

Eastern Health

POSITION DESCRIPTION

Position Title:	Aboriginal Health Team Manager
Award Classification:	Administration Officer, Grade 5 (HS5)
Award / Agreement Name:	The Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2021-2025
Position Reports to:	Associate Program Director Specialty Medicine and Ambulatory Care (Community and Aboriginal Health, GP Clinic, ECASA)

EASTERN HEALTH – GREAT CARE, EVERYWHERE, EVERY TIME

Eastern Health is one of Melbourne's largest metropolitan public health services. We provide a comprehensive range of high quality acute, sub-acute, palliative care, mental health, drug and alcohol, residential care, community health and statewide services to people and communities that are diverse in culture, age and socio-economic status, population and healthcare needs



1. POSITION PURPOSE

The role of the Aboriginal Health Team Manager is to assist and advise the Associate Program Director (Community and Aboriginal Health, GP Clinic, ECASA) in all matters pertaining to the delivery of Aboriginal Health Team (AHT) services, including primary care, social and emotional wellbeing, property maintenance, domestic assistance and administration staff. The Manager will provide effective coordination and efficient operational management to the AHT, develop individuals within the team, and ensure the provision of culturally safe, high quality and efficient services to the Aboriginal community. The Manager will demonstrate a high level of knowledge of Aboriginal culture and the Aboriginal community, and in provision of clinical services, as well as high level leadership, quality and management skills. The Manager will work with the Associate Program Director to guide the professional performance of the multidisciplinary team and ensure key performance indicators and targets are achieved. The Manager will promote a collaborative and integrated service that is respectful of culture and consistent with the missions and values of Eastern Health, and will role model the values at all times.

2. MAJOR DUTIES AND/OR RESPONSIBILITIES

2.1 Leadership

- 2.1.1 **Service Management:** Work collaboratively with the Associate Program Director to develop the systems, processes and projects required to ensure efficient, effective, responsive and culturally safe operation of services. Liaise closely with the relevant leadership within the Specialty Medicine and Ambulatory Care program in Eastern Health, as well as relevant professional leads across the organisation, including Clinical Director Ambulatory Care, SMAC Associate Director of Allied Health and/or site Director of Nursing & Midwifery.
- 2.1.2 **Representation of the Aboriginal Health Team:** Provides an expert resource for Aboriginal Health Team service delivery at Eastern Health and advises and represents the Associate Program Director, as required, on matters relating to these services.
- 2.1.3 **Efficiency:** Recommends and implements measures which assist with the financial management of the designated cost centre in line with agreed budgetary parameters and performance targets.
- 2.1.4 **Compliance:** Assists the Associate Program Director in ensuring that Aboriginal Health Team services are compliant with relevant Acts, Agreements, Commonwealth and State Government Guidelines and Eastern Health Directions, Policies, Procedures, Staff Handbook and Code of Conduct.

2.2 Clinical Practice

- 2.2.1 **Clinical Practice:** Possesses extensive, current, clinical knowledge and skills and applies this to lead and develop the Aboriginal Health Team and individuals within the team. Ensure that staff have and retain contemporary skills to ensure exemplary clinical practice in the Team.
- 2.2.2 **Governance:** In conjunction with the Associate Program Director ensures that clinical practices are consistent with best practice, evidence base and the relevant Eastern Health policy and procedures, and relevant Commonwealth and State Government guidelines.

2.3 Human Resource Management

- 2.3.1 **Workplace Management:** Responsible for recruitment of staff in line with relevant enterprise agreements and Eastern Health procedures. Manage work practices in accordance with award agreements and entitlements. Ensure staff are able to work in a culturally safe, non-discriminatory and harassment free environment. Employ the skills of timely and effective communication with health service and community partner personnel to guide and achieve optimal patient/ performance outcomes.
- 2.3.2 **Workforce Development:** Ensure all staff have active performance development plans and position descriptions that are reviewed at least annually with up to date, centralised records reflecting this. Ensure that all staff are registered and/or credentialed and provide evidence on an annual basis to that effect. Actively participate in workforce planning and implement strategies appropriate to Aboriginal Health Team services and in line with Eastern Health objectives.

2.4 Research, Education and Improving Performance

- 2.4.1 **Continuous Improvement:** Monitor standards of service and practice through the SMAC Innovation and improvement plan (IIP). Promote a culture of continuous improvement utilising appropriate performance improvement and innovation tools, underpinned by Lean Methodology adapted for healthcare and partnership with consumers.
- 2.4.2 **Key Performance Indicators:** Monitor relevant KPI's for each service and report as required on variance. Proactively manage service performance so that KPI's are met. Coordinate KPI reporting according to requirements to external bodies for all Eastern Health Aboriginal Health Team services.
- 2.4.3 **Training:** Ensure staff are compliant with training requirements specified by relevant Government Programs, as well as Eastern Health, and that accurate documentation to provide evidence of this training is maintained.

