**Manager – Practice Support and Improvement**

**Location: Bathurst, Orange, Dubbo or Broken Hill**

Thank you for your enquiry.

This Information Pack is designed to inform you about the organisation and the role, identify the selection criteria we will be using to select the right candidates, and explain the application process. If you have any questions about this position after you have read this document, please contact **Sonya Berryman on 1300 699 167.**

The Western NSW Primary Health Network (WNSW PHN) is an independent, not-for-profit organisation funded by the Commonwealth Department of Health and plays a pivotal role in supporting GP General Practice and Primary Health Care services to better meet the health needs of the community and patients. WNSW PHN is an agile and high performing organisation that responds to the identified needs of the community, Commonwealth and State health policy, and the development needs of primary health care providers.

The WNSW PHN works with a range of primary health care oriented councils and clinical service providers to plan and fund programs based on the health needs of the region in order to better connect local health services to meet local health needs.

# Position Advertisement

**Manager – Practice Support and Improvement**

**Location: Bathurst, Orange, Dubbo or Broken Hill**

**Full time maximum term contract until 30 June 2021 (with possibility of further extension)**

**About Western Health Alliance Ltd (WHAL) trading as Western NSW Primary Health Network (WNSW PHN)**

The WNSW PHN is one of 31 Primary Health Networks across Australia established by the Australian Government to support frontline health services. Our focus is to increase the efficiency and effectiveness of primary health care, ensuring people receive the right care in the right place at the right time. To achieve this, we work closely with general practice, Aboriginal Medical Services and other health care providers, Local Health Districts, non-government organisations and the broader community.

**The Role**

The Manager - Practice Support & Improvement provides leadership and line management to the Western NSW Primary Health Network Practice Support and Improvement team. The team works collaboratively with a broad range of primary healthcare professionals providing advice, training and support to assist in the development and implementation of systems improvements that support and enable efficiency and sustainability of primary healthcare.

This position reports to the Senior Manager - Primary Healthcare and Integration and works closely with general practices across the Western NSW Primary Health Network (WNSW PHN) region as well as Aboriginal Health Services (Aboriginal Community Controlled Health Organisations & Aboriginal Medical Services).

**Benefits to working with WHAL**

We pride ourselves on being supportive and flexible and offer a great range of benefits including:

* Generous salary packaging options up to $18,450 per year
* Professional development allowance and leave
* Family friendly and flexible working arrangements
* Supportive team environment
* Collaboration with passionate likeminded professionals
* 5 weeks annual leave
* Option to purchase an additional 2 weeks leave or cash out 2 weeks
* Additional leave between the Christmas and New Year period
* 6 weeks paid parental leave
* Opportunities to be innovative
* Free Employment Assistance Program

**How to apply**

For an outline of responsibilities, position description, selection criteria and information on how to apply, please refer to the Employment tab in the ‘About Us’ section of our website [www.wnswphn.org.au/about-us/employment](http://www.wnswphn.org.au/about-us/employment)

WNSW PHN is committed to achieving a diverse workforce and strongly encourage applications from Aboriginal and Torres Strait Islander people.

For enquiries regarding this role, please contact Sonya Berryman (Senior Manager – Primary Healthcare and Integration) on 6813 0928 or 0417 810 234.

***PLEASE NOTE:***

***The selection criteria as outlined in the position description must be addressed as part of your application.***

**Applications close 9am Monday 19 August 2019.**

**Guidelines for Applicants**

These guidelines aim to assist you in submitting applications for advertised vacancies with the Western NSW PHN.

**Applying for a position**

The following may assist you in preparing your application:

• Obtain and carefully read the Information Package for the position of interest.

• Conduct some initial research on the organisation by browsing the website and reading key resources.

• If you need to, seek clarification or additional information on the organisation and/or the position.

• Decide whether you possess, and can demonstrate your skills, experience, knowledge and ability against the selection criteria.

• When addressing the selection criteria, provide examples to demonstrate and

substantiate your claims. Examples should outline a situation, identify the action you took and summarise the subsequent result. Keep your response to no more than two pages, plus your Resume/Curriculum Vitae (CV).

• Be aware of the closing date and where and how to lodge your application (for details see below). If, for any reason you cannot submit your application by the closing date, you should ring the contact officer to see if a late application will be accepted.

