



Position Title (position number):	Services Coordination Manager	
Supervisor:	Regional Manager	
Classification Level:	Grade 8 Administration and/or Nurse 5	
Salary Range:	Admin Level 8.1 – 8.4 Base Salary: \$112,417 – \$119,771 Total Salary: \$125,367 – \$133,568 (Note: Total salary includes leave loading and superannuation)	Nurse Level 5.1 – 5.2 Base Salary: \$115,211 – \$120,048 Total Salary: \$128,482 – \$133,877
Staff:	Direct Reports: 6+	
Location:	Binyolkga Centre	
Date Created:	September 2020	

**SUMMARY OF POSITION:**

The Services Coordination Manager will lead and manage the delivery of quality, culturally sensitive, comprehensive primary health care allied health and specialist services within Danila Dilba Health Service (DDHS).

This position will also be responsible for the development and implementation of a range of new services and programs within DDHS aimed at improving the health status of Aboriginal and Torres Strait Islander residents of the greater Darwin region.

**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 Input**

- Contribute to the development and implementation of strategies for the Clinic to ensure the delivery of an integrated and culturally appropriate suite of relevant clinical programs that meet the needs of community members
- Assist in the identification and implementation of innovations to improve effectiveness and efficiency of clinical service delivery
- Effectively lead and manage organisational change, people and budget management.

**Service Coordination**

- Supervise operational and clinical services and staff and intervene when required to ensure appropriate rostering of staff, client workflow management, compliance with agreed service levels and national health accreditation standards so performance targets are met and exceeded wherever possible
- Work with the team to ensure streamlining of allied health and specialist services, improve access and coordination of care for clients
- Assist staff as required including visiting health professionals and specialists
- Coordinate external requests as required for clients not eligible for Care Coordination services
- Ensure data, reporting and compliance obligations for services are met
- Implement relevant policies and procedures to ensure clinical and legal compliance

- Monitor operational budget and ensure purchases are within budget and level of delegation
- Monitor and ensure maintenance of stocks and equipment
- Effectively manage complaints from a range of stakeholders (clients, staff and service providers)

### **Human Resources Management**

- Participate in cross-cultural education as well as assist and participate in staff induction and orientation.
- Participate in work partnership agreements.
- Participate in relevant training and professional development activities to further enhance skills and knowledge required for the position.

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

- Actively participate in DDHS' Continuous Quality Improvement (CQI) processes to ensure improved quality and service delivery outcomes.
- Implement and follow the DDHS incident and complaint investigation policies to ensure feedback drives service delivery improvements.
- Monitor services through data analysis and feedback

### **Stakeholder Engagement**

- Participate on a range of Working Parties as required
- Develop and maintain effective relationships internally and externally to DDHS
- Represent DDHS in a variety of settings ensuring the organisation's brand is protected and enhanced

### **Communication and Teamwork**

- Maintain a positive work environment along with harmonious and cooperative relationships with fellow employees, management and clients.
- Ensure all interactions with clients and staff show appropriate responses to their needs and demonstrate the application of DDHS' code of conduct.
- Contribute to the efficient and effective functioning of the workplace in order to meet organisational objectives. This includes demonstrating appropriate and professional workplace behaviours and providing assistance to team members as required
- Be responsible for maintaining your own professional work ethics and participate in staff meetings in a constructive manner.

### **Safe Practice Environment**

- Conduct all activities in a manner consistent with national health accreditation standards, DDHS Occupational (Work) Health and Safety Policy and procedures.
- Proactively address WH&S hazards, incidents and injuries.
- Regularly monitor and review practices and the work environment to ensure a healthy and safe workplace in accordance with DDHS policies and procedures and legislative requirements.
- Comply with established DDHS clinical standards, policies and protocols including (but not limited to); cold chain management; infection control; and DD Medicines Guidelines.

### **Information Management**

- Comply with DDHS Privacy and Confidentiality of Health Information Policy.
- Ensure all documentation, records management and the health information system database are maintained and completed in accordance with established standards, policies and protocols.

### **Organisational Responsibilities**

- Adhere to all organisational policies, procedures, standards and practices
- Ensure data, reporting and compliance obligations for services are met
- Act only in ways that advance DDHS objectives, values and reputation
- Act with honesty, integrity and good faith at all times
- Other duties as required, consistent with skills and experience, as directed by the Supervisor.

## SELECTION CRITERIA:

### Essential:

1. Proven leadership and organisational abilities to understand and manage budget and people matters relevant to the operation of primary health care environment
2. Proven communication, negotiation and conflict resolution skills with the ability to work constructively with people from a wide range of cultural and social backgrounds and multi-disciplinary teams.
3. Proven cross-cultural competence relevant to the DDHS environment.
4. Knowledge of Aboriginal health issues and understanding of Aboriginal history, culture and aspirations and the role of community-controlled health organisations.
5. Proven abilities in records management and the preparation of quality documentation including reports, letters, policies and procedures.
6. Understanding of the provisions of clinical services within the context of primary health care environment
7. Possess strategic and analytical thinking, with the ability to work methodically with a proactive approach
8. The ability to motivate staff and facilitate positive change in a high-pressure, culturally diverse environment

### Desirable

1. Relevant post-graduate qualifications in community services, health, social science, project management or other relevant areas
2. Registration with Australian Health Practitioner Regulation Agency (AHPRA)
3. Experience in developing chronic disease and self-management programs.

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

1. A Criminal History Check
2. Ability to obtain a Working with Children Clearance
3. Current driver's licence (desirable)
4. Current First Aid and/or CPR certificate or the preparedness to gain one

### Approved:

**Olga Havnen**

**Chief Executive Officer**

Date: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_