

Yulu-Burri-Ba Aboriginal Corporation for Community Health

ABN 68 372 421 952

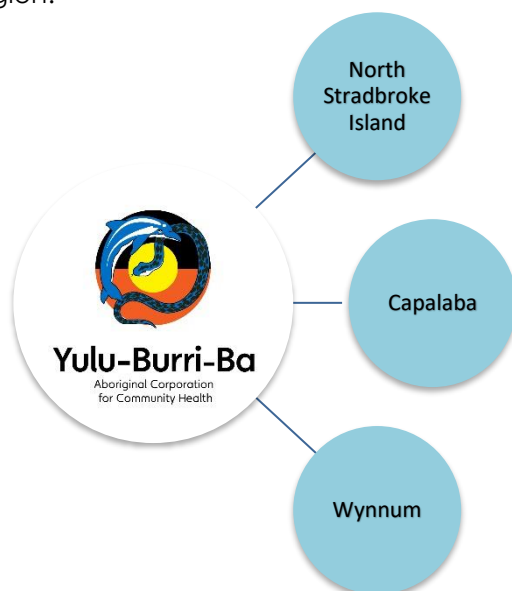
ACN 2034

Position Description: Clinic Services Manager

Organisational Context/Environment

The Yulu-Burri-Ba Aboriginal Corporation for Community Health (Yulu-Burri-Ba) is responsible for providing a safe, friendly, confidential and culturally appropriate Aboriginal and Torres Strait Islander primary health care service in line with community needs and consistent with relevant National and State Aboriginal and Torres Strait Islander health frameworks. The public primary health care service Yulu-Burri-Ba provides incorporates a bulk-billing general practice medical clinic; a dental clinic; an individual support and counselling service, health screening and health promotion activities.

The Institute for Urban Indigenous Health is a key stakeholder in the delivery of these services and provides support for Aboriginal and Torres Strait Islander health services in the South East Queensland region.



Our values

- **Cooperation** – Yulu-Burri-Ba is committed to working in collaboration with our communities and other services providers to identify needs, address gaps and develop community capacity. An important feature of our organisation is our belief in community controlled governance
- **Respect** – At Yulu-Burri-Ba we believe in respecting our culture and the individuals within the community, which includes respecting their dignity, individuality and upholding their rights. Our organisation will demonstrate compassion for each individual's concerns and needs and provide services in a non-judgemental and confidential manner
- **Quality** – Yulu-Burri-Ba believes in providing the highest quality health care services that meet the expectations of our clients, communities and peers. We will demonstrate our ability to deliver high quality health care and services through continuing to maintain accreditation status across the organisation
- **Learning** – The value of continuous learning and ongoing development is important to Yulu-Burri-Ba. Our organisation promotes a culture of learning and innovation among our staff, clients and partners
- **Diversity** – The value of incorporating the principles of diversity and equity in our interactions with each other, our clients and community is a significant foundation of Yulu-Burri-Ba

Position Title	Clinic Services Manager
Work Unit	All sites
Employment Status	Full-time
Position Reports To	Chief Executive Officer
Positions Responsible For	Practice Managers at each clinic
Award Classification	Aboriginal Community Controlled Health Services Award 2010
Date of Approval and Amendments	February 2019

POSITION OBJECTIVE

This position will lead and develop the Yulu-Burri-Ba Practice Managers in all operational aspects of the delivery of their primary and allied health care services, to ensure delivery of quality care and achievement of service delivery objectives.

This includes responsibility for functional leadership and line management in the implementation of:

- continuous improvement in service delivery in line with the Model of Care
- effective Clinical Governance framework and practices
- effective Change and Staff Management practices
- effective cross clinic resource and program deployment and integration, including Care Coordination, Allied Health Coordination and Regional Relief

The scope of the position includes clinical leadership, change management, business management, and health service quality assurance and delivery.

GENERAL RESPONSIBILITIES

Stakeholder Management

- Develop and maintain effective relationship with other organisations in the region;
- Develop and maintain effective collaborative partnerships and strategic alliances with key external stakeholders, in particular other service providers, suppliers, and Government departments to optimize the opportunity for resource allocation that will enhance the existing services.

Health Care Planning and Analysis

- Analyse patient demand and health needs across the designated service delivery sites
- Identify resources in accordance with identified client needs and evaluate/implement service options as required
- Input to development of YBB budget, identify clinic capital and equipment needs
- Collaborate with the YBB Managers/Teams to ensure the effective integration of complementary programs and services with the service delivery capability of the Clinic(s)
- Lead the development and review of effective Clinic performance indicators (NKPI's)
- Manage systematic data reporting for the YBB Chief Executive Officer to track National KPIs and relevant key business indicators to guide decision making and continuous quality improvement
- Conduct regular systems reviews against agreed indicators to identify gaps in business processes and service delivery and to formulate a response to address
- Provide regular performance reports and analysis to the Chief Executive Officer

Management of Health Care Service Delivery

- Lead the continued implementation of Model of Care and drive the maximization of clinic performance
- Ensure implementation of effective management practices including effective Client Recall, Health Check and Care Plan practices; data management practices and billing practices.
- Oversight and coordinate a YBB wide programming/schedule of visiting specialist and allied health professional needs and service delivery options

