



Puntukurnu Aboriginal Medical Service

Job Description

Position Title:	Clinical Manager – Newman Clinic
Reporting To:	Chief Executive Officer
Award:	<i>Nurses Award 2010 (Cth)</i>
Award Classification:	Registered Nurse Level 3 (RN3) or Aboriginal Health Practitioner
Hours:	1.0 FTE 75 Hours per Fortnight
Direct Reports:	13
Effective Date :	6 th May 2020
Review Date:	6 th May 2021

Position Overview

The Clinical Manager – Newman Clinic is responsible for the day to day management and coordination of primary health care service delivery at the Newman Clinic. Reporting directly to the Chief Executive Officer, the Clinical Manager – Newman Clinic is required to provide high level culturally competent, clinical leadership and supervision to the Newman Clinic team ensuring planning and supervision of daily duties and coordination of visiting services. This position is also responsible for maintaining quality systems to ensure standards are met in accordance with current editions of *RACGP Standards for General Practice*.

Although primarily focused on the clinical administration of the Newman Clinic this position will also, from time to time be required to deliver patient facing services.

Position Duties

1. Team Management and Coordination

- Lead and supervise the Newman Clinic multi-disciplinary team to deliver high quality primary health care in line with best practice standards as set out by *RACGP Standards for General Practice*, other relevant standards, frameworks and guidelines as identified by the Puntukurnu Aboriginal Medical Service (PAMS) Clinical Governance Committee, PAMS internal policies and procedures and all relevant legislation and regulations.
- Undertake the effective coordination and management of the human resources of Newman Clinic in accordance with PAMSs policies and procedures. This is including but not limited to: allocation of team members to daily tasks, approval of leave and fortnightly timesheets, completion of probation and performance reviews, management of grievances and mentoring of junior staff or those new to the Aboriginal Community Controlled Health Organisation (ACCHO) sector/ACCHS Model of Care.
- Provide assistance to the Human Resources Team with staff recruitment, selection, induction and orientation and performance management (when required) of the Newman Clinic team.
- Coordinate all visiting service visits ensuring planning and allocation of physical and human resources to ensure that visiting service delivery capacity is maximised.

- In consultation with the Chief Executive Officer and Continuous Quality Improvement (CQI) Officer, develop a systematic approach for the delivery of all clinical programs including the allocation of clinical portfolios to each of the clinic staff.
- Ensure all primary health care services are delivered in a culturally safe and competent manner.

2. Provision of Clinical Leadership and Direct Client Care

- In collaboration with the management team, develop and monitor clinical governance and compliance.
- By example, at all times model best practice primary health care delivery in line with the PAMS Clinical Governance Framework, *RACGP Standards for General Practice*, PAMS internal policies and procedures and all relevant legislation and regulations.
- Utilise the electronic patient information management system, Communicare, recall and referral system to drive and plan work flow.
- Working collaboratively with the multidisciplinary team, coordinate and participate in all areas of primary health care service delivery including (but not limited to) delivery of age appropriate health checks, the immunisation program, the rheumatic heart disease program, men's and women's health programs (where appropriate), child health program delivery, antenatal care and chronic disease management.
- Plan and participate in health promotion activities as required.
- Ensure that all staff comply with the Australian Health Practitioner Regulation Agency (AHPRA) codes and guidelines relevant to their profession and all applicable legislation and common law relating to healthcare provision including duty of care laws, professional standards and mandatory reporting legalisation and guidelines.
- Ensure review and recall processes are in place to promote ongoing health care.
- Assist with and participate in coordination and collaboration of team care arrangements and conferencing, with both PAMS team members and external service providers.

3. Medication Management

- Ensure that all relevant clinicians are meeting medication responsibilities in relation to poisons legislation and regulations and PAMS local policies and procedures.
- Provide education, support and advice, including appropriate levels of follow-up to clients requiring short and long-term pharmaceutical support.
- Work closely with the PAMS Pharmacist to ensure that all required medications are ordered in accordance with the pharmacy schedule and in line with PAMS policies and procedures.

4. Continuous Quality Improvement

- With the support of the CQI Officer display leadership around the application of CQI processes to all aspects of the operation of Newman clinic
- Support Newman clinic staff to identify and implement CQI activities in their work areas.
- Lead Newman clinic staff in participating in organisation wide continuous quality improvement activities as identified by the PAMS Clinical Governance Committee.

5. Patient Information Management System (PIMS)

- Provide advanced clinical leadership in the effective utilisation of the PIMS, Communicare, including facilitating training where required and acting as a reference point for clinicians requiring assistance.
- In collaboration with the CQI Officer and the Clinical Manager – Remote Services, monitor staff usage of the PIMS to ensure the highest standards of clinical documentation enabling continuity of care, population health monitoring and accurate reporting against internal and external performance indicators

- Ensure all patient information received from external agencies is appropriately actioned, reviewed and filed within Communicare.
- Support visiting services to enter patient data directly at the time of service.

6. Education and Health Promotion

- Work in collaboration with the Newman Clinic Team to develop and implement strategies that promote health of the individual and the community.
- In collaboration with other employees provide education to clients and families on care including chronic disease management and health prevention.
- Working closely with the Chief Executive Officer and the PAMS Board and/or community members to address community identified priorities such as health promotion activities and community feedback mechanisms.

