

POSITION DESCRIPTION

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| Position Title | Associate Health Services Manager |
| Reference Number | GH: 51 |
| Department | Clinical Services |
| Position Reports To | Health Services Manager |
| Positions Reporting To This Role | Registered and Enrolled Nurses |
| Work Location and Travel | <p>The positions are located throughout the state and will be based at one of the GEO Healthcare locations in metropolitan Melbourne or regional Victoria.</p> <p>The position may be expected to travel to other GEO Healthcare locations within Victoria.</p> |
| Operating Environment | <p>GEO Healthcare operates in all Victorian Men's Public Prisons providing primary healthcare services to the prisoner population.</p> <p>GEO Healthcare employs a multidisciplinary team of highly skilled healthcare professionals to ensure people in prison can access and receive the equivalent standard and range of healthcare services available in the broader community.</p> <p>GEO Healthcare works in close partnership with public, private and not-for-profit providers to deliver the best possible healthcare outcomes for people in prison, with plans for ongoing post-release care and support in the community.</p> <p>GEO Healthcare is a business arm of the The GEO Group Australia Pty Ltd, Australia's leading provider of Correctional Services.</p> |
| Position Summary | <p>The Associate Health Services Manager (A-HSM) will assist the Health Services Manager (HSM) to manage the provision of primary health services at their location/s. In particular, the A-HSM is responsible for coordinating nursing staff at their location/s.</p> <p>The role assists the HSM with reporting on Key Performance Measures (KPMs) and other Client/GEO Healthcare reporting requirements.</p> <p>When not engaged in assisting the HSM, the A-HSM will undertake the duties of a Registered Nurse: delivering health services which enhance and promote the health of prisoners through evidenced-based, comprehensive and professional nursing care within a prison setting.</p> <p>The role requires the incumbent to perform all duties in accordance with the GEO Healthcare Values.</p> |

Key Accountabilities

- Assist the HSM to coordinate the provision of all health services at the allocated location/s, to ensure health needs of the patients and contractual requirements are met.
- Assist the HSM to coordinate staffing and other onsite health resources, to ensure the efficient use of resources (in meeting the health needs of people in prison and achieving key performance measures).
- Provide strong clinical leadership to nursing staff who provide primary healthcare at the location/s and ensure all employed and contracted staff are orientated to healthcare policy and local operating procedures.
- Work with local prison management to ensure that the provision of health care at the location/s is planned and coordinated in a manner which takes into account the prison's operational and security requirements and which promotes the integration of service delivery to people in prison.
- Assist the HSM to coordinate the investigation and management of incidents and complaints.
- Assist the HSM to coordinate stakeholder and consumer engagement in the planning for health promotion activities; service delivery and local health processes.
- Work with the relevant state-wide Service Managers and the Area Manager, Clinical Services in the planning and delivery of health services.
- Develop and maintain excellent working relationships with local Corrections Victoria prison management and other service providers.
- Participate in meetings with Justice Health and Corrections Victoria and other meetings when requested to attend.
- Assist in the implementation of the GEO Clinical Governance Framework.
- Assist in the development and provision of reports, submissions, briefing notes, etc to the State, independent agencies and the GEO Healthcare Board.
- Assist the HSM to achieve and maintain health service accreditation under the National Safety and Quality Health Service Standards.
- Assist in leading the implementation of a culturally safe and appropriate work environment and workplace for Aboriginal employees through ensuring training is provided to all GEO Health staff on Aboriginal and Torres Strait Islander cultural awareness and cultural competency.
- Assist the HSM to ensure that appropriate resources are engaged to meet Contract requirements (in relation to Clinical Services); and that employees and contract providers receive the training and support they need to competently perform their roles.
- Provide clinical leadership to Registered and Enrolled Nurses in the undertaking of their roles, within the relevant scope of practice, legislation and GEO Healthcare policy
- Define and maintain the standard of nursing practice within the GEO Healthcare location.
- Maintain current knowledge and clinical proficiency in nursing care, in accordance with best practice, legal and professional standards.

- Document all patient occasions of service, declining of services, non-attendance and, appointment scheduling in the electronic medical record (EMR) and maintain confidentiality of health records.
- Initiate and maintain compliance with standards for accreditation.
- Contribute to the development of material for staff training and orientation.
- Participate in continuing education and in-servicing training.
- Provide healthcare, which is compliant with infection control policies and procedures.
- Undertake other duties as requested by the HSM.
- Accept responsibility for the health, safety and welfare of other staff, people in prison, contractors and visitors under the employee's supervision. Comply with the employer's policy and procedures enabling compliance with legislation.
- Ensure compliance with Company policies, procedures, the Governance, Risk and Compliance Manual and the Code of Conduct.
- Contribute to the provision of healthcare with a focus on safety and quality to meet or exceed the National Safety and Quality Health Services Standards.

Key Selection Criteria

- Registration with the Australian Health Practitioner Regulation Agency as a Registered Nurse.
- Minimum three years of postgraduate clinical experience as a registered nurse.
- Ability to work without direct, immediate supervision in performing the role.
- Demonstrated ability to plan and coordinate patient care.
- Demonstrated competence in clinical and problem-solving skills.
- Demonstrated ability to work within multi-disciplinary team.
- Demonstrated ability to contribute to the professional practice within the health facility.
- Demonstrated competence in written and verbal communication skills
- Interpersonal and negotiation skills that ensure positive relationships are built and maintained with staff, the Client and stakeholders.
- Demonstrated basic level of computer literacy.
- Demonstrated knowledge of Equal Employment Opportunity and Workplace Health and Safety principles.

Desirable

- Clinical experience in primary health care.
- Post-graduate qualifications related to health or health service management.
- Experience in operationally managing health services at ward/unit level.
- Experience in the development, implementation and monitoring of clinical policy, procedures and practice.
- Experience in health service accreditation.

**Other
Requirements
Of the Role**

- Valid and current full Australian driver's licence.
- Ability to work within a prison setting, which will involve direct contact with people in prison associated with the delivery of healthcare.
- Satisfactory completion of a National Criminal History Check.
- Ability to obtain and maintain a security clearance.
- Working outside of ordinary business hours may be required.

Employee Acceptance / Manager Approval

I acknowledge that the statements included in this position description are intended to reflect duties and responsibilities that I will be required to undertake and are not to be interpreted as being all inclusive.

I have read, understood and accepted the above position description and associated attachments.

| Employee's Name | Signature | Date |
|-----------------|-----------|------|
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Director/Manager Approval (of Position Description) Delete Director/Manager as appropriate

| Manager's Name | Signature | Date |
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Master copy lodged with HO (SMT only) ☐

Master copy lodged with department monitor ☐