



Position Description

General Manager – Health Services

Position Title	General Manager – Health Services
Location	Maroochydore; with travel required across NCACCH service region/s
Employment Status	Full time; 36 hours p/w
Position Report To	Chief Executive Officer
Position Responsible for	Manager – Health Services, AMS Practice Managers, Care Coordinators, Social, Emotional & Wellbeing, Nanna Bills Mums and Bubs
Remuneration	Dependent on qualifications & experience Salary sacrifice entitlement available Employer contribution to superannuation (12.75%)

NCACCH Background Statement

North Coast Aboriginal Corporation for Community Health (NCACCH) is a not for profit, community-controlled health corporation and is funded by the Australian Government's Department of Health (DoH), Country to Coast Qld and the Queensland Government Department of Health.

NCACCH is an innovative leader in Aboriginal and Torres Strait Islander healthcare, providing a range of services and programs through its hybrid Brokerage and Aboriginal Medical Service (AMS) model for health service delivery. NCACCH maintains contracts with over 800 primary and allied health professionals across the region.

With the purpose of providing a holistic and comprehensive primary health care service, NCACCH seeks to improve health and social outcomes to our community through:

- Provision of access to a full regional network of health care professionals.
- Encouraging choice for individual Indigenous community members. And through exercising this choice, building cultural sensitivity and inclusiveness across the community while simultaneously promoting market competition between health care service providers as they seek to attract Indigenous clients; and
- Utilising its Aboriginal Medical Service and partnerships with primary healthcare and other specialised services, as a proactive strategy in delivering community wide “Closing the Gap” health status improvement initiatives

Our Vision: To improve the health and wellbeing of our community through the provision of culturally safe, responsive and inclusive services.

Purpose of the Position

The NCACCH General Manager – Health Services is part of the of the Executive team and reports to the Chief Executive Officer.

The primary objective of the NCACCH General Manager - Health Services is to provide high level strategic and operational oversight of NCACCH Health Services, including Chronic Disease Management Program, Aboriginal Medical Services, Allied Health, Social, Emotional and Wellbeing Program, Nanna Bills Mums and Bubs Program, Clinical Risk and Clinical Supervision.

This position provides key support to the Chief Executive Officer on strategic and operational business direction and is expected to operate with the highest level of integrity, accountability and professionalism in accordance with NCACCHs values and Code of Conduct.

Selection Criteria

Essential:

- Demonstrated management experience, with the ability to implement and support a medical/multi-disciplinary primary health care team and effectively plan, coordinate own and team's workload to achieve results
- Proven experience and capacity to contribute to organisational strategic planning, work collaboratively with Executive colleagues and support strong and effective Executive decision-making
- Demonstrated knowledge, experience and understanding of business acumen, data extraction and analysis, integrity checks, data interpretation and graphical presentation skills
- Proven ability to provide clinical guidance to staff using clinical guidelines and modern evidence-based frameworks to inform clinical decision-making
- Demonstrated contemporary people management practices that enhance organisational performance and accountability at all levels to meet agreed deliverables
- Proven ability to plan and manage organisational change and to provide effective leadership and strong direction to staff
- Highly developed interpersonal, conflict resolution and problem-solving skills to resolve organisational issues, and develop and manage positive stakeholder relationships
- Advanced knowledge of Microsoft Office, Client Management Information System, Patient Information Recall System and extraction software skills
- Highly developed written, verbal and interpersonal communication skills and a proven ability to be articulate, concise, compelling and diplomatic in a wide range of situations

Aboriginal and Torres Strait Islander applicants are strongly encouraged to apply

Desirable:

- Experience working in a health/clinical management position within an Aboriginal Community Controlled Health Organisation (ACCHO) or similar
- Experience using LogiQC Quality Management System or similar
- Strong connections to Aboriginal and Torres Strait Islander communities and stakeholders across the Sunshine Coast and Gympie regions

- Highly developed knowledge of Aboriginal and/or Torres Strait Islander culture, health and health disparities between Aboriginal and Torres Strait Islander and the non-Indigenous population across South East Queensland
- Member of the Australian Health Practitioner Regulation Agency (AHPRA) or relevant professional body

