

# Job Description Form

## Public Health Manager



### 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 Service's Model of Care, empowering Aboriginal people to achieve health equality in their communities.

### Aboriginal Culture

Aboriginal culture underpins every aspect of the work AHCWA does, and should always be reflected in work practices and behaviours.

All employees are expected to acknowledge, understand and continuously promote the importance and diversity of Aboriginal culture in all work activities.

### 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



#### Culture

Acknowledging and understanding the importance and diversity of Aboriginal culture in all that we do.



#### Integrity

Working with personal and collective integrity whilst striving to achieve service excellence for our Members and community.



#### Passion

Exhibiting passion, positivity and commitment in all that we do to inspire and empower all people, Member Services and communities to reach their potential.



#### Collaboration

Fostering and contributing to shared objectives through inclusiveness and engagement with our Member Services.



#### Accountability

Being accountable to all our Members, stakeholders and the community

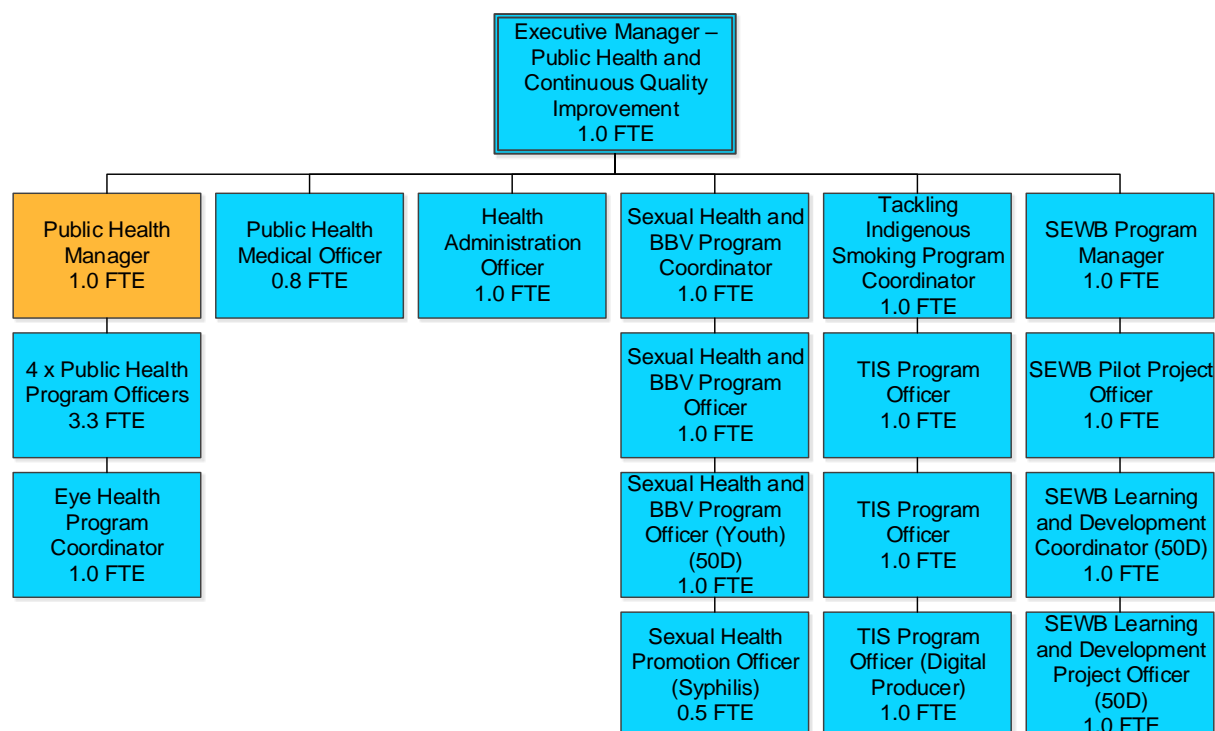


#### Resilience

Embracing challenges and harnessing opportunities to empower our communities for self-determination.

