



## Ord Valley Aboriginal Health Service

1125 Ironwood Drive PO Box 216 Tel 08 9166 2200 Freecall  
Kununurra WA 6743 Kununurra WA 6743 Fax 08 9166 2250 1800 839 697

Aboriginal Corporation ICN 275

# Job Description Form Clinical Services Manager

## Vision Statement

**Aboriginal people in Kununurra** and the North-East Kimberley are supported to live prosperous lives that are strong, healthy, and culturally safe.

## The Purpose that defines us

We bring **clinical, cultural, and community expertise** to deliver accessible and **holistic health and wellbeing care** for people in the North-East Kimberley.

## Aboriginal Community-led

We are connected and accountable to the communities we serve. We are governed by Aboriginal community leaders. We deliver services in culturally safe ways, bringing the best of medical and cultural expertise to achieve positive health outcomes. Working with and responding to Aboriginal communities is central to what we do.

## Organisational Values

The Ord Valley Aboriginal Health Service has been providing critical health and support services to local Aboriginal people since 1984. Our ambition is to deliver socially, culturally, and financially accessible health care that supports communities in the North-East Kimberley to be strong, healthy and safe. The organisation operates on the foundational pillars of Aboriginal leadership, self-determination and cultural diversity that underpin and shape the way the organisation conducts its business.



### Community

We bring our connection with community to everything we do

PEOPLE  
TOGETHER



### Respect

We show respect for people, cultures and backgrounds

HEALTHY  
TOGETHER



### Passion

We are deeply motivated to achieve outcomes

MY  
MOB



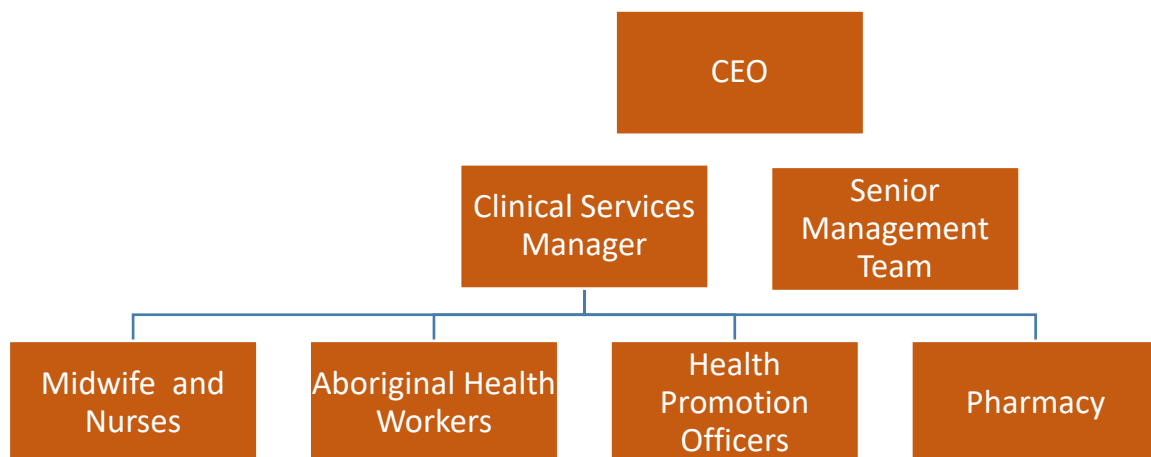
### Equality

We strive for equality, fairness and empathy for all people

HEALTH &  
WELLBEING

|                             |   |
|-----------------------------|---|
| <b>Position Title</b>       | Clinical Services Manager   |
| <b>Work Group</b>           | Clinical Services   |
| <b>Work Units</b>           | <ul style="list-style-type: none"> <li>- Executive Management</li> <li>- Clinical Services</li> </ul>   |
| <b>Reports To</b>           | Chief Executive Officer   |
| <b>Direct Reports</b>       | 20  |
| <b>Award / Agreement</b>    | <i>Nurses Award 2020; or</i><br><i>Health Professionals and Support Services Award 2020; or</i><br><i>Aboriginal and Torres Strait Islander Health Workers and Practitioners and Aboriginal Community Controlled Health Services Award 2020 (Cth)</i> |
| <b>Award Classification</b> | Dependent on Award  |
| <b>Approved by CEO</b>      | 2 January 2024  |

#### Team Structure



## Position Purpose

- Responsible for managing effective clinical health care service provision to OVAHS clients.
- Manage the clinic workplace participants to provide optimal health care.
- Ensure the focus of care is on the needs of Aboriginal clients within the context of their cultural identity and social circumstances.
- To work as part of the OVAHS team in providing a culturally safe, quality and client focused environment.