Mandatory Qualifications/ Professional Registrations and Licences

- Tertiary qualification in Health, Nursing, Allied Health and/or equivalent
- Minimum of 5 years' experience in Executive/Senior Management role within a comparable community-controlled service, not for profit, government or private sector agency
- Current C Class Drivers Licence (QLD)
- Current Suitability 'Blue Card' for working with children and young people, unless professionally exempt
- Satisfactory Police Check – no Serious/Criminal/Court Record

General Role Requirements

- Work out of normal hours of duty, including some weekends, will be required
- Travel across the region will be required

Position Responsibilities

Executive Management

- As part of the Executive team, provide regular advice, updates and reports on clinical, operational and governance risk management
- As a member of the Executive team, participate fully in the collective responsibility of delivering on organisational objectives, including through engagement and collaborative efforts with employees at all levels in the organisation
- Provide strategic and operational leadership and management to create, maintain and optimise a positive, healthy and safe organisational culture and an engaged Health Services team.
- Prepare and manage NCACCH Board Health Service reports
- Provide or ensure the provision of regular team and individual check-ins, resourcing and clinical support/supervision
- Provide ongoing coaching and feedback to direct reports on performance and undertake annual performance planning, development and review in collaboration with direct reports
- Play a leadership role in creating an environment that supports the cultural integrity of NCACCH, Aboriginal and/or Torres Strait Islander workforce, learning and improvement
- Promote the vision, mission and values of NCACCH and ensure direct reports are aware of, adhere to and promote the vision, mission and values and comply with policies and procedures
- Effectively manage change management processes, encouraging innovation, diversity and continuous improvement

Health Care Planning and Analysis

- Contribute to the achievement of the strategic directions via the development, implementation and monitoring of allocated work plans
- Advise the CEO on short and long-term health services and/or clinical governance objectives, policies, strategies and actions
- In conjunction with the CEO and General Manager – Corporate Services, proactively participate in the process for the preparation of budgets, forecasts and identify clinic capital and equipment needs
- Analyse clinical and/or health service data to identify trends and service gaps and in consultation with the Executive and or management team, reevaluate service plans to reflect data trends and monitor for improvements

Health Care and Financial Management

- Provide reliable clinical advice and guidance to clinical and other staff as required
- Develop, implement and review clinical and health service plans ensuring alignment with the organisation's strategic goals
- In conjunction with General Manager – Corporate Services, assist in the preparation of financials for relevant funding submissions and funder acquittals
- Ensure that funds are used in accordance with approved budgets, NCACCH Policies and Procedures and funding body requirements
- Manage Clinic expenditures consistent with the budget and where possible, investigate opportunities to promote cost efficiencies
- Ensure the CEO and Executive and/or Management team are kept informed of any changes to the relevant legislation, standards or clinical governance practices

- Implement clinical governance planning and lead the development of internal control policies
- Manage and ensure the integrity of NCACCHs clinical Client Management System/s and reporting of NCACCHs statutory regulatory, management and other obligations and respond to recommendations made as a result of external audit processes
- Lead the development and review of effective clinic performance indicators (NKPIs), including management of the clinical dashboard
- Manage systematic data reporting to track NKPIs and relevant key business indicators to guide decision making and continuous quality improvement
- Conduct regular systems review against agreed indicators to identify gaps in business processes and service delivery and to formulate a response to address gaps

IT Management

- Where required, provide guidance to the General Manager – Corporate Services and/or outsourced IT provider, to ensure successful implementation of identified ICT projects that meet established deadlines
- Support the General Manager – Corporate Services in the installation and maintenance of all IT related equipment including desktop, server, communications and outlying equipment within clinic/s
- Manage and assist with the troubleshooting, installation, and implementation of new and existing client management systems ie MMEX
- Support the development and implementation strategies that enable the identification, readiness and response to areas of risk associated with ICT infrastructure