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|-----------------------------|--|
| <b>Position Title</b>       | Public Health Manager  |
| <b>Work Group</b>           | Public Health and Continuous Quality Improvement   |
| <b>Work Unit</b>            | Public Health and Continuous Quality Improvement   |
| <b>Reports To</b>           | Executive Manager - Public Health and Continuous Quality Improvement   |
| <b>Direct Reports</b>       | 5  |
| <b>Award / Agreement</b>    | <i>Aboriginal and Torres Strait Islander Health Workers and Practitioners and Aboriginal Community Controlled Health Services Award 2020 (Cth)</i> |
| <b>Award Classification</b> | Administrative Grade 6   |
| <b>Approved by A/CEO</b>    | 29 November 2022 (Amanda Collins-Clinch)   |

## Team Structure



## Position Purpose

The Public Health Manager directly reports to and is accountable to the Executive Manager - Public Health and Continuous Quality Improvement (PHCQI). The position is responsible for operational management and leadership of the Public Health and Continuous Quality

Improvement Work Unit, while providing expert clinical governance advice, public health response and continuous quality improvement (CQI) support to Aboriginal Community Controlled Health Services (ACCHS) (Member Services) and key stakeholders with the aim of supporting and improving the health and wellbeing of Aboriginal people in Western Australia.

This position is primarily responsible for working closely with the wider PHCQI team responding to public health events such as; pandemics and infectious disease outbreaks; clinical governance support including audits, accreditation assistance, data collection, collation and analysis; practice management solutions; adoption of best clinical practice guidelines by the ACCHS, stakeholder engagement for a variety of clinical issues and to support the leadership of the PHCQI team.

The role is responsible for providing support to improve the clinical practices of all Member Services by promoting continuous quality improvement and working with other Work Units within AHCWA to promote and endorse existing programs that provide best practice outcomes and training development. This position will also provide support and mentoring to health professionals in providing a culturally safe environment for Aboriginal clients and communities when accessing health services.

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 and Safety, Code of Conduct, Quality Improvement, Performance Management, Client Focus and Confidentiality throughout the course of their duties.

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## **Strategic Alignment**

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The organisation's Strategic Plan 2021-25 has four (4) overarching strategic goals, with each goal having specific outcomes.

The role of Public Health Manager is aligned with goals 1, 2 and 4. Enhance and Promote, Support and Strengthen and Grow and Advance.



Enhance and promote the ACCHS Model of Care as best practice primary health care for Aboriginal people and communities



Support and strengthen our Member Services to achieve excellence in service delivery



Lead and influence the state and national Aboriginal health policy and research agenda as determined by our Member Services



Grow and advance the capacity and capability of AHCWA and our Member Services for long term sustainability

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## Key Stakeholder Relationships

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### External

- Given the range of tasks, this position has contact with most Aboriginal Community Controlled Health Services in Western Australia.
- 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.

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## Responsibilities of this Position

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### Public Health

- Participate in AHCWA's organisational response to pandemics and other key public health events.
- Provide assistance to implement clinical practice changes in AHCWA's Member Services in response to key public health events.
- Assist the Public Health Medical Officer to provide advice and support and to disseminate accurate and updated information to AHCWA's Member Services in response to key public health events.
- Attend and participate in internal, external and stakeholder meetings as and when required.
- Assist the PHCQI team to act on emerging issues as they arise in relation to Aboriginal community response to key public health events e.g. COVID-19 Vaccine hesitancy.
- Promote and encourage Immunisation service provision in Member Services.
- Promote and advocate for Environmental Health changes in health programs development and implementation.
- Provide practical nursing support to Member Services where an MOU is established and when determined by the Executive Manager - Public Health and Continuous Quality Improvement.
- Provide public health awareness and prevention activities for Aboriginal people and immunisation education services for Aboriginal Health Workers and Practitioners.

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### Clinical Governance and Continuous Quality Improvement

- Provide comprehensive clinical governance support and direction to Member Services to enhance clinical practices and processes.
  - Provide updates on the changes to best practice guidelines and support Member Services to implement these changes through assistance with development of policies and procedures, resource development in conjunction with the Public Health Program
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Officers, and collaborate effectively with Member Services to provide targeted solutions for identified barriers.

- Promote the ACCHS Model of Care as the preferred model for culturally safe and effective holistic primary health care.
- Assist with the facilitation of the ACCHS Public Health and Clinical Leadership Network.
- Provide support to Member Services to imbed continuous quality improvement processes by leading CQI collaborative projects, promoting CQI activities and supporting Member Services to initiate and maintain ongoing review of processes and systems.
- Support Member Services to appropriately access the benefits and incentives under the Medicare Benefit Schedule (MBS) and the Pharmaceutical Benefits Scheme (PBS).
- Support clinical practice managers and/or coordinators on clinical management issues and where requested work with Member Services personnel to resolve the concerns.
- Build, promote and maintain effective and collaborative partnerships with key internal and external stakeholders.
- Represent AHCWA Member Services as required on relevant advisory groups and committees.
- In conjunction with the other relevant members of the PHCQI team, support Member Services to understand and implement a range of measures under the Indigenous Chronic Disease Package.
- Complete comprehensive reporting aligned with the PHCQI team key performance indicators.
- Network, build and maintain strong relationships internally, across AHCWA Member Services and with key stakeholders that fosters collaboration.
- Manage competing priorities, maintaining attention to detail and meeting deadlines.
- Other duties as required by management commensurate with the classification of the position.

