilities
	<ul style="list-style-type: none"> Routinely monitoring the performance of medical staff through case review, direct observation, file audit and formal performance appraisal; Bringing to the attention of the appropriate line manager and /or Co-Director colleague ongoing issues of concern regarding the clinical performance/conduct of Client Service Section staff. <p>Self-Management & Team Contribution, comprising:</p> <ul style="list-style-type: none"> Contributing to process improvement and adherence to DAHS policies and procedures; Participating in performance review processes; Contributing to effective team performance; Following all safety procedures and contributing to a safe work environment.

Competency Profile and Job Selection Criteria
<p><u>Essential Selection Criteria:</u></p> <p>Key Result Area: Stakeholder Satisfaction</p> <ul style="list-style-type: none"> Demonstrated knowledge of Aboriginal Community Controlled Health Services (ACCHS) and the issues facing these organisations in their service delivery; Highly developed interpersonal skills including: <ul style="list-style-type: none"> – Negotiation; – Listening; – Consultation skills; and – The ability to proactively establish and sustain effective stakeholder relationships. <p>Key Result Area: Compliance</p> <ul style="list-style-type: none"> Experience in working at a senior management level – demonstrating competent practice in an operational setting whose core function is the provision of primary health care; Eligible for registration as a medical practitioner in WA; Vocationally Registered GP – FRACGP, FACRRM, or equivalent. <p>Key Result Area: Performance</p> <ul style="list-style-type: none"> Experience in performance management and professional development of staff; A proven track record as a highly self-motivated individual requiring minimal supervision to achieve high level results; At least five years of experience in general practice; Commitment to the philosophy and practice of Aboriginal Community Control principles and the holistic primary health model of care; Ability to both work collaboratively and provide leadership as part of a multidisciplinary team; Ability and commitment to be flexible in order to maintain essential business continuity.



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Key Result Area: Cultural Security

- Demonstrated commitment to learning, applying and supporting cultural security within the Aboriginal Community Controlled Health Service setting.

Key Result Area: Business

- Strong organisational skills, the capacity to successfully manage competing priorities, maintain attention to detail and meet deadlines;
- Advanced communication and interpersonal skills;
- Willing to travel off road in large four wheel drive vehicles and also to travel in small single engine aircraft to remote communities.

Key Result Area: Mandatory competencies

- Demonstrated commitment to the principles of Aboriginal Community Control and good knowledge of cultural safety principles and practices;
- Can demonstrate an understanding of Aboriginal culture and the issues affecting health and health outcomes for Aboriginal people;
- Ability to communicate effectively and appropriately with ATSI people;
- Ability to maintain confidentiality at all levels;
- Current WA 'C' Class driver's license or the equivalent;
- Be prepared to travel away from Derby if required;
- Federal Police clearance.

Desirable Selection Criteria

- Previous experience in an Aboriginal community controlled primary health care setting;
- Previous experience in management in primary health care setting
- Experience in rural/remote medicine;
- Possesses a qualification and/or expertise of value to DAHS.

Certification

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

DAHS CEO: Dr Lynette Henderson-Yates

Signature: _____ Date: ____/____/____

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

Name of employee: _____

Date Appointed: ____/____/____

Signature: _____ Date: ____/____/____