Relationship Management

- Collaborate with Practice and/or Program Managers and teams to ensure the effective integration of complementary programs and other service activities in preventative health, child, maternal and family health, family wellbeing services, social health services within the service delivery of the clinic/s
- Manage clinical practice office equipment and in collaboration with General Manager – Corporate Services, support management of vehicles, assets, contracts and leases
- Identify resources in accordance with identified client needs and evaluate/implement service options as required
- Work in conjunction with Executive and/or Management team to oversee the provision of support to the NCACCH clinical workforce through reception, document management and streamlined administrative systems
- Support Executive and/or Management team in the development and implementation of workforce planning profiles in line with operational needs and budgets
- Undertake research opportunities, when aligned with delivery of clinical services
- Ensure implementation of effective management practices including effective; Client Recall Management, Health Check and Care Plan practices; data management practices and billing practices
- Oversight and coordination of NCACCH wide programming/schedule of visiting specialist and allied health professional needs and service delivery options

Risk Management

- Conduct regular risk analysis reviews and provide recommendations to Clinical Governance Committee, CEO and Executive Management on clinical, frameworks, best practice, data and ICT improvements
- Manage systems to ensure the security of premises, systems and assets
- Ensure effective controls are in place to detect unauthorised use of NCACCH funds and assets

Compliance and Quality Management

- Ensure delivery of clinical services is underpinned by a clinical governance framework that fosters reflective practice, constructive feedback and service improvement, risk prevention and management, and the highest standards in quality and safety of client care
- Lead the development/maintenance of the NCACCH AMS Clinical Services Manual, and other subsequent policies and procedures and recommend changes as required
- Develop and implement Clinic Quality Improvement plans and AGPAL accreditation processes and actions
- Lead and act as secretariat to the Clinical Governance Committee to support robust clinical governance practices and regular tracking of progress in chronic disease monitoring and care, ensuring feedback is provided to clinical staff and supporting implementation of changes in response to identified gaps
- Lead clinical and health service activities, audits and regularly monitor the achievement of deliverables that ensure the maintenance of ISO 9001 and AGPAL accreditation
- Contribute, implement and review the risk management plan and provide regular reporting relating to the risk management register
- Contribute to organisation direction by undertaking risk analysis of internal and external environment that affects NCACCH and identifying continuous quality improvement
- Maximise and address client satisfaction with the Clinic/s, oversight and report on Client Surveys/Feedback/Suggestions
- Promote regular and ongoing opportunities for employees to provide feedback

Communications

- Foster a culture of transparent, effective, timely and appropriate internal and external communications, including the implementation of communications plans as supported by the Marketing and Communications Officer
- Contribute to the regular review of the NCACCH website and social media plan ensuring NCACCH health services communications strategy aligns with the current and future needs of Aboriginal and Torres Strait Islander clients, potential clients and other key stakeholders
- Contribute to organisation direction by undertaking risk analysis of internal and external environment that affects NCACCH and identifying continuous quality improvement
- Promote regular and ongoing opportunities for employees to provide feedback

Excellence

- Seek to understand your role in the larger organisation context
- Comply with and contribute to continuous improvement of all NCACCH policies, procedures and processes
- Proactively investigate new perspectives, attitudes and behaviours and take steps to evaluate and improve your own and organisational performance
- Deliver a high level of customer service, including the timely provision of agreed services to patients and other key stakeholders where applicable

- Maintain own competencies and participate in professional development programs
- Participate in scheduled performance development check- Ins and review processes
- Contribute to effective team performance which ensures NCACCH continues to deliver the best service to community in line with AGPAL and ISO 9001 accreditation

Safety

- Report any work-related personal injuries/illness or incidents, safety hazards, malfunction of any machinery, plant or equipment
- Wear/use and maintain/care for personal protective clothing and/or equipment provided and report any defects
- Use lifting equipment and assistive devices as required
- Participate in rehabilitation process if injured or ill due to work
- Demonstrate leadership in NCACCH Work Health Safety goals and objectives remaining compliant with WHS Legislation and NCACCH policies and procedures
- Carry out your duties safely in accordance with your ability and competence

Legal Obligation

- All relevant health professionals who, in the course of their duties, formulate a reasonable suspicion that a child or young person has been abused or neglected in their home/community environment, have a legislative and a duty of care obligation to immediately report such concerns to the Department of Child Safety

Other duties consistent with the position where required and/or requested by the CEO. NCACCH can direct you to carry out duties which it considers are within your level of skill, competence, and training at any time.

Please note that the duties outlined in this Position Description are not exhaustive and are only an indication of the work of the role.

NCACCH reserves the right to vary the Position Description.