

POSITION PROFILE: 1801 HEALTH CENTRE MANAGER

Position Details

Position Title:	Health Centre Manager
Classification:	AHW Class 6 / Clinical Nurse Manager (CNM)
Salary Range:	\$73,134 - \$83,437
Reports To:	501 Primary Health Care Manager
Location:	Ngukurr Health Clinic

Position Summary:

Sunrise Health Service Aboriginal Corporation is an independent, community controlled health service, with overall direction and management set by a board comprised of representatives from the remote Aboriginal communities of the region.

Each major community within the region has its own Community Health Committee (CHC) which will increasingly play a role in setting direction at the local community level. CHCs provide support and advice to the local health centre so that local cultural values and practices are included in service planning and delivery.

Sunrise takes a broad view of primary health care, has a philosophy of community participation, and a strong focus on care coordination.

Health Centre Managers therefore have a strong coordination and facilitation role:

- working with the Community Health Committee, senior community mentors and Aboriginal Health Workers, to identify health priorities and solutions
- building the capacity of Aboriginal Health Worker (AHW) staff to provide the highest possible standard of culturally appropriate health care
- acting as the coordination point for health programs
- liaising with other organisations and departments, both internal and external to Sunrise to achieve outcomes
- managing all aspects of the Health Centre
- working with others to provide accident and emergency care

Duty Statement:

1 Community Inclusion

- Attend, and provide health centre activity reports to Community Health Committee meetings
- Together with other team members, consult with groups in the community on matters relating to the health needs and cultural approaches of the community
- Develop local outreach programs in consultation with community groups

2 Human Resources

- Participate in a duty roster including on-call equally with other staff
- Provide direction, guidance, training and support for Aboriginal Health Workers in their everyday work
- Undertake day to day management of all health centre staff, ensuring that plans are carried through and performance indicators are met
- Delegate work to staff in line with their position level and level of competency
- Together with doctors, establish and maintain regular primary health care team meetings
- In close liaison with the Training & Development Officer, implement work programs for trainees taken on by Sunrise; ensure they are adequately supervised and that they obtain competency in the required skills
- Approve staff timesheets, leave and requests for training in accordance with the organisation's procedures

3 Service Delivery

- Establish and maintain procedures to ensure that community needs are identified
- Work with other members of the Sunrise primary health care health team to meet identified needs
- Act as the coordination point for other Sunrise staff providing services to the community
- Utilise and maximise the full range of staffing resources, including AHWs, the community doctor, and other nurses, to provide general health care, assessment and management of a broad range of health problems
- Ensure agreed protocols and manuals, are followed, including:
 - a. Sunrise procedures manual or directions given by senior health centre staff
 - b. clinical protocols detailed in the CARPA Standard Treatment Manual
 - c. Alukura/ Nganampa Women's Manual
 - d. Infection Control Manual
- Ensure that preventive and opportunistic health checks and screenings are routinely followed
- Provide accident and emergency care including emergency first aid, stabilisation and evacuation of patients
- Oversee the dispensation of pharmaceutical therapies, including the administration of vaccines and prescribe pharmaceuticals for common conditions
- Respond to medical emergencies
- Oversee the prompt follow up and recall of patients in liaison with AHWs, doctor and other nurses, and facilitate tracing and treatment of patients moving between communities, homelands and out-stations
- Facilitate the provision of specialist care, eg substance abuse care, nutritional care and mental health care, both from within and outside the community
- Encourage community members to be proactive in identifying their individual health needs
- Maintain and utilise accurate information systems such as patient recall, computer systems, statistics and other records required for the efficient, effective management of clients
- Oversee the ordering of medical supplies