**Aboriginal and/or Torres Strait Islander persons are strongly encouraged to apply.**

## Strategic Alignment

The organisation's Strategic Plan 2023- 2026 has four (4) overarching strategic goals, with each goal having specific outcomes.

The role of the Clinical Services Manager is aligned with all four Strategic Goals.



POSITIVE  
CHANGE

### Primary health Care

Primary health care is the first means of accessing the health care system for many people and is critical to individual, family and community health outcomes.



HEALTH &  
WELLBEING

### Social and Emotional Wellbeing

Social and emotional wellbeing relates to the mental health for individuals and communities and is a key component for the overall health of Aboriginal people.



SUPPORT  
COMMUNITY

### Specialised Health

Our communities deserve targeted support to prevent and address complex health needs, including chronic disease and disability.



HEALTHY  
TOGETHER

### Population Health

Reducing future health challenges and to Close the Gap requires long-term system change and community - wide solutions.

## Key Stakeholder Relationships

### External

- Aboriginal Community Controlled Health Services across the Kimberley region and Western Australia, other not-for-profit services, and businesses as relevant to the role
- Liaises with a variety of government agencies, stakeholder representative groups and community groups.

### Internal

- Maintains close working relationships with other officers, team members and employees of Ord Valley Aboriginal Health Services.
- Works in collaboration with the Senior Management Team and in consultation with the Board of Directors.

## Responsibilities of this Position

### Executive Management and Leadership

- As a member of the Senior Management Team, participate fully in the collective responsibility of delivering on the organisation's strategic objectives through the development, implementation and evaluation of operational action plans.
- Provide positive and effective leadership, which is results driven, team orientated, ethical and aligned to the organisations values.
- Promote and facilitate an organisational culture of continuous quality improvement, innovation, and high performance.
- Contribute to, and foster, a culture of effective and timely communication to internal and external stakeholders.
- Activity participates in, and contribute to, the Senior Management Team, working towards a unified vision and achievement of common goals.
- Engage, build, and maintain effective stakeholder relationships, representing the organisation at key meetings, forums, and committees.
- Review, develop and implement organisational-wide policies and procedures to support the effective operations of the organisation.
- Regularly review, improve, and implement best practice methodologies relating to risk, compliance and quality assurance processes to support operations, engagement and innovation.
- Prepare high-level briefings, reports and presentations to the Chief Executive Officer and Board of Directors as required.

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Oversee the financial management of the organisation, ensuring the integrity and reporting of the organisation's statutory, regulatory, and management obligations, and respond to recommendations made as a result of external audit processes.

- In collaboration with the CEO/Accountant, monitor, control and report on accurate financial information, including the annual budget, revenue, expenditure and grant acquittals, to meet the needs of external and internal stakeholders such as the Board of Directors, CEO/Managers, Auditor and funding bodies.
- Develop, implement and maintain a financial management framework and financial models which promote effective budget management and fiscal responsibility.
- Develop plans that respond to the organisation's future needs relating to the use of capital works and assets.

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### Quality Management System

- Actively participate in the organisation's QMS (LOGIQC).
- Identify and participate in continuous quality improvement activities and apply quality improvement principles to all duties performed.
- Demonstrate leadership and commitment to promote continuous quality improvement initiatives, give assurance that the quality objectives are measured and ensure the QMS achieves intended results by engaging and supporting employees to contribute to the effectiveness of the QMS.

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### General

- Demonstrate a strong commitment to uphold and contribute to the organisation's mission, objectives, and values.
- Support and promote teamwork through open communication, collaboration and contribute to a positive workplace culture.
- Attend and participate in professional development activities including workshops and training as required.
- Attend and participate in Employee Development Days.
- Participate and comply with all Work Health and Safety responsibilities as per the *Work Health and Safety Act 2020* (WA).
- Identify and assist to reduce Work Health and Safety hazards and risks.
- Follow the reasonable direction of Work Health and Safety representatives.

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### Position Performance Indicators

The below Key Performance Indicators (KPI's) are used to assess, measure, evaluate, manage, and reward performance within each key result area of this position.