• If you require any special arrangements (e.g. wheelchair access, hearing or visual aids, etc.) to assist you to attend an interview, please discuss these with the contact officer when the interview is being arranged.

**What you need to include in your application**

The WNSW PHN uses a streamlined approach to recruitment. All applications require:

1. A cover letter introducing yourself and outlining your interest in the position

2. Statement addressing each of the Selection Criteria (as listed on the last page of this document)

3. Resume/Curriculum Vitae (CV) that should include information about:

a. contact details including telephone number and email address

b. education/qualifications

c. an employment history summary including (for each position):

i. the employer

ii. start and finish dates

iii. your position/title

iv. your responsibilities and achievements in the position

d. a summary of your skills

e. professional memberships

f. the names of two work related referees (must be work related and senior to the position you hold), and other relevant information that will support your application not covered elsewhere.

4. Any other supporting documentation, e.g. copy of your qualifications

**Submitting your application**

**Applications should be submitted via email (by the closing date and time) to:**

[**hr@wnswphn.org.au**](mailto:hr@wnswphn.org.au)

**or posted to:**

**Human Resources**

**Western NSW PHN**

**First Floor,**

**187 Brisbane Street**

**PO Box 890**

**Dubbo NSW 2830**

**Position Description**

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| Position Title: | Manager - Practice Support & Improvement |
| Position Location: | Bathurst, Orange, Dubbo or Broken Hill |
| Position Reports To: | Senior Manager - Primary Healthcare and Integration |
| Portfolio: | Integration & Services |
| Contract Type: | Maximum Term Full Time |
| Industrial Instrument: | Western Health Alliance Ltd Enterprise Agreement 2017 |
| Position Classification: | Team Leaders & Managers – Level 4, Grade 2 |
| Delegated Authority: | As defined in the Delegations Policy |

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| Position Purpose |

The Manager - Practice Support & Improvement provides leadership and line management to the Western NSW Primary Health Network Practice Support and Improvement team. The team works collaboratively with a broad range of primary healthcare professionals providing advice, training and support to assist in the development and implementation of systems improvements that support and enable efficiency and sustainability of primary healthcare.

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| Key Responsibilities: |

The primary responsibilities of this position are to lead the Practice Support and Improvement team to undertake the following:

* Develop and build relationships with general practices, providing support, networking, training and resources to help them improve practice efficiency and effectiveness.
* Work closely with general practices to assist them to prepare for the implementation of new funding models (for example, Healthcare Homes).
* Provide advice, support and resources on the application and use of the business systems within the Medicare Benefits Scheme (MBS), Service Incentive Payments/Practice Incentives Program (SIP/PIP) and Pharmaceutical Benefits Scheme (PBS) frameworks.
* Work with all relevant stakeholders across the region to develop digital health literacy and increase the uptake of the My Health Record.
* Liaise with providers from primary health care providers and Local Health Districts to facilitate effective communications and integration of health services.
* Work collaboratively with general practices to assist in the development of quality improvement activities using models and systems tailored for their business and local community, including:
  + Support general practices to achieve accreditation;
  + Support general practices to develop and implement cultural safety;
  + Strengthen and support improved information and clinical data management;
  + Proactively managing patients (for example, prevention and management of chronic disease);
  + Provision of nurse-led clinics and improved coordination of multidisciplinary care.
* Collaborate with general practice, primary health care providers and stakeholders within the WNSW PHN area to improve partnerships for the delivery of Quality Health Programs (and other primary care and preventative health programs that may be developed in the future) to ensure these programs meet the needs of customers and the requirements of the funding bodies.
* Build linkages between general practice and commissioned primary healthcare services.

As line manager for the Practice Support and Improvement team, the role also includes the following additional responsibilities:

* Lead the Practice Support and Improvement team to ensure that they understand the goals and direction of the WNSW PHN and their role in achieving these goals, by implementing WHALs Talent Management initiatives (for example, Talent Management Plans and performance reviews).
* Ensure clear communication with Practice Support and Improvement team and other parts of the organisations through regular team meetings, and participation in cross-organisational meetings (for example, Integration and Services team meetings, All Staff Meetings, etc).
* Support team members’ professional development by providing appropriate feedback coaching and mentoring and ensure completion of professional development plans.
* Approval of team members timesheets and travel request, etc.
* Manage team members leave balances to ensure team members do not accrue excessive leave whilst managing the operational requirements of the business in providing support to general practices across the region.

