



Puntukurnu Aboriginal Medical Service Job Description Form (JDF)

Position Title:	Newman Hub Clinical Services Manager
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:	
Effective Date :	17 th February 2020
Review Date:	17 th February 2021

Position Overview

The Newman Hub Clinical Services Manager reports to and is directly accountable to the Chief Executive Officer, and is primarily responsible for coordinating and managing the provision of high quality and culturally appropriate primary health care services to the clients of Puntukurnu Aboriginal Medical Service. This includes but is not explicitly limited to coordinating and supporting the overall multidisciplinary and integrated approach to the Newman Hub team's goals to manage illness, promote well-being, maintain health systems, provide education and training and encourage community health action. The successful applicant will be responsible for managing all aspects of the day to day operations of the Newman Hub including planning, portfolio management and consumables as well as assisting with assets management.

Building the capacity of Aboriginal Health Practitioners (AHPs) and other Indigenous staff to provide culturally safe health care is pivotal to this role. This position collaborates extensively with other areas and organisations, both internal and external, to achieve the best possible health outcomes.

Position Responsibilities

Clinical Management

- Coordinate, and help provide, quality comprehensive primary health care to individuals, families and the community utilising Puntukurnu Aboriginal Medical Service endorsed protocols to meet client needs.
- Overseeing development of, and maintaining, core primary health care skills within the team relevant to all aspects of the delivery of primary health care. Ideally the team will have a balanced mix of knowledge, skills, experience, and gender necessary for culturally safe operations.
- Provide quality supervision, guidance, training and support for all staff in their everyday work, ensuring a balance between clinical management, health promotion and preventative actions.

- Manage the Newman Hub staffing and workforce resourcing including recruitment, induction, on-boarding, training and development, mentoring, coaching and performance management.
- Promote a positive workplace culture through exemplary supportive practices and role modelling behaviour.
- Work in partnership with other areas, agencies and allied health professionals to ensure an integrated, multi-disciplinary approach to primary health care in the community.
- Manage the administration functions of the service including program planning, leave rosters, consumables as well as day to day coordination of health services.
- Work with the team to maximise Medicare income and ensure all opportunities for Medicare claiming are undertaken whilst maintaining desired patient/client outcomes.
- 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;
- In collaboration with the management team, develop and monitor clinical governance and compliance.
- Develop and manage the implementation of coordinated General Practice and Allied Health & Specialist Services including a program of visiting Specialist services.
- Lead Continuous Quality Improvement activities, including RACGP accreditation, within the Newman Hub for the provision of safe effective health care.
- Identify risks and collaborate with other Senior Managers and clinical staff on risk management strategies in clinical care.
- Promote a safe workplace by ensuring all legislation, policies, procedures and protocols are followed.
- Maintain information systems required for the effective management of clients, including management of the local Communicare patient management system to ensure a coordinated and logistic approach to care.
- Work within the community to improve health literacy including identification of trends in service delivery and associated health gaps within the community.
- Be aware of the impacts of the social determinants of health and become involved in local solutions wherever possible. This includes working collaboratively with a range of other organisations and agencies to address identified problems.
- Manage and monitor financial expenditure of the allocated Health Centre budgets, including overtime.
- Establish systems for measuring client outcomes against the contractual objectives, including using client feedback.
- Support the orientation of new staff to the Organisation's philosophy, policies and procedures and Newman Hub functions to provide effective team-based care.
- 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.
- Promote and support Aboriginal Health Practitioners (AHP's) as the key health providers in the community to facilitate the delivery of culturally appropriate health care. This includes supporting PAMS trainees with appropriate supervision and mentoring throughout their training.

- Other duties as directed.

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

- Demonstrate a strong commitment to uphold and contribute to the organisation's mission, objectives and values.
- Comply with all organisational policies and procedures.
- 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.
- Actively participate in continual quality improvement and the organisation's quality management system.
- Comply with all applicable legislation including duty of care laws, professional standards, anti-discrimination, bullying and sexual harassment legislation.
- Attend and participate in Employee Development Days.
- Participate and comply with all Work Health & Safety responsibilities as per the *Occupational Health and Safety Act (WA) 1984*.
- Identify and assist to reduce Work Health & Safety hazards and risks.
- Follow the reasonable direction of Work Health & Safety representatives.

SELECTION CRITERIA

ESSENTIAL:

- Registration with the Australian Health Practitioner Regulation Agency as a Registered Nurse or Aboriginal Health Practitioner.
- At least 3 years' post graduate experience in primary health care setting and/or health care management and able to demonstrate a sound professional background of primary health care and health care management.
- Demonstrated ability to provide leadership to a multidisciplinary team and to manage the human, financial and physical resources of a primary health care centre.
- A clear respect for Aboriginal culture, willingness to listen and learn and commitment to participate in inter-cultural awareness activities as directed by PAMS, and ability to practice in a culturally safe manner.
- Understanding of issues affecting Aboriginal health, drivers of health inequality, principles of primary health care and relevant legislation governing work practice in Western Australia.
- Proven broad comprehensive primary health care experience with advanced clinical skills and competencies needed to work effectively in the Aboriginal primary health care setting.
- Established ability to communicate effectively, both orally and in writing, to a wide range of stakeholders including the preparation of reports and correspondence.

- Proven ability and desire to work strategically with a multidisciplinary team to drive positive change in health outcomes.

DESIRABLE:

- The person is of Aboriginal and/or Torres Strait Islander descent and is acknowledged as such by their community.
- Appropriate post graduate qualification in Public Health / Primary Health Care / Health Administration and Management or additional certificates in Child Health, Midwifery, or Mental Health.
- Previous experience working in the Aboriginal Community Controlled Health Sector.

APPOINTMENT FACTORS

Location: 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