

**POSITION DESCRIPTION - CLINIC MANAGER**

|  |  |  |
| --- | --- | --- |
| **Position Title:** | | Clinic Manager |
| **Location:** | | Ampilatwatja Health Centre,Ampilatwatja, NT |
| **Reports to:** | | Chief Executive Officer | | | |
| **Direct Reports**: | | Clinic Nurses, Medical Officers, Health Workers, Medical Reception, Drivers,Cleaners/Maintenance workers | | | |
| **Hours:** | | Full-time 37.5 p.w. plus participation in the after-hours oncall emergency roster | |
| **Employment Status:** | | Two year limited term contract (subject to ongoing funding) | |
| **Date Reviewed**: | | April 2018 | | | |
|  | |  | |

# **POSITION SUMMARY**

The primary responsibility of the Clinic Manager is the effective day-to-day management of the primary health care team at the Ampilatwatja Health Centre to provide high quality primary health care services to clients in the clinic and in the community.

As well as undertaking hands on clinical duties and overseeing a primary health care portfolio, the Clinic Manager has a strong coordination, clinical leadership and facilitation role within the health service. It is envisioned that the Clinic Manager will undertake a mix of clinical duties to non-clinical duties at a ratio of approx. 3.5 days clinical duties to 1.5 days non-clinical duties per week.

The Clinic Manager works closely with the CEO, the Medical Officer and Board members to ensure that the community's health priorities are addressed.

The scope of the position includes business planning, administration, financial management, leadership, and oversight of health service quality and safety to meet the key performance indicators and maximizing Medicare

# **ENVIRONMENT**

The Ampilatwatja Health Centre Aboriginal Corporation ("AHCAC") is an Aboriginal community-controlled health service located in the Ampilatwatja Community off the Sandover Highway some 350 kms NE of Alice Springs, in the Northern Territory. The Health Centre is overseen by the CEO and the Board. The Health Centre has 13 staff including a locum Medical Officer, local Community Support Workers and administrative support staff. The Health Centre provides a primary health care service to approximately 650 people who live in the region and from 1st of July 2014 to 30th June 2015 recorded in excess of 14000 client contacts. AHCAC also provides clinical care twice weekly to two outstations located approximately 40 minutes from the main community of Ampilatwatja. Traditional culture is strong and the community is governed by the traditional owners.

**Challenges & Constraints**

This position is situated in the very remote community of Ampilatwatja. A substantial level of personal resilience is required to live and work effectively in an isolated area.

Regular travel by 4WD over unmade roads is a feature of this position.

# **KEY DUTIES & ACCOUNTABILITIES**

The Clinic Manager manages a multi-disciplinary team under the broad direction of the CEO. The roles and responsibilities of this position include, but are not limited to:

**1/ Health Care Planning**

* Identify patient demand and health needs across the designated service delivery sites
* Identify demand and profile for visiting specialist and allied health professional services
* Develop a Clinic Action/Work Plan that outlines program of service activities, scheduling of programs and outreach and staff deployment
* Identify resource requirements and source clinic team staff including GP and GPR resources in accordance with identified client needs
* Identify and schedule optimum visiting specialist and allied health needs and delivery options
* As part of the senior management team drive the integration of the population health and community engagement strategies and activities, ensuring systematic referrals into the clinic(s)
* Lead the planning and management of the Community Liaison Officer’s activities to lift patient numbers, attendance and return rates
* Lead the development of effective Clinic performance indicators (NKPI’s)
* Managing systematic data reporting for the General Manager and the Board to track both National KPIs, the OSR and other key business indicators to guide investments, decision making and continuous quality improvement
* Conduct regular systems review against agreed indicators to identify gaps in business processes and service delivery and to formulate a response to address these
* Provide regular performance reports and analyses to the CEO

**2/ Management of Health Care Service Delivery**

* Provide leadership for the multidisciplinary team based in the delivery of efficient, effective and responsive health services
* Extend clinic services and access opportunities, oversee Client case care plans and maximize clinic performance
* Allocate workload to clinical staff to ensure a good balance of care between preventative portfolio work and attending to 'acute walk in clients'.
* Utilise Communicare to generate recall lists as needed to guide program planning and allocation of workloads
* Ensure primary health care portfolios (e.g. child health, chronic disease, sexual health) are allocated to clinical staff and dedicated program time is rostered for staff to undertake these programs.