7. Medicare

- Play a leading role in ensuring all relevant clinical team members are undertaking Medicare billing that is consistent with laws governing Medicare.
- Ensure that all opportunities are taken to ensure maximisation of Medicare Claiming.
- Coordinate and maximise the completion of; health checks on all eligible clients (Medicare item number 715), care plans (Medicare item number 721) and team care arrangements (Medicare item number 723) on all eligible clients including regular reviews (Medicare item number 732) of clients with a chronic disease.
- Arrange further training for team members with Medicare claiming as required.
- In consultation with the delegated Medicare Officer ensure that Medicare revenue is regularly reported back to the Newman Clinic team.

8. Vaccine Storage and Management

- Ensure that the integrity of all immunisations is maintained.
- Understand cold chain management and maintain the cold chain.
- Understand all National Health and Medical Research Council (NHMRC) guidelines in respect to vaccine storage and management.
- Understand and adhere to the policies developed in regards to vaccine storage and management.
- Have a working knowledge of Immunisation Schedules and documentation.

9. Infection Control

- Demonstrate leadership in maintaining infection control principles at all times.
- Adhere to all policies and procedures in regards to infection control management.
- Educate other employees on the principles, and policies and procedures of infection control.
- Report any incidents related to infection control breaches.

10. Reporting Compliance and Operational Planning

- Ensure a clear understanding of PAMS reporting requirements as relevant to the position.
- Participate in the development, implementation and review of PAMS organisational plans; and work collaboratively within the organisation to deliver key performance indicators in line with funding agreements.
- Ensure the completion of all compliance, accreditation and funding reporting requirements relating to performance, including adherence to National KPI's.

11. Consumable and Stock Management

- Ensure that all medical consumables and resources required for the effective functioning of the Newman Clinic are ordered in a timely manner and managed within budget.

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.

General Responsibilities

1. Demonstrate a strong commitment to uphold and contribute to the organisation's mission, objectives and values.
2. Comply with all organisational policies and procedures.
3. Support and promote teamwork through open communication, collaboration and contribute to a positive workplace culture.
4. Attend and participate in professional development activities including workshops and training as required.
5. Actively participate in continual quality improvement and the organisation's quality management system.
6. Comply with all applicable legislation including duty of care laws, professional standards, anti-discrimination, bullying and sexual harassment legislation
7. Attend and participate in Employee Development Days.
8. Participate and comply with all Work Health & Safety responsibilities as per the *Occupational Health and Safety Act 1984* (WA).
9. Identify and assist to reduce Work Health & Safety hazards and risks.
10. Follow the reasonable direction of Work Health & Safety representatives.

SELECTION CRITERIA

ESSENTIAL:

- Current registration with the Australian Health Practitioner Regulation Agency as a Registered Nurse, Registered Midwife, Nurse Practitioner or Aboriginal Health Practitioner.
- Demonstrated ability to practice in accordance with the Nursing and Midwifery Board of Australia (NMBA's) *Code of Conduct of Registered Nurses* and *Standards of Practice for Registered Nurses* OR demonstrated ability to practice in accordance with the Aboriginal and Torres Strait Islander Health Practice Board *Code of Conduct* and *Professional Capabilities* standards.
- At least four (4) years post graduate experience in nursing or as an Aboriginal Health Practitioner, demonstrating a sound professional background in primary health care service delivery, management and coordination.
- Previous experience leading a multi-disciplinary team in a primary health care setting including conflict management.
- Sound understanding of, and a commitment to, the principles of Primary Health Care and Community Development and model of Aboriginal Community Controlled Health Services.
- Highly developed written skills and demonstrated organisational and time management skills plus an ability to adapt to changing needs.
- Highly developed interpersonal skills.
- A clear respect for Aboriginal culture, willingness to listen and learn, a commitment to participate in inter-cultural awareness activities as directed by PAMS and a demonstrated ability to practice in a culturally safe and appropriate manner.
- Demonstrated understanding of issues affecting Aboriginal health, drivers of health inequality, and principles of primary health care and relevant legislation governing work practice in Western Australia.
- Sound working knowledge of electronic patient information management systems (eg. Communicare).
- Current *Understanding Vaccines and the National Immunisation Program* Certificate or willingness to obtain within the first six weeks of commencement.
- Current First Aid or Intermediate / Advanced Life Support Certificate.

DESIRABLE:

- The person is of Aboriginal and/or Torres Strait Islander descent and is acknowledged as such by their community.
- Further qualifications in the areas of primary health care, health administration and leadership chronic disease, mental health, child health, diabetes education, wound care, midwifery or other relevant area.
- Knowledge of Medicare and its application to the Aboriginal primary health care setting.
- Previous high level experience in the use of Communicare including having undertaken Communicare Administrator training.

APPOINTMENT FACTORS

Location: Based in Newman.	Accommodation: Provided.
Allowances/Conditions: <ul style="list-style-type: none">• Employment is conditional pending the outcome of the Federal Police Clearance and a WA Working with Children Check, and where required comply with legislative checks• Unencumbered 'C' class Manual Driver's Licence	Specialised Equipment Operated:

ACKNOWLEDGEMENT

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

Name	Signature	Date Appointed	Date