- 2.4.4 **Education and Research:** Promote research and critical analysis in order to ensure service and practice benchmarks are achieved. Facilitate and participate in the delivery of models of education to staff and students.
- 2.4.5 **Service Performance:** Undertake and lead service improvement projects as delegated by the Associate Program Director.

3. SAFE PRACTICE AND ENVIRONMENT

Occupational Health and Safety

Eastern Health is committed to provide and maintain a working environment for all staff that is safe and without risk to health. All staff are to take care of their own health and safety and the health and safety of any other person who may be affected by your acts or omissions at the workplace. Understand responsibilities and accountabilities to yourself and others in accordance with OH&S legislation and Eastern Health policies and promote a working environment that is congruent with these guidelines. This includes staff reporting of all clinical and OHS incidents and near misses, in particular those related to Occupational Violence, Manual Handling and Slips, trips and falls.

Staff are required to comply with all state legislative requirements in respect to the Occupational Health and Safety Act 2004 and the Workplace Injury Rehabilitation and Compensation (WIRC) Act 2013.

4. TRAINING AND DEVELOPMENT

Relevant, practical and timely education should direct, facilitate, enhance and support the professional growth and practice of employees in a health environment characterised by change. All programs should endeavour to promote evidence-based practice, a problem solving approach and to be competency based.

You are expected to participate in the personal development process on an annual basis.

5. QUALITY

As a staff member of Eastern Health staff are required to comply with Eastern Health performance standards and participate in continuous monitoring and improvement as part of your role. You are also required to comply with legislation, professional standards and accreditation standards.

As a staff member employed by Eastern Health services you must have and maintain the appropriate skills and knowledge required to fulfil your role and responsibilities within the organisation. In addition, you must ensure that you practice within the specifications of this position description, and where applicable within the agreed scope of practice.

You are responsible for ensuring safe high quality care in your work. This will include complying with best practice standards, identifying and reporting any variance to expected standards and minimising the risk of adverse outcomes and patient harm. In addition, you will ensure that service and care is consistent with the EH approach to patient and family centred care.

6. CONFIDENTIALITY

Any information obtained in the course of employment is confidential and should not be used for any purpose other than the performance of the duties for which the person was employed. Staff are bound by the Information Privacy Act 2000 and the Health Records Act 2001.

7. EQUAL EMPLOYMENT OPPORTUNITY

You agree to adhere to the Equal Employment Opportunity policies and practices of the Health Service. Discriminatory practices, including sexual harassment, are unlawful. The Health Service will not tolerate discriminatory behaviour and any such conduct may lead to the invoking of the Disciplinary Policy and Procedure, which may result in termination of employment.

8. PERFORMANCE DEVELOPMENT

A Performance Review, that includes agreed targets, will occur three (3) months from commencement and then annually on the basis of the duties and responsibilities outlined in this position description. This is an opportunity to review personal and the allocated work unit's service performance, facilitated by the setting of objectives/goals and ongoing evaluation of performance and achievement. Objectives will be developed annually, documented, discussed and agreed with the immediate line manager, who will act as the assessor. The incumbent is expected to demonstrate and show evidence annually of on-going self and allocated work unit's service development.

9. ATTACHMENTS

- Attachment 1 Key Selection Criteria
- Attachment 2 Major Duties and Responsibilities

10. NOTE

Statements included in this position description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all-inclusive.

Prior to accepting any offer of employment, prospective employees will be required to read and commit to the Eastern Health Code of Conduct, including (but not limited to) issues of Occupational Health and Safety, Equal Opportunity and Confidentiality.

Vaccination against infectious disease is a mandatory requirement of this role. An offer of employment is conditional on you providing evidence that you are currently vaccinated against COVID-19, prior to commencing employment.

Signed: _____

Date: ____/____/____

Manager

INCUMBENT STATEMENT

I _____ (Incumbent Name) have read, understood and accepted the above Position Description and associated Attachments.

