

Position Title (position number):	General Manager – Clinics and Services
Supervisor:	Clinical Director
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:	Various clinic locations
Date Reviewed:	November 2018

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 aimed at improving the health status of Aboriginal and Torres Strait Islander residents.

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

- Contribute to and actively support the implementation of DDHS strategic goals
- Strategic input into service delivery design for new clinics and services
- Develop, monitor and review the Clinics and Services Business Plans to ensure alignment with DDHS strategic direction
- 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
- Document all new service design to help ensure integrated PHC and sustainability of service
- 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
- Actively intervene as appropriate where performance/outcomes are not satisfactory or consistently achieved
- Identify and act upon opportunities to optimise and source additional revenue generation (e.g. Medicare)

Service Quality and Continuous Improvement

- Work collaboratively with the Clinical Director, General 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 Clinical Director 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 Clinical Director 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: 21 / 11 / 2018

Reviewed by:	Clinical Director	November 2018
Approved by:	Chief Executive Officer	November 2018
Review due by	Clinical Director	November 2019