Management of Quality of Care and Continuous Improvement

- 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 YBB Clinic Practice Manual, recommend changes as required
- Oversight Clinic Quality Improvement plans and AGPAL accreditation processes and actions
- Lead the Clinical governance team(s) to support regular tracking of progress in chronic disease monitoring and care, ensuring feedback is provided to staff and supporting implementation of changes in response to identified gaps
- Maximise and address client satisfaction with the Clinic(s), oversight and report on Client Surveys/Feedback/Suggestions

Financial Management

- Contribute to the development of the annual business unit budget in consultation with the Finance Manager
- Ensure that funds are used in accordance with approved budgets, Corporate Policies and Procedures and funding body requirements
- Manage Clinic expenditures consistent with the Budget and where possible, investigate opportunities to promote cost efficiencies

Relationship Management

- Foster productive working relationships with other YBB staff in the delivery of seamless support services
- Actively foster productive working relationships with local networks, government departments, other service providers and suppliers to promote YBB and remain abreast of emerging issues
- Encourage cross-functional collaboration to achieve the best outcome for the organisation

Information Management

- Undertake reporting activities together with other relevant documentation within the scope of your role
- Maintain the information flow that supports reliable data and documentation in your area of responsibility
- Participate in business planning processes and policy and procedure formulation and improvement within your area of responsibility

Excellence

- Seek to understand your role in the larger Organisation system
- Comply with and contribute to continuous improvement of all YBB's 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 clients and internal customers
- Maintain own and team's competencies and participate in professional development programs
- Contribute to effective team performance which ensures YBB continues to deliver the best service to community in line with program specific accreditations and ISO 9001 standards

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 UIIH's Work Health Safety goals and objectives remaining compliant with WHS Legislation and UIIH's policies and procedures
- Carry out your duties safely in accordance with your ability and competence

Professional Development

- Participate in routine performance review processes
- Undertake further training in line with the professional development plan formulated through the process of routine performance review
- Actively participate in routine staff in-service opportunities

Other Responsibilities

- Description Responsibilities for all Staff Appendix 1

Essential

- AHPRA Registration to cover National Police Clearance and Blue Card requirements, must be attained and declaration made of any future charges or convictions that could potentially affect your role within UIIH.
- Current C Class Drivers Licence (Qld)
- Ability to travel across South East Queensland (SEQ) as required.

Qualifications and Experience

- Bachelor of Business, Health and/or Nursing and/or other relevant tertiary qualifications, and/or equivalent relevant experience that demonstrates your ability to lead primary health care service delivery
- Current health practitioner registration through AHPRA or eligible for registration with AHPRA, if relevant to your qualification

Desirable

- Demonstrated ability to take determine priorities and lead and manage workloads in order to meet agreed timelines and objectives
- Demonstrated clinical management experience, in particular the ability to implement and support a medical/primary health care team and effectively plan, and coordinate own and team's workload to achieve results.
- Demonstrated ability to work with Aboriginal and Torres Strait Islander communities and their leaders, respecting traditional culture, values and ways of doing business
- Ability to work with other health professions and organisations
- Demonstrated understanding of the health, social and emotional wellbeing needs of Aboriginal and Torres Strait Islander people in urban areas
- Demonstrated competence in use of Business Technology, internet and desktop applications and good interpersonal, written and oral communication skills

KEY PERFORMANCE INDICATORS

- Clinics are meeting monthly TIP targets at least 80% of the year
- Practice Manager Performance Reviews are completed each year
- Clinic Policy and Procedure manuals are up to date and reflect current practices
- Evidence of maximised client satisfaction with the Clinic(s)
- Evidence of minimal staff conflict and high work satisfaction

Other duties consistent with the position where required and/or requested by your Manager. YBB 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.

YBB reserves the right to vary the Position Description.

Appendix 1

All employees of Yulu-Burri-Ba are expected to undertake the following responsibilities in addition to Specific Position Descriptions.

Commitment to Organisation

- Adhere to organisations Quality Co-ordinator program. Participate in learning and continual use of program
- Prepare an annual work plan in consultation with the position's supervisor and produce regular performance reports in accordance with the requirements of the Organisations Individual Work Plans, performance management, and reporting systems
- Contribute to various projects as required
- Collect and prepare reports and statistics as required by relevant Manager and other service reporting requirements (e.g. Operational Plan Development).
- Undertake regular Information Technology (IT) training to ensure useful and accurate data entry relevant to whole of service reporting requirements
- Participate in quality improvement processes to improve patient and service outcomes
- Adhere to the Organisations Policies and Procedures, including Corporate, HR and Clinical
- Ability to be flexible and adapt to a changing environment

Teamwork

- Contribute to a team environment, working collaboratively in sharing and generating ideas
- Contribute to regular staff meetings
- Communicate effectively and openly in the workplace
- Complete tasks in a timely manner and meet strict deadlines
- Contribute to the development of service documents e.g. annual Operational Plan.
- Participate in professional development including self-directed learning and required training
- Report knowledge, understanding and skills gained from attending training, workshops and conferences back to team meetings
- Participate in professional development including self-directed learning and required training
- Demonstrate knowledge of occupational health & safety, and equal employment opportunity and comply with associated organisational policies.

I have read and understand the Position Description for the role and will carry out the duties of this position to the best of my ability.

Staff Member print name _____

Staff member signature _____

Date _____ / _____ / _____