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| JOB DESCRIPTION FORM: Executive Manager, Integrated Support Services |

Position title: Executive Manager, Integrated Support Services

Reports to: Deputy Chief Executive Officer

Supervision of: Senior Manager, Kimberley Supports and Senior Manager, Population Health

Award: ACCHS

Classification: Administration

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| **About Kimberley Aboriginal Medical Services:** |

KAMS (Kimberley Aboriginal Medical Services Ltd) is a regional Aboriginal Community Controlled Health Service (ACCHS), providing a collective voice and support for a network of member ACCHS from towns and remote communities across the Kimberley region of Western Australia.

KAMS was first established in 1986 as a cooperative between the Broome Regional Aboriginal Medical Service (BRAMS) and the East Kimberley Aboriginal Medical Service (EKAMS) now the Ord Valley Aboriginal Health Service (OVAHS) with membership expanding to Halls Creek health service committee and Fitzroy Crossing community representatives. These communities saw the benefit of sharing pooled resources and collective effort in the region

KAMS provides a wide range of services including: Financial and accounting; Regional population health programs; Social and Emotional Well Being Support; Health Promotion; Information Communication Technology Support; Corporate Services; Accredited health training and education and Research.

While the major role is in regional advocacy and support for member services, KAMS also provides comprehensive primary health care services in the remote communities of Beagle Bay, Bidyadanga, Balgo, Mulan and Billiluna. In 2014 KAMS established Kimberley Renal Services Pty Ltd to manage the provision of regional renal support and dialysis services in Broome, Derby, Kununurra and Fitzroy Crossing.

KAMS is a member of the Aboriginal Health Council of WA (AHCWA – [www.ahcwa.org](http://www.ahcwa.org)) and of the National Aboriginal Community Controlled Health Organisation (NACCHO – [www.naccho.org.au](http://www.naccho.org.au)).

**Our vision** is to:

Improve the health and wellbeing of Aboriginal people in the Kimberley.

We will achieve this vision by:

* Supporting our member services to be strong, independent and effective ACCHO’s
* Ensuring we provide quality preventative and primary healthcare services to communities we service
* Providing leadership and advocacy on Kimberley Aboriginal health issues
* Ensuring we are an effective, accountable and sustainable organisation
* Building a skilled and sustainable Kimberley Aboriginal health workforce

**Our mission** is to ensure:

We are managed and controlled by Kimberley Aboriginal people, are locally and nationally recognised as an effective advocate for the Kimberley Aboriginal health sector and provide and support the provision of effective holistic and culturally appropriate primary health care services for Kimberley Aboriginal people.

We define Aboriginal Health as:

Not just the physical wellbeing of an individual, but the social, emotional and cultural wellbeing of the whole community in which each individual is able to achieve their full potential as a human being, thereby bringing about the total wellbeing of their community. It is a whole of life view and includes the cyclical concept of life-death-life.

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**Staff may not smoke while in uniform or when they are acting in an official capacity off site. Smoking is prohibited in and around all buildings, vehicles and grounds.**

[www.kams.org.au](http://www.kams.org.au/)

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| **Position Summary:** |

This position will be responsible for driving growth and innovation service delivery across multiple disciplines, including but not limited to, disability, aged care and population health programs. As a strategic leader, you will be tasked with leading and leveraging the strategic effectiveness of the Kimberley Supports Consortium, comprised of KAMS, Member services and other Aboriginal Community Control organisation stakeholders.

The position will be expected to collaborate effectively with the KAMS CEO, Deputy CEO, Executive Management team, Member Service CEOs to enhance services, quality and ensure continuous improvement. The position will report to the Deputy CEO and provide guidance and support to staff in the development, implementation and delivery of disability, aged care and population health services and programs which align to the KAMS Strategic Plan (2022-27) while managing the performance of direct reporting staff.

**Kimberley Aboriginal Medical Services is a smoke-free organisation and smoking is prohibited in and around all buildings, vehicles and grounds.**

**Relationships**

Internal

* KAMS Executive Management team
* All KAMS departments inclusive of KRS
* Kimberley Supports Consortium

External

* Member Service CEOs
* Kimberley Aboriginal Community Controlled organisations
* Kimberley Aboriginal people and communities
* Funding bodies
* Government and non-government agencies
* Key Peak Organisations

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| **Duty Statement and Key Responsibilities:** |

**Strategic Leadership**

* Oversee and guide the development, implementation, monitoring and refinement of KAMS and Kimberley Supports Consortium approaches, ensuring quality and efficiency, whilst also maximising reach and government investment.
* Provide timely and high-level reports, strategic and policy advice to the CEO and Deputy CEO on matters associated with disability, aged care and population health policy, programs and services
* Ensure that KAMS disability, aged care and population health programs are delivered in such a way that maintains the KAMS brand with an excellent reputation for service delivery in the Kimberley region.
* Contribute to the strategic development of all KAMS programs including the development and implementation of new and innovative service models which allow KAMS and our member services to lead in the delivery of disability, aged care and population health services.
* Actively and continuously promote learning, knowledge sharing and excellence.
* Provide direction, support and leadership to staff in the Kimberley Supports and Population Health teams.
* Advance the strategic and professional interests of member ACCHS and their staff as required and when opportunities arise.
* Proactively develop positive employee relations, incentives, and recognition programs.
* Promote teamwork, mutual respect, and effective communication.

