

Job Description Form	Executive Manager - Public Health and Continuous Quality Improvement (CQI)
Work Group:	Executive Management
Work Unit:	Public Health & CQI
Reports To:	Chief Executive Officer
Direct Reports:	10
Award / Agreement:	<i>Aboriginal and Torres Strait Islander Health Workers and Practitioners and Aboriginal Community Controlled Health Services Award 2020 (Cth)</i>
Award Classification:	Administrative Grade 7
Approved by CEO	15 th October 2021 (Des Martin)

VISION STATEMENT

Aboriginal people in Western Australia enjoy the same level of health and wellbeing as all Western Australians.

MISSION STATEMENT

As the leading authority for Aboriginal health in Western Australia, we strive to strengthen and promote the Aboriginal Community Controlled Health Services' Model of Care, empowering Aboriginal people to achieve health equality in their communities.

ORGANISATIONAL VALUES

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.

These values are designed to guide and promote a strong, high performing organisational culture that is responsive to the state-wide needs of our Members and assist us in delivering our vision.

Culture | Resilience | Accountability | Collaboration | Passion | Integrity

POSITION PURPOSE

The Executive Manager - Public Health and CQI reports to, and is directly accountable to, the Chief Executive Officer (CEO) and is responsible for leading and managing all activities within the Public Health and Continuous Quality Improvement Work Group.

As a member of the Executive Management Team, and working closely with the CEO and Board of Directors, the occupant is required to lead and champion the implementation of the organisation's strategic plan to achieve the organisation's objectives in an effective and timely manner.

This position is also responsible for leading expert clinical management advice and support to Aboriginal Community Controlled Health Services around the state. This includes but not limited to: clinical governance frameworks; continuous quality improvement; compliance and audits; accreditation; recall systems; policies and procedures; best clinical practice; practice management; practice information systems; and data support and analysis.

The occupant of this position will be expected to comply with and demonstrate a positive commitment to the highest level of achievement in Equal Employment Opportunity, Work Health & Safety, Code of Conduct, Quality Improvement, Performance Management, Client Focus and Confidentiality throughout the course of their duties.

KEY CLIENT AND STAKEHOLDER RELATIONSHIPS

EXTERNAL

- Given the range of tasks, this position has contact with most Aboriginal Community Controlled Health Services.
- 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 the Aboriginal Health Council of Western Australia.
- Works in collaboration with the Executive Management Team and in consultation with the Board of Directors.

RESPONSIBILITIES OF THIS POSITION

KEY RESULT AREA	POSITION RESPONSIBILITIES
EXECUTIVE MANAGEMENT	<p>OPERATIONAL AND STRATEGIC PLANNING</p> <ul style="list-style-type: none"> – Assist the CEO to lead the development and implementation of the organisation's strategic plan. – Contribute to the implementation and monitoring of the strategic direction of the organisation within the boundaries of the organisation's mission, vision and goals. – Operationalise the strategic objectives of the organisation, through the development, implementation and evaluation of a strategic action plan.