The below KPI's are to be assessed in line with the organisation's performance development framework.

| Key Result Area                             | Key Performance Indicators   |
|---|--|
| <b>Senior Management</b>                    | <ul style="list-style-type: none"> <li>The development, implementation and monitoring of operational and strategic action plans which align to the organisation's contractual and strategic objectives.</li> <li>Effective and timely consultation and collaboration with CEO and Managers to achieve business objectives.</li> <li>Attendance at Senior Management meetings.</li> </ul> |
| <b>Compliance &amp; Reporting</b>           | <ul style="list-style-type: none"> <li>Effective completion of all Work Unit contractual obligations including program delivery, funding reports, evaluations, and compliance requirements.</li> </ul>   |
| <b>Financial Management</b>                 | <ul style="list-style-type: none"> <li>Sound financial management and cost control, ensuring the effective management of all Work Unit expenditure against pre-approved budgets.</li> </ul>  |
| <b>Employee Management</b>                  | <ul style="list-style-type: none"> <li>Lead and support employees to work towards the achievement of the Work Unit's objectives in an efficient and effective manner.</li> <li>Lead and facilitate regular team meetings (Minimum 12 per annum).</li> <li>Lead a minimum of 12 one-on-one meetings with direct reports per annum.</li> </ul>   |
| <b>Quality Management System (QMS)</b>      | <ul style="list-style-type: none"> <li>Ensure all tasks assigned to this position are completed within a six (6) week period.</li> <li>Actively lead continuous quality improvement initiatives across the organisation and promote an environment of effective CQI practices.</li> </ul>  |
| <b>Competency Profile for this Position</b> |  |

Competencies are the specific knowledge, skills and attributes needed to successfully undertake the role. The profile is used for recruitment, performance review, planning, and training and development activities.

## Qualifications, Skills, Experience and Knowledge

### Essential

- Current or former registration with the Australian Health Practitioners Regulatory Authority – (AHPRA) as a Registered Nurse, GP or Aboriginal Health Worker with at least 5 years post graduate experience.
- Experience with clinical standards and quality of care, which is effective, efficient and in accordance with best practice and agreed standards and policies.
- Knowledge and understanding of the issues pertaining to the health of Aboriginal people in rural and remote areas.
- Demonstrate knowledge of Aboriginal Community Controlled Health Organisations and the Model of Care.
- Evidence of high level and current or former clinical skills, competencies and expertise relevant to an Aboriginal Health Service clinic or GP practice.
- Have excellent leadership skills including communication skills and experience in coordinating the work of health professionals.

- Demonstrate incorporation of quality and risk management within practice
- Extensive knowledge of the Medicare Benefits Schedule.
- Demonstrable experience managing, leading and supporting a team within a culturally diverse workplace.
- Ability to manage conflict within a team orientated organisation.
- Highly developed written communication skills including the ability to write clearly and concisely, prepare complex written reports and manage the output of quality information.
- Highly developed interpersonal skills including negotiation and consultation skills and the ability to proactively establish and sustain effective stakeholder relationships.
- Substantial experience in the development, review and implementation of policies and strategies with a sound understanding of Aboriginal Community Controlled Health Services and processes.
- Effective organisational skills, the capacity to successfully manage competing priorities, maintain attention to detail and meet deadlines.
- Advanced skills in office computing applications including word processing, spreadsheet, database, presentation software i.e. PowerPoint or similar.
- Strategic thinking and planning skills with a clear focus on an organisational approach to social, economic and environmental wellbeing.
- Understanding of and ability to be an effective and flexible leader in a complex and changing environment.
- A proven ability to foster strong relationships and work collaboratively with diverse communities to inform decisions, planning, strategy, and action.
- Results focused approach with the ability to identify and act on opportunities to improve short and long-term performance.
- A clear capability in driving accountability and effective performance measurement at both an individual and organisation level.
- Some financial management and budgeting skills to support business goals and objectives.
- Demonstrated ability to uphold the principles of cultural safety including an ability to communicate effectively and sensitively with Aboriginal and Torres Strait Islander peoples.

### **Desirable**

- The person identifies as Aboriginal and/or Torres Strait Islander and is acknowledged as such by their community
- Deep understanding of applicable employment laws and experience managing complex industrial and employee relations situations involving senior level staff.
- Ability to interpret and manage an extensive variety of instructions and deal with several variables simultaneously.

### **Practical Requirements**

- A current Western Australian driver's license and willingness to drive is essential.
- A current National Police Check (within previous 3 months).
- A current Working with Children Check
- Some work out of normal hours of duty will be required.
- Depending on the nature of the region, some travel on light aircraft may be required.
- Intra and inter-state travel including overnight absences will also be required.

## Acknowledgment and Acceptance by Appointed Employee

I certify that I have read and understand the responsibilities assigned to this position.

|                |  |
|----------------|--|
| Employee Name: |  |
| Signature:     |  |
| Date:          |  |