 In consultation with the CEO and the allocated clinical staff member, ensuring activity in these portfolios is regularly reviewed in line with best practice and continuous quality improvement principles.

* + Act as the coordination point for all visiting services (e.g. cardiology, paediatrics) including ensuring the visiting service calendar is kept updated.
  + Establish and maintain regular primary health care team meetings.
  + Facilitate the morning meeting and end of day wrap-up meeting to ensure all daily tasks are allocated and clear communication is given about visiting services, patient travel etc.
* Ensure effective Case Management services and client recall practices and seamless client service/ internal case management and referral protocols are in place
* Manage the provision and maintenance of the equipment and Treatment/Consulting areas
* Manage and ensure maintenance of cold chain systems and other medical storage systems & clinical equipment.
* Manage and oversee a system for monitoring of infection control processes including compliance with cleaning procedures
* Manage effective Medicare billing systems and practices
* Coordinate effective front desk, appointment and client recall processes
* Coordinate effective support for visiting specialist and allied health service clinics
* Coordintate the management of the Practice Incentive Program ("PIP") scheme in the clinic, provide clinical staff with education and information about the PIP process and manage with the Contracted Medicare Officer to ensure PIP eligible patients are identified and applications lodged
* Coordinate an effective and efficient client transport service. Client & Corporate Support Officer to ensure that the Patient Assisted Travel Scheme ("PATS") is coordinated. This will involve ensuring that patients are notified ahead of time and drivers and vehicles available and on —standby.
* Ensure an effective electronic health information system is maintained in line with best practice standards in privacy and data system management, and that all staff are trained and supported to use and maintain the system in line with their job roles

**3/ Management of Quality care and Continuous Improvement**

* + Ensure delivery of clinical services is underpinned by a clinical governance framework that fosters reflective practice, constructive feedback and service improvement, risk prevention and management, and the highest standards in quality and safety of client care
  + Ensure agreed protocols and manuals are followed by health centre staff including:
    1. Ampilatwatja procedures manual; and
    2. clinical protocols detailed in the Central Australian Remote Practitioners Association (CARPA) Standard Treatment Manual and
    3. the Minymaku Kutju Tjukurpa Women's Business Manual.

 In consultation with the CEO and relevant clinic staff, apply continuous quality improvement processes to ensure compliance with best practice.

 Coordinate activities relating to the accreditation process in a timely fashion, including conducting on-site surveys and self-assessments in preparation for external audits.

* + Maximise Client Satisfaction and address Client feedback and issues
* Lead the Clinical governance team to support regular tracking of progress in chronic disease monitoring and care, ensuring feedback is provided to staff and supporting implementation of changes in response to identified gaps

**4/ Clinical Tasks and Responsibilities**

 Undertake a minimum of 3.5 days per week hands on clinical care including overseeing at least one portfolio area.

* + Undertake client consultation in line with the Remote Area Nurse Model of Consult (see attached document).

 Participate in the after hours roster as either first or second on call. (At time of writing the on call roster is shared between four staff).

* + Oversee the dispensation of pharmaceutical therapies, including the administration of vaccines and prescribe pharmaceuticals for common conditions as per the Standard Treatment Manuals.
  + Oversee the prompt follow up and recall of patients in liaison with relevant health service staff, and facilitate tracing and treatment of patients moving between communities, homelands and out-stations.
  + Provide day to day Clinic Nursing services in a professional, confidential and culturally safe manner, as required on a relief or programmed basis;
* Perform service delivery within personal ability, observing universal precautions and follow standing orders / guidelines in the absence of a Medical Officer.
* Conduct opportunistic screening and follow-up of patients as per Patient Information System.
* Provide on-call emergency care as required
* Administer immunisation programs for Aboriginal and/or Torres Strait Islander women, babies and children
* Conduct Child and Adult Health checks and follow up reviews in line with care plans