	<ul style="list-style-type: none"> – Plan, review and forecast short, medium and long term needs and goals of the Work Group. <p>REPORTING AND COMPLIANCE</p> <ul style="list-style-type: none"> – Coordinate and ensure all reporting requirements are met in a timely manner. – Ensure all funding and departmental outcomes and deliverables are achieved in an effective and timely manner. – In collaboration with the Executive Management Team ensure all organisational compliance requirements are met in a timely manner as per the applicable legislation and/or compliance schedules/requirements <p>POLICY AND COMPLIANCE</p> <ul style="list-style-type: none"> – Develop, implement, maintain and review organisational policies and procedures. – Manage compliance with organisational policies and procedures and implement changes as required. – Promote and uphold a safe and healthy workplace environment. – Work within a legal and ethical framework. <p>SECTOR SUPPORT</p> <ul style="list-style-type: none"> – Provide professional and effective member support to AHCWA Members as and when required. – Oversee the delivery of tailored and specific member support. <p>CHANGE MANAGEMENT</p> <ul style="list-style-type: none"> – Participate and take an active role in all change management processes. – Provide direction and support throughout the change management process. – Ensure transparency and open communication. <p>FINANCE MANAGEMENT / BUDGET</p> <ul style="list-style-type: none"> – Manage and monitor the operational budget of the Public Health and CQI Work Group, including ensuring effective and efficient functioning and cost control. – Maintain service delivery within budget constraints. – Monitor, recommend and implement corrective measures to rectify deviations to budgetary provisions.
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	<ul style="list-style-type: none"> – Assist the Executive Manager Business Development to source new funding streams to sustain and grow capacity to achieve program and organisational objectives. – Ensure the establishment of effective organisational/ work unit structures and selection of suitable skilled candidates to meet the requirements of the organisation. <p>CONSTITUTION</p> <ul style="list-style-type: none"> – Promote and uphold a strong knowledge and understanding of the organisation's Constitution and ensure all business objectives and outcomes are in line with the organisation's Constitution.
CLINICAL EXPERTISE AND SUPPORT	<p>Lead the Public Health and CQI team in providing comprehensive clinical advice and support to Member Services on specific areas of clinical management and delivery including, but not limited to:</p> <ul style="list-style-type: none"> – Review and implement clinical governance frameworks to foster environments of continuous quality improvement and ensure a consistently high standard of clinical care. – Develop and review clinical models of care that are aligned to strategic objectives and client needs. – Promote and uphold continuous quality improvement policy and frameworks to ensure there is an ongoing process of quality in Member Services. – Promote a client- focused clinical model based on a multi-disciplinary team for culturally safe and effective care (ACCHS Model of Care). – Support clinical practice managers and/or coordinators on clinical management issues and concerns and where appropriate assist in rectifying issues. – Where required, assist in the change management process and strategies to ensure effective patient and clinical care. – Participate in strategic clinical planning networks with external providers to promote Aboriginal Health Perspectives. – Maintain relationships with RACGP, AGPAL, NACCHO, WAPHA and WAGPET.
TEAM LEADERSHIP AND MANAGEMENT	<p>LEADERSHIP, DIRECTION & SUPPORT</p> <ul style="list-style-type: none"> – Uphold, motivate, support and direct employees in the Public Health & CQI Work Group towards the organisation's aim, mission, vision, values and objectives as per the organisation Constitution and Strategic Plan.

	<ul style="list-style-type: none"> – Provide strong leadership, direction and accountability in all activities. – Provide leadership in problem solving issues that arise. Ensure that employees are allocated responsibilities appropriately as per their job descriptions. – Update and review position JDF's at least annually. – Create, implement, monitor and maintain position/employee work-plans to meet project deliverables and organisational objectives. – Identify employees that require support and assistance in fulfilling their responsibilities and arrange for the provision of support and assistance. – Effectively delegate both routine and important tasks and decisions to subordinates. – Promote and uphold an organisational culture that emphasises continuous quality improvement initiatives. <p>PERFORMANCE REVIEWS AND PROFESSIONAL DEVELOPMENT</p> <ul style="list-style-type: none"> – Monitor and closely review individual and team progress and results. – Hold frequent performance and professional development discussions including the completion of probation and performance reviews etc. – Ensure that the professional development needs of employees are met and are consistent with organisational policy. – Support and encourage employees to undertake professional development initiatives, including being aware of each employees' career goals and developing professional development plans as required. – Promote continual quality improvement. <p>PERFORMANCE MANAGEMENT</p> <ul style="list-style-type: none"> – Address performance/behaviour issues of subordinates in an effective and timely manner. – Identify employees that may require performance management. – Where necessary, performance manage employees to ensure compliance with policy and procedures. <p>COMMUNICATION AND FEEDBACK</p> <ul style="list-style-type: none"> – Engage with employees regularly, disseminating information effectively and in a timely manner.
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	<ul style="list-style-type: none"> – Provide regular feedback including both positive and constructive feedback in an appropriate manner. <p>TEAM COHESION</p> <ul style="list-style-type: none"> – Promote a collaborative working environment for all employees. – Create strong morale and spirit within the team, encouraging collaboration, team work and knowledge sharing. – Develop and sustain employee engagement and commitment to the organisation's vision and objectives. <p>GRIEVANCE AND DISPUTE MANAGEMENT</p> <ul style="list-style-type: none"> – Address conflicts and grievances appropriately and in a timely manner in line with organisational policies and procedures.
QUALITY MANAGEMENT SYSTEM (QMS)	<ul style="list-style-type: none"> – 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.
OTHER	<ul style="list-style-type: none"> – 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 <i>Occupational Safety and Health Act 1984 (WA)</i>. – Identify and assist to reduce Work Health and Safety hazards and risks. – Follow the reasonable direction of Work Health and Safety representatives.