**Critical Relationships**

* Collaborate with Executive Managers, Senior Managers and colleagues across KAMS.
* Cultivate positive working relationships with ACCHS leaders and actively contribute to improving and maintaining excellent working relationships.
* Actively participate in Executive Management Team meetings.
* Develop collaborative and effective leadership systems for the Kimberley Supports and Population Health team.
* Ensure that Kimberley ACCHS have a voice at state and national levels and is viewed as an authoritative source on disability, aged care and population health issues in the region.
* Build and maintain effective working relationships with key stakeholders in the Kimberley, state and national jurisdictions.
* Represent KAMS at network meetings, conferences and other meetings as required.

**Technical and Operations Management**

* Oversee the work of Senior Managers and staff in the Kimberley Supports and Population Health areas.
* Build, refine and implement processes to ensure that staff understand and are meeting KAMS strategic priorities.
* Provide leadership in the development of processes to ensure high quality service provision, including the requirement to monitor, deliver and report on all activities and funding contract deliverables.
* Ensure that effective systems for capturing relevant data and monitoring service quality and outcomes are in place and understood by staff.
* Ensure that staff have a well-developed understanding of working with different stakeholders in a culturally safe way.
* Ensure that the services provided by KAMS and its members are consistent, compliant and sustainable.
* Ensure that the requirements of applicable State and Commonwealth acts and regulations are met.

**Financial**

* Responsible for developing, monitoring and reporting on Kimberley Supports and Population Health budgets.
* Ensure that all contracted deliverables and financial targets for the Kimberley Supports and Population Health area are achieved.
* Ensure data collection and clinical records support reporting and coding requirements.
* Identify the resources necessary for the effective operations of the Kimberley Supports and Population Health area for all staff activities.
* Prepare reports and provide briefings against specific grants / projects to the KAMS Board, CEO, Deputy CEO and Kimberley Supports Consortium as required.
* Review and use all available data to develop and monitor key service delivery indicators, ensuring that reliable data is effectively analysed so that Kimberley Aboriginal people are provided with the services they require.
* Ensure physical assets are properly registered and well managed.
* Contribute to the broader organisational financial planning and budget settings each year.

**Staff**

* Lead a diverse and high performing team while building competency and capacity across the workforce ensuring its relevance to current and future needs.
* Ensure that managers are coached effectively to understand and achieve performance targets.
* Ensure that staff understand what is required of them, have development plans in place and are provided with timely performance feedback.
* Evaluate and manage performance to enable professional growth and development at the individual and team levels.
* Support managers with disciplinary processes to maintain standards of care and behavior.
* Model and demonstrate constructive working relationships and information exchange across the Kimberley Supports, Population Health and KAMS.
* Promote staff health and develop programs with a view to a reduction in workplace injury.
* Undertake consultations with the staff on WHS matters.
* Ensure staff members have appropriate qualifications, experience and skills for assigned roles and tasks and that appropriate levels of supervision and support are available.
* Ensure that staff in the Kimberley Supports and Population Health areas maintain a positive workplace environment reflecting teamwork, personal integrity and productivity.
* Hold regular team meetings and ensure these are productive.
* Implement and promote initiatives to retain quality staff.
* Monitor and where possible anticipate staffing gaps and needs - ensure timely recruitment and employment of appropriately skilled and qualified staff.
* Other duties consistent with the position where required and/or requested by the Deputy CEO from time to time.

**Please note that the duties outlined in this position description are not exhaustive, and only an indication of the work of the role. The organisation can direct you to carry out duties which it considers are within your level of skill, competence and training and scope of practice**

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| **Selection Criteria:** |

**Essential**

1. Demonstrated skills and experience at the senior management level in a complex organisation
2. Excellent problem solving, conceptual and analytical abilities.
3. Experience in developing and implementing strategic goals and plans.
4. Proven ability to communicate effectively and appropriately with Aboriginal and/or Torres Strait Islander people.
5. Demonstrated experience in working collaboratively at a senior management level – demonstrating leadership, productive interpersonal competence and practice.
6. High level integrity in maintaining community and organisational confidentiality.
7. Demonstrated commitment to the principles of Aboriginal Community Control with demonstrated knowledge of cultural safety principles and practices.
8. Proven skills in the management of stakeholder relationships, including with government, non-government and community partners.
9. Sound knowledge and understanding of Aboriginal and/or Torres Strait Islander cultures and the issues affecting Aboriginal and/or Torres Strait Islander health in the Kimberley region.
10. Self-motivated with an ability to organise workload, balance competing priorities and use effective delegation measures.
11. Current knowledge of Equal Opportunity and OH&S legislation.
12. High level oral and written communication skills.
13. Demonstrated track record of technical knowledge and achievements in financial management, planning, managing accountably within a set budget and financial planning and reporting.
14. Demonstrated leadership and interpersonal skills/, including the ability to motivate and lead a multi-disciplinary team.
15. Proven ability to work in a team environment, which operates under pressure with a high volume workload.
16. Demonstrated experience in developing new and unique ways to improve organisational effectiveness and efficiency, and to drive new business opportunities.
17. Current WA “C” class driver’s license or equivalent.
18. Ability to travel widely and often by 4WD vehicle and in light aircraft – including staying away from home for one or more nights if required.
19. National Police clearance.

**Desirable**

1. Aboriginal and/or Torres Strait Islander descent
2. Experience working with an Aboriginal Community Controlled Health service (ACCHS) or an Aboriginal Community Controlled organisation (ACCO).
3. Qualifications and/or equivalent experience in health, community development and/or management disciplines.

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| **Certification:** |

**The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.**

KAMS CEO

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_

**As occupant of the position, I have noted the statement of duties, responsibilities and other requirements as detailed in this document.**

Name of employee: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date Appointed: \_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_\_

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_