**5/ Financial Management and Stock**

* Monitor and review Service delivery and financial metrics; conduct routine internal audits
* Maximise Medicare Billings to achieve the set income targets identified in the annual cash flow budget
* Ensure currency of Medicare registration requirements is maintained for all providers, including provider numbers, PIP registration, MBS online claiming, etc
* Contribute to the development of the annual service budget
* Ensure that funds are used in accordance with approved budgets, Corporate Policies and Procedures and funding body requirements;
* Manage all service expenditures consistent with the Budget
* Oversee the ordering of medical supplies and correct storage of clinical stock.
* Ensure maintenance of clinical equipment

**6/ Staff Management**

* + Be responsible for ensuring the induction and orientation of new clinical staff to the clinic, its function and relevant policies and procedures is undertaken.
  + Provide leadership in the promotion of an effective, efficient and cohesive team approach in the workplace;
  + Ensure the selection of suitably skilled staff to meet the requirements of the annual work plan and individual roles;
* Ensure all health professionals maintain AHPRA registration, relevant certificates and licences where required;
* Commit to self-development; maintain own and teams professional competencies;
* Supervise and conduct the performance appraisal of staff, including on- going management of staff training and development plans;
* Manage compliance with *Corporate Policies and Procedures* and recommend changes as required
* Manage a safe and healthy workplace environment
* Work within a legal and ethical framework

**Legal Obligation:**

All relevant health professionals (including registered nurses and medical officers) who, in the course of their duties, formulate a reasonable suspicion that a child or young person has been abused or neglected in their home/community environment, have a legislative and a duty of care obligation to immediately report such concerns to the Department of Child Safety

**Other duties consistent with the position where required and/or requested by your Manager.**

**AHCAC can direct you to carry out duties which it considers are within your level of skill, competence and training at any time.**

# **SELECTION CRITERIA - QUALIFICATIONS, COMPETENCIES & EXPERIENCE REQUIRED**

## **Essential Criteria**

* In addition to at least 5 years post-graduate experience, a minimum of 12 months previous experience working as a RAN or a Clinical Manager in a primary health care setting in a remote Aboriginal community is required. (Please note: your application will not be considered if you do not have this experience).

 Already registered to practice (unrestricted) as a Registered Nurse with the Nursing & Midwifery Board of Australia (NMBA), Australian Health Practitioners Regulatory Agency (AHPRA).

* Demonstrated knowledge of the social determinants of health and an understanding of Primary Health Care principles and their application in a remote Aboriginal community setting
* Commitment to and understanding of the concept, philosophy and practice of Aboriginal Community Control.
* Evidence of advanced clinical skills.

 Demonstrated ability to provide clinical leadership and a desire to work strategically with a multidisciplinary team to bring about positive change in health outcomes.

* Demonstrated understanding of the principles of Continuous Quality Improvement and their application in a primary health care setting.

 High level of proficiency with electronic patient information systems such as Communicare or Primary Care Information System (PCIS).

 Demonstrated capacity to be culturally aware of the needs and demands of the Aboriginal communities serviced by the health service and the capacity to be respectful, together with a willingness to learn and to ask questions when unsure.

 A high level of adaptive interpersonal communication skills to work effectively with people from different backgrounds.

* Evidence of ability to successfully manage conflict in a small team environment.
* A demonstrated capacity for self-management, participative decision making, and effective team work in a primary health care setting.
* Current unrestricted NT driver's license — or capacity to obtain one.
* Current Ochre Card (Working with Children Clearance).
* A reasonable level of proficiency with word processing programs such as Microsoft Word and spreadsheet software such as Excel.

**Desirable Criteria**

 Relevant post-graduate qualifications in areas such as Public Health, Remote Health, Health Promotion, Mangement and /or Community Development will be highly regarded.

* Experience in managing a small health team.
* 4 Wheel Drive experience or the willingness to undertake 4WD awareness training.

 Current About Giving Vaccines (AGV), Remote Emergency Care (REC.) Certification, Maternity Emergency Care Certification (MEC), iStat and QAAMS certification or the ability to obtain these within 6 months of the commencement of employment.