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### **Leadership and Supervision**

In collaboration with the Executive Manager – PHCQI:

- Effectively lead, support and direct employees to achieve the organisation's aim, mission, vision, values and objectives as per the organisation's Constitution and Strategic Plan.
  - Provide strong leadership, direction, support and accountability as required in the performance of individual and team activities.
  - Coordinate all activities within the Work Unit.
  - Approve timesheets and leave requests for direct reports ensuring the Work Unit is adequately staffed at all times.
  - Facilitate regular team meetings.
  - Meet regularly with each employee to discuss professional development opportunities, mentoring, career pathways, work performance and areas of concern in their work plans.
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- Ensure that employees are allocated responsibilities appropriately as per their job descriptions and identified strengths.
  - Create, implement, monitor and maintain position/employee work-plans to meet project deliverables and organisational objectives.
  - Update and review position JDF's at least annually.
  - Identify employees that require support and assistance in fulfilling their responsibilities and arrange for the provision of support and assistance.
  - Promote and uphold an organisational culture that emphasises continuous quality improvement initiatives.
  - 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 a collaborative working environment for all employees.
  - Create strong morale and spirit within the team, encouraging collaboration, teamwork and knowledge sharing.
  - Address conflicts and grievances appropriately and in a timely manner in line with organisational policies and procedures.
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## **2IC Management**

- In the absence of the Executive Manager – Public Health and Continuous Quality Improvement, manage the day-to-day operations of the Public Health and Continuous Quality Improvement Work Group, in line with the organisation's Delegation Policy and Procedure.
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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.
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- 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.

## 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 organisations performance development framework.

| Key Result Area                               | Key Performance Indicators   |
|---|--|
| <b>Public Health</b>                          | <ul style="list-style-type: none"> <li>• Reporting related to pandemic response activities to be completed within a timely manner and of a high standard.</li> </ul>   |
| <b>Clinical Governance and CQI Leadership</b> | <ul style="list-style-type: none"> <li>• Documented completion of at least two (2) CQI Collaborative activities annually.</li> <li>• Timely completion of all reporting related to National Aboriginal Community Controlled Health Organisation (NACCHO) and Department of Health Western Australia, clinical governance and CQI deliverables.</li> <li>• Network, build and maintain strong relationships internally, across AHCWA Member Services and with key stakeholders that fosters collaboration.</li> </ul> |
| <b>Quality Management System (QMS)</b>        | <ul style="list-style-type: none"> <li>• Ensure all reporting and tasks assigned to this position are completed within a six (6) week period.</li> </ul>   |

## 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.



## **Qualifications, Skills, Experience and Knowledge**

### **Essential**

- Current registration with the Australian Health Practitioner Regulations Agency as a Registered Nurse.
- Relevant clinical knowledge, skills and a minimum 3 years' experience in a primary health care setting.
- Certificate IV in Training and Assessment (TAE40116) or working towards it or willingness to obtain.
- Current certificate and experience in administering immunisations.
- Demonstrated project or program management experience in the Not for Profit, Community and/or Health Sector.
- Demonstrated knowledge and application of clinical quality improvement in primary health care.
- Demonstrated knowledge of Aboriginal Community Controlled Health Services (ACCHS) and the service delivery issues facing these organisations.
- Ability to lead and coordinate a small team to achieve shared outcomes.
- Understanding of the social determinants affecting Aboriginal peoples' health status.
- Strong analytical and problem solving skills with the ability to develop strategies, ideas and opportunities to resolve issues in a timely and effective manner.
- Highly effective written and verbal communication and highly developed interpersonal skills including consultation skills and the ability to proactively establish and sustain effective stakeholder relationships.
- Strong organisational skills, the capacity to successfully manage competing priorities, maintain attention to details and meet deadlines.
- Well-developed ability to collect, collate, organise and analyse data.
- Demonstrated ability to uphold the principles of cultural safety including an ability to communicate sensitively and effectively 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.
- A relevant Public Health qualification and/or the ability to plan, implement and evaluate Public Health initiatives.
- Experience working within the Aboriginal Community Controlled Health Sector and a strong understanding and commitment to the sectors principles.

### **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**

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

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