Signed: _____

Date: ____/____/____

ATTACHMENT 1

KEY SELECTION CRITERIA

Position Title:	Aboriginal Health Team Manager
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PERSONAL ATTRIBUTES

- Demonstrates cultural respect at all times.
- Role models the Eastern Health values
- Resilient
- Positive approach and 'can-do' attitude
- Open, transparent and trusting
- Collaborative leader and team player
- High emotional intelligence
- Reliable and well organised

QUALIFICATIONS, EXPERIENCE and SKILLS

Mandatory:

- Clinical qualification and registration with Australian Health Practitioner Regulation Agency, or, if a non-registered profession, eligibility for membership of professional association, where relevant.
- Considerable experience in working with Aboriginal and Torres Strait Islander peoples and communities.
- Excellent knowledge and understanding of the Victorian Aboriginal community, both society and culture, and relevant issues impacting the community.
- Previous experience leading high performing teams within complex healthcare environments, including coaching, training and mentoring
- Experience identifying gap and areas of risk (e.g. in care, patient/customer experience or performance) and planning, implementing and evaluation service, process and quality improvement.
- Proficient budget management skills
- Knowledge of local community and professional organisations and networks
- Proficient computer literacy in Microsoft Office applications
- Ability to establish relationships with key stakeholders and networks from diverse backgrounds (e.g. vulnerable clients, senior management)
- Conflict management and resolution (clients, families, team members)

- Demonstrated experience in recruiting, retaining, engaging and developing staff and teams.
- Current Victorian Drivers Licence

Highly Desirable

- Thorough understanding of IAHP, HACCP-PYP and CHSP programme guidelines.
- Understanding of National Safety and Quality Health Service standards, the 5 EQulP National Standards, and the Aged Care Quality Standards
- Membership of the relevant professional association(s) and other specialist interest groups within field of practice.
- Tertiary post graduate level qualification in management, preferably at a Masters level (or working towards) or commencement thereof
- Previous management experience in Aboriginal Health service and/or community/general practice settings.

ATTACHMENT 2

MAJOR DUTIES AND RESPONSIBILITIES

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1. Management

- 1.1 Monitoring the quality of clinical service delivery of the Aboriginal Health Team.
- 1.2 Ensure maintenance and achievement of NSQHS and Aged Care Standards.
- 1.3 Manage designated services effectively and efficiently to achieve the stated mission of the organisation and to ensure that it is a culturally safe and respected health care provider.
- 1.4 Develop best practice integrated interdisciplinary models of service delivery.
- 1.5 Ensure Eastern Health performance standards are also monitored by service Team Leaders and Senior Clinicians and that there is adherence to these standards.
- 1.6 As necessary, represent the designated services in the wider community at community forums, Department of Health and Human Services and Commonwealth initiated meetings, networks, government forums and primary care partnership functions.
- 1.7 Participate in the management, removal or reduction of risks and the design of appropriate risk management strategies.
- 1.8 Operate within a partnership framework with external and internal stakeholders.
- 1.9 Prepare high quality submissions and reports for funding opportunities and progress reports both internally and externally as required.

2. Planning

- 2.1 Undertake program planning and evaluation to guide service development and improvements.
- 2.2 Participate in the development and implementation of an agreed annual Innovation and Improvement Plan with designated priorities for the Aboriginal Health Team, and develop and implement the activity work plan for Aboriginal Health Team services.

2.3 Ensure service planning is based on an analysis of the health needs of the local Aboriginal community, maintaining external environment trend analyses and input from consumers and health care partners.

2.4 Advise the Associate Program Director on opportunities for new service development.

2.5 Identify opportunities for additional funding, new partnerships and improved relationships with other healthcare providers.

2.7 Assess and enhance the effectiveness of Aboriginal Health Team services in meeting the culturally-specific needs of the community.

3. Staff Management

3.1. Ensure processes for the recruitment, selection and orientation of new staff are effective and appropriate.

3.2. Ensure that the service is staffed by appropriately qualified personnel within the designated budget and promote continuing education and development for all staff members.

3.3. Support and foster a service culture of mutual support, innovation, consensus decision-making and problem-solving to achieve excellence in service delivery.

3.4. Where necessary, apply performance management measures and oversee grievance procedures in consultation with the Director of People and Culture Business Partnering or the People and Culture Business Partner in accordance with service policy, funding agreements and relevant industrial awards and union agreements.

4. Quality Service Delivery

4.1. Ensure Aboriginal Health Team services are delivered in line with the program aims, funding guidelines and the mission and values of Eastern Health.

4.2 Work collaboratively with team leaders, senior clinicians, staff, consumers and volunteers to facilitate consultation at all levels and undertake a range of time-limited tasks aimed at ensuring the relevance and quality of services.

4.4 Ensure the effective performance management of staff using Eastern Health processes.

4.4. Ensure appropriate statistical data, reports, forecasting and analysis activities are accurately undertaken as required.

4.5 Advise and communicate with the Associate Program Director in respect to role responsibilities and professional expertise in order to assist with program development.