4 Administration

- Within agreed guidelines and via executive management, carry out the directions of the Sunrise Health Service Board and other departments of Sunrise Health Service, and report regularly on progress
- Maintain general office administration records and files
- Liaise with the Assets Officer in head office to manage all equipment and assets at the community level, eg:
 - Routine maintenance of buildings, plant and equipment
 - clinic vehicle registrations are current and all drivers hold current driving licenses
- Liaise with the Assets Officer to order and manage non-medical consumables in accordance with the organisation's procedures
- Manage the accommodation requirements of visitors to the health centre
- Assist in the implementation of quality assurance and other evaluation programs to ensure a high quality of clinical care

5 Financial

- Contribute to the preparation of the annual budget for the health centre
- Manage and maintain financial expenditure of the allocated health centre budgets
- Monitor and maintain purchase order records

Key Responsibilities

- Establish clear and effective means of communication with the Community Health Committee and be clear about the roles of elected members and staff and how they work together for the benefit of the community in line with the aims and objectives and policy guidelines of Sunrise Health Service
- In conjunction with doctors, identify health trends and gaps in service delivery within the community
- Work in partnership with other health professionals to ensure a multi disciplinary approach to health care, in particular, supporting the role of Aboriginal Health Workers as integral members of the team
- Participate in the development, implementation and review of the Community Health Centre business plan in conjunction with local community councils/health committees and organisational priorities
- Participate in the orientation of new staff to the organisation's philosophy, policy, procedures and health centre functions to promote effective teamwork and act as an ongoing resource to build capacity within the team and community to affect long term health outcomes
- Be familiar with and competent in the use of standard basic medical equipment
- Liaise with the Primary Health Care Manager on all personnel and recruitment matters
- Participate in interview panels pertaining to the community health centre
 - In conjunction with the Human resources section, ensure staff performance appraisals and staff development occur as required
 - Be responsible for the management of Occupational Health and Safety procedures

Organisation-wide responsibilities

- Continuously work to maximise access by community members to health services
- Ensure your own professional competencies and knowledge are current and in line with accepted standards
- Use skills and experience to support and train other staff members as the need arises
- Develop and utilise good working relationships and networks with other organisations at both the community and professional level
- Participate in performance management as required and:
- be willing to discuss how the key performance indicators of the position are being met

- provide feedback about personal, position and organisational development requirements
- Participate in staff development and training as requested by Sunrise Health Service
- Bring to the attention of your manager any matters that affect the ability of your position to meet requests and objectives in a timely manner
- Maintain strict confidentiality in relation to medical records, information about health service business activities
- Participate in the Sunrise Continuous Quality Improvement Program for the provision of a safe, effective health service
- Follow organisational systems and procedures

Key Performance Indicators

Criteria for Performance Assessment

1. As part of a team, ensure that the programmed outstation visits are completed by the end of each quarter
Indicator: *Completion of visits*

2. As a member of the multidisciplinary team, participate in the planning and implementation of coordinated care through involvement in activity planning and multidisciplinary care planning activities
Indicator 1: *Participation in activity planning sessions*
Indicator 2: *All multidisciplinary care plans are completed to the required standard and reflect appropriate recalls that have been negotiated with the client*

3. In conjunction with the Child Health Program Coordinator, ensure all GAA screening is completed twice a year
Indicator: *All children screened*

4. Ensure that all patient documentation is completed in line with recognised standards at time of presentation
Indicator: *All data entered into medical record by all staff members at time of client presentation*

5. Active participation in the skills development of AHW's, Trainee AHW's and CBW's
Indicator: *All AHW, Trainee AHW's and CBW's have a training plan with progress being supported*

6. Cultural Performance/Promotion of a culturally sensitive environment
Indicator 1: *Requests for cultural and interpreter support are acted upon*
Indicator 2: *Actively participate in all CHC meetings*

7. Reporting
Indicator 1: *Prepare monthly reports to the Primary Health Care Manager*
Indicator 2: *Prepare reports to each Community Health Committee meeting on the progress of the service and identify needed changes*

8. Maintenance of personal clinical skills and professional development
Indicator: *Completion of staff training plans and their implementation within agreed timeframes.*