The Manager Practice Support and Improvement may be involved in a range of other primary healthcare-related projects, as directed by the Senior Manager – Primary Healthcare and Integration.

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| **Competency Framework**: (refer to WHAL Competency Framework) | |
| **Core Competencies** | **Role Requirement Level** |
| **Analytical Thinking** | **(3)** – *Sees multiple links* |
| **Initiative** | **(3)** - *Is decisive and takes accountability in situations that call for prompt direction* |
| **Customer Focus** | **(4)** – *Delivers best practice customer service* |
| **Learning Orientation** | **(3)** - *Implements plans to ensure long-term knowledge and capability* |
| **Results Focus** | **(3)** – *Improves overall team performance* |
| **Teamwork and Co-operation** | **(4)** - *Builds team effectiveness* |
| **Direction Setting** | **(3)** - *Aligns the strategy with broader/future organisational goals* |
| **Influencing & Negotiation** | **(3)** *-* *Focuses on areas of interest to influence and adapts approach to fit audience.* |
| **Conceptual Thinking** | **(3)** *- Thinks creatively to pursue unique solutions* |
| **Judgement & Decisiveness** | **(3)** *- Makes quality decisions without complete information* |
| **Planning & Co-ordinating** | **(3)** *- Monitors and facilitates others’ activities* |
| **Developing Others** | **(3)** *- Provides broad on-the-job coaching and support including soft skill development to achieve short to medium term goals* |
| **Leading the Team** | **(3)** *Creates an open and encouraging environment:* |

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| General Responsibilities: |

* Demonstrate a commitment to WNSW PHN’s vision and values.
* Respect confidentiality in line with the Privacy Act 1988 and related policies and procedures.
* Be aware of and adhere to WNSW PHN’s policies and procedures.
* Be aware of individual responsibilities under the relevant Workplace Health and Safety legislation and report as necessary any untoward accident, incident or potentially hazardous environment.
* Undertake continuing professional development as required to ensure job skills remain current.
* Attend and participate in out-of-hours meetings and functions as required.
* Actively participate in staff development activities.
* Identify and participate in continuous quality improvement opportunities.
* Actively participate in annual performance planning and review activities.
* Maintain a working knowledge of all equipment utilised in the office.
* Undertake other duties commensurate with the role as required.

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| Selection Criteria: |

**Essential**

* Tertiary qualifications in health, business, or similar; or equivalent relevant work experience.
* Demonstrated understanding of primary health care in a regional, rural and remote setting.
* Minimum 5 years’ experience working in a General Practice or Aboriginal Medical Services in a practice management or similar role, or other relevant experience.
* Demonstrated understanding of and commitment to cultural safety
* Demonstrated interpersonal skills, relationship management skills, including the ability to effectively liaise and negotiate in a culturally diverse environment (both internally and externally).
* Demonstrated high-level communication skills and competence using information communication technology.
* Demonstrated understanding of Digital health and My Health Record.
* Demonstrated knowledge of health information systems, and ability to learn new software application.
* Demonstrated understanding of quality improvement models in General Practice.

**Desirable**

* Experience using a number of different practice management software applications.
* Demonstrated knowledge and understanding of portfolio-related activities at Commonwealth and State level.
* Knowledge and experience related to Health Care Homes.

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| Special Conditions: |

* Conditions of employment are governed by the industrial instrument specified in the first table, the Fair Work Act 2009, National Employment Standards, Western Health Alliance Limited Employment Contract and WNSW PHN policies and procedures.
* Out of hours work, on evenings and/or weekends, may be required from time to time for which flexible working hours may be negotiated with your Manager.
* Travel, including overnight stays, across the region within the WNSW PHN’s boundary may be necessary from time to time. Occasional intrastate and/or interstate travel may also be required.

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| Appointment Prerequisites: |

* Verification of eligibility to lawfully work in Australia. You must be an Australian or New Zealand Citizen, a Permanent Resident of Australia or possess a valid Australian Working Visa to be employed by WNSW PHN.
* Certification of tertiary qualifications and professional membership (if applicable to role).
* Verification of current NSW Drivers Licence.
* Verification of comprehensively insured motor vehicle (if applicable to role).
* National Police check.
* Working with Children check (if applicable to role).