



Position Description

Position Title:	Primary Health Care Operations Manager (PHCOM)
Position Classification:	Nurses (NUR) Level 5 / Aboriginal Health Practitioners (AHP) Level 5 / Administration and Operational Support (AOS) Level 7
Direct Reports:	Clinic Coordinators, Program Coordinator (SER), Outreach Services Coordinator
Reports To:	Chief Executive Officer (CEO)

PROGRAM / ROLE DESCRIPTION

Wurli-Wurlinjang Health Service is an Aboriginal Community Controlled Organisation delivering comprehensive primary health care services to the Aboriginal people in Katherine and surrounding communities. Wurli prides itself on delivering a range of health and wellbeing services to the community in a style and manner that makes clients feel welcome and comfortable. Wurli operates a range of medical clinics and services which include Main Clinic (acute and general care), Gudbinji Chronic Disease Clinic, Binjari Health Centre, Women and Children's Clinic, The Australian Nurse Family Partnership Program and StrongBala Men's Clinic. In addition to this and to ensure holistic primary health care is provided Wurli offers an array of other social and emotional wellbeing programs under their community services portfolio that focus on mental health, Alcohol and Other Drugs (AOD), Family and Domestic Violence, Homelessness and StrongBala Justice Program.

The PHCOM role is responsible for the operational and associated administrative management of Wurli Clinics and associated programs to ensure the delivery of efficient, effective and culturally appropriate health care services to our clients. This position is accountable for all Clinical Operations as well as Leadership support to Clinic / Program Coordinators.

The scope of this position also includes human resource management, health service continuous quality assurance and delivery, workplace health and safety and corporate identity. The PHCOM role integrates, coordinates and collaborates closely with the roles of the Senior Medical Officer, the Primary Health Care Practice Manager and the Primary Health Care Systems Manager. Together these managers form the Primary Health Leadership Team.

KEY AREAS OF RESPONSIBILITY

Service Delivery

- Management of the day to day operational needs and outputs of Wurli's clinics and associated programs services ensuring cultural appropriate comprehensive primary health care services are delivered. The key functionalities of this role :-

- Clinical Operations (human and health hardware resource management)
- Clinical Team Leader/Coordinator Leadership (Supervision and Support)

Clinical Operations (human and health hardware resource management)

- To ensure all clinics / programs services are:-
 - Operating in accordance with Wurli PHC policies, procedures and accreditation standards
 - Providing efficient and effective service delivery with human resources allocated as necessary to ensure optimal delivery of health care services in accordance with client and service needs on a daily basis.
 - Adhering to the required clinic / program workplace presentation and hygiene standards and operating in accordance with stipulated operational hours of business.
 - Ensure all documentation, records management and the Electronic Health Records System are maintained and completed in accordance with established standards, policies and protocols to ensure data / file integrity individually and across the service team.
- Oversight and management of clinical service / program budgets and spending in accordance with organisational requirements and obligations.
- Management of “healthcare hardware” to required standards and quotas ensuring management and upkeep of all medical equipment, pharmacy and associated consumables.
- Clinical education schedules to be supported and adhered to and assist coordinate and plan professional development across specific clinical operational needs as identified.
- Ensure credentialing and scope of practice processes are undertaken and recorded for the multi-disciplinary workforce, as part of sound clinical governance.

□ Clinical Coordinator Leadership (Supervision and Support)

- The provision of leadership mentoring to existing clinic and other program coordinators in the clinic service team incorporating but not limited to:
 - Reviewing clinical / program operational performance utilising data from Electronic Health Records System and AHKPI deliverables and empowering coordinators in the effective use of such data
 - The completion of Performance Reporting / Annual Reports for clinical / programs allocated
 - Human Resource functions as a leader and associated skills and knowledge for effective performance management of staff from on boarding to separation.

Program Development, Networking and Liaison

- Consult and liaise with the SMO and other PHC management to ensure Wurli’s PHC system is producing services in accordance with compliance requirements and community needs.
- Attend and actively contribute to the clinical governance committee at Wurli and complete clinical governance activities such as credentialing, policy review, audit and actions to ensure compliant primary health care services are delivered.

- Support, coordinate and provide advice on technical and operational matters to ensure operational standards and efficiency are maintained across Wurli.
- Attend forums identified or required to maintain currency and collaboration with other key stakeholders.

Human Resources

- Provide strong leadership guidance to the clinic / program coordinators, fostering an environment which is safe, transparent, accountable, efficient, and respectful and delivers timely outcomes.
- Management of direct reports in accordance with Wurli policies and procedures and the delegations framework of Wurli, including but not limited to: - leave approval, hours of work, payroll authorisation, absence, under performance etc.
- Ensure that appropriate position evaluations, staff establishment and appraisal procedures are up to date.
- Provide assistance with recruitment, selection, staff credentialing and induction of trainees and other clinical staff as required.

Administration and Reporting

- Completion of all required reporting (annual, funding agreement, Board and other internal and external reporting) to the required standard and within required timeframes.
- Preparation of annual operational plans in conjunction with relevant team members.
- Assist in the preparation and conducting of internal / external audits and program reviews.

Workplace Health and Safety

Ensure your personal health and safety, and that of others in the workplace.

- Comply with any reasonable directions (such as safe work procedures, wearing personal protective equipment) given by management for health and safety.
- Promote and deliver in accordance with Wurli's risk management framework.
- Report all accidents, incidents, near misses and hazards immediately.
- Respond in line with risk management, incident management, reporting and escalation requirements in times of a crisis, emergency or following a complaint.
- Actively contributes to the Risk Mitigation strategies at Wurli and undertakes risk assessments across the program and delivery as required.

Corporate Identity

- Drive and lead the service culture in line with Wurli vision and values.
- Act as a role model for staff and clients
- Maintain professional networks that allow for good service delivery and continuity of care for patients.
- Act in accordance with Wurli's Code of Conduct

POSITION REQUIREMENTS

Qualifications / Prerequisites: Essential

- Bachelor of Nursing / Diploma in ATSI Primary Health Care Practice.
- AHPRA Registration (current).
- National Police Records Check and Working with Children's Clearance.
- Current Northern Territory Driver's License.
- COVID-19 Vaccination Certificate

Experience: Essential

- Minimum of 10 years broad clinical experience.
- Previous experience in a clinical leadership or operational / practice management role.
- Demonstrated knowledge of Australian health care standards and legislative frameworks.

Experience: Desirable

- Graduate Diploma in Nursing (Clinical) / Diploma of Practice Management / Diploma in Business Management.
- Previous senior leadership role in a community controlled organisation with a clear understanding of the obligations of the funding, organisational governance, clinical governance and reporting requirements.

Acknowledgement

I have read and understand the requirements of the role; responsibilities and accountabilities as outlined within this Position Description.

Employee name: _____

Signature: _____

Date: _____