POSITION KEY 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 organisations performance development framework.

KEY RESULT AREA	KEY PERFORMANCE INDICATORS
EXECUTIVE MANAGEMENT	<ul style="list-style-type: none"> – The development, implementation and monitoring of operational and strategic action plans which align to the organisation's contractual and strategic objectives. – Effective and timely consultation and collaboration with CEO, EMT and Operational Managers to achieve business objectives.
COMPLIANCE AND REPORTING	<ul style="list-style-type: none"> – Effective completion of all Work Group contractual obligations including program delivery, funding reports, evaluations and compliance requirements.
FINANCIAL MANAGEMENT	<ul style="list-style-type: none"> – Sound financial management and cost control, ensuring the effective management of all Work Group expenditure against pre-approved budgets.
EMPLOYEE MANAGEMENT	<ul style="list-style-type: none"> – Build and sustain a high performing, cohesive and competent workforce that can actively meet the needs of the organisation. – Effectively support and supervise staff, in accordance with organisational Policies and Procedures.
QUALITY MANAGEMENT SYSTEM (QMS)	<ul style="list-style-type: none"> – Actively lead continuous quality improvement initiatives across the organisation and promote an environment of effective CQI practices.
CLINICAL EXPERTISE AND SUPPORT	<ul style="list-style-type: none"> – Lead CQI practices in the ACCHS Sector ensuring at least three (3) CQI activities annually. – Hold a minimum of eight (8) online and two (2) face to face Clinical Leadership Group meetings annually – Complete and report on the CQI strategies and activities required for contractual deliverables.

COMPETENCY PROFILE FOR THIS POSITION

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.

JOB SPECIFIC COMPETENCIES

QUALIFICATIONS, SKILLS, EXPERIENCE AND KNOWLEDGE

ESSENTIAL:

- Relevant qualification and/or experience in primary health care setting and/or health care management with the ability to demonstrate a sound professional background of primary health care and health care management.
- Experience working within the Aboriginal Community Controlled Health and a strong understanding and commitment to the sectors principles.
- Strong knowledge and understanding of patient information systems, recall systems and the Medicare Benefit Scheme.
- Strong analytical and problem solving skills with the ability to develop strategies, ideas and opportunities to resolve issues in a timely and effective manner.
- A leadership style that develops, coaches and empowers employees to achieve the best possible outcomes of client and clinical service delivery.
- Experience with change management and the implementation of continuous quality improvement initiatives.
- Knowledge and/or an understanding of the current trends and issues affecting the health and wellbeing of Aboriginal communities throughout the state.
- Demonstrated ability to communicate effectively with Aboriginal and Torres Strait Islander peoples to ensure that their views are incorporated into service delivery planning, development and implementation.
- 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 clinical policies, procedures and strategies.
- Strong organisational skills, with the ability and capacity to successfully manage competing priorities, maintain attention to detail and meet deadlines.
- Advanced Microsoft Office skills and the ability to utilise Word, Excel, PowerPoints and Outlook.

DESIRABLE:

- The person identifies as Aboriginal and/or Torres Strait Islander and is acknowledged as such by their community.
- Possession of a relevant clinical qualification i.e. Aboriginal Health Worker / Aboriginal Health Practitioner or Registered Nurse.
- Research experience in the Health Sector.
- Experience working in rural or remote settings preferably in WA.

PRACTICAL REQUIREMENTS:

- A current Western Australian driver's license and willingness to drive is essential.
- 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 may also be required.

ACKNOWLEDGMENT AND ACCEPTANCE BY APPOINTED EMPLOYEE
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I certify that I have read and understand the responsibilities assigned to this position.

Employee Name	
Signature	
Date	