

Position Title (position number):	Regional Manager – Palmerston
Supervisor:	Head of Operations
Classification Level:	Executive Rate
Salary Range:	Base Salary: \$150,000 Total Salary: \$167,279 (Note: Total salary includes leave loading and superannuation)
Staff:	Direct Reports: 3+
Location:	Binyolkga centre, 28 Knuckey st
Date Reviewed:	December 2019

### SUMMARY OF POSITION:

This position is responsible for leading the design, development and delivery of quality, culturally sensitive, comprehensive primary health care clinical services at DDHS Health Clinics and contribute to DDHS whole of services. Oversees service delivery and customer relationships within the Darwin region, with a view to maximise revenue. Leads the frontline employees within the Clinic(s) to drive results.

### OVERVIEW OF DANILA DILBA HEALTH SERVICE (DDHS) AND THE WORK ENVIRONMENT

#### Background

Established in 1991, Danila Dilba Health Service (DDHS) is a community-controlled organisation providing comprehensive primary health care services to Biluru communities in the Yilli Rreung Region of the Northern Territory.

The mission of DDHS is to improve the physical, mental, spiritual, cultural and social wellbeing of its clients through innovative comprehensive primary health care programs that are based on the principles of equity, access, empowerment, community self-determination and inter-sectoral collaboration.

### PRIMARY RESPONSIBILITIES:

#### Strategic and Program Management

Strategy formation and implementation - Engages with the leadership team to understand long-term strategic challenges and how to achieve strategic objectives through service delivery.

Policy development and implementation - Develops a comprehensive policy framework for the region clinics, then oversees implementation within the organisation.

Leadership and direction - Takes responsibility for fulfilling annual business plans for the clinics in the region by effectively leading a large team of frontline employees

Client and customer management - Manages client and customer relationships, typically by using employee teams to ensure their ongoing satisfaction and loyalty toward the organisation.

Financial management and control - Takes responsibility for developing and delivering the financial management and/or control systems of the Clinic(s).

Performance development - Develops short and long term objectives for employees and takes responsibility for implementing and coordinating a performance development culture for the Clinic(s).

Building capability - Takes responsibility to formally build capabilities within Clinic(s), while personally building capabilities elsewhere in the organisation through mentoring and other informal methods.

Advocacy - Acts on advocacy opportunities related to the organisation's community and clients.

Provide contemporary leadership and high level coordination across the Clinics and whole of Services to ensure the delivery of an integrated and culturally appropriate suite of relevant PHC services and programs that meet the needs of community members

Lead the identification and implementation of innovations to improve effectiveness and efficiency of clinical service delivery

Ensure clinics and services operate in compliance with funding agreements, and agreed service levels and performance targets are met and exceeded wherever possible

Identify and act upon opportunities to optimise and source additional revenue generation (e.g. Medicare)

### **Service Quality and Continuous Improvement**

Work collaboratively with the Head of Operations, Head of Clinical Governance, Regional Managers, Clinic Managers and Team Leaders to identify and lead service improvement opportunities and ensure national health accreditation standards are maintained (or surpassed)

Build a culture of innovation, quality and continuous improvement across clinics and services

### **Governance, Risk Management and Compliance**

Undertake complex analysis and apply significant judgement in managing complex / sensitive matters

Identify, evaluate and manage risk in all decision making and delivery of outcomes ensuring alignment with DDHS strategy, funding and legislative frameworks

Ensure data, reporting and compliance obligations for services are met

Oversee the development, review and implementation of relevant policies and procedures to ensure robust governance frameworks and clinical and legal compliance

### **Stakeholder Engagement**

Develop and maintain effective relationships and partnerships within DDHS and relevant Government and sector networks

Represent DDHS in a variety of settings ensuring the organisation's brand is protected and enhanced

Initiate and lead evidence based advocacy with stakeholders to seek effective programs, services and policies

### **Leadership**

Work with a high level of autonomy in making decisions that impact on Clinic / Service operations

Provide advice, regular updates and reports to the Head of Operations and Leadership Team in areas of responsibility

Provide constructive leadership to a multidisciplinary team to achieve outcomes in a culturally sensitive manner

Effectively lead and manage organisational change, human and financial resources

Role-model behaviours that demonstrate a high level of performance of oneself and others

### **Organisational Responsibilities**

Adhere to all organisational policies, procedures, standards and practices

Act only in ways that advance DDHS objectives, values and reputation and with honesty, integrity and good faith at all times

Other duties as required, consistent with skills and experience, as directed by the Head of Operations or CEO.

**SELECTION CRITERIA:****Essential:**

1. Extensive proven management experience in general healthcare operations or clinical practice that meet national health accreditation standards
2. Demonstrated leadership skills with the ability to manage human resources, finances and projects
3. Proven skills in relationship management, communication, negotiation and conflict resolution with the ability to work constructively with people from a wide range of cultural and social backgrounds and multi-disciplinary teams
4. Proven cross-cultural competence relevant to the DDHS environment.
5. Knowledge of Aboriginal health issues and understanding of Aboriginal history, culture and aspirations and the role of community controlled health organisations
6. Proven ability in preparing a range of quality documentation including reports, letters, policies and procedures.

**Desirable**

1. Tertiary qualifications in community services, health, social science, project management or other relevant areas

**Appointment Factors:** (Appointment is subject to)

1. Willing to undergo a Police Check;
2. Ability to obtain a Working with Children Clearance (Ochre Card);
3. Current driver's licence;
4. Current First Aid and/or CPR certificate or the preparedness to gain one

**Approved:**

**Olga Havnen****Chief Executive Officer**Date: 23 / 4 / 2021.

Reviewed by:	Approved	Changes
Head of Operations, December 2019	Chief Executive Officer, December 2019	Position Title – Amended to Regional Manager Supervisor – amended structure / reporting lines
Chief Operating Officer, June 2017	Chief Executive Officer, June 2017	Position title – amended to General Manager Remuneration – Executive contract level Primary responsibilities – Strategic responsibility, leadership, governance and risk management
Chief Executive Officer, December 2015	Chief Executive Officer, December 2015	Position title – amended to Practice Manager Remuneration – Manager Responsibilities – updated to reflect increase in scope of clinics & direct reports; operational objectives, leadership

