



Primary Care Connect is a local community health centre operating under the social model of health. We work with our community to create better health outcomes. Visit our website www.primarycareconnect.com.au for the organisations mission, values, journey and strategic direction.

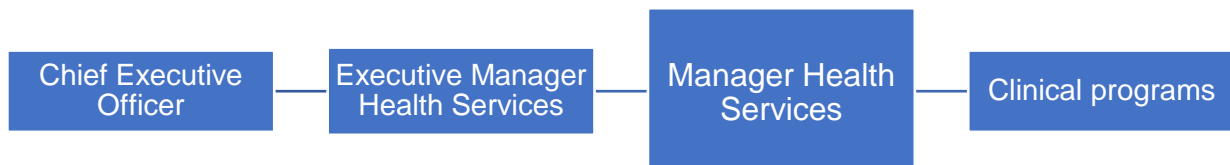


The Manager Health Services is operationally focused. The main function is to provide support and oversight for clinical staff to ensure an optimal experience and outcome for the client. In addition, there will be a responsibility to research, develop and implement change for existing and new program opportunities, using population health data and other related evidence.

The position will work with staff to improve access and experience for quality integrated multidisciplinary care, across the care continuum. This position will actively engage, develop and maintain collaborative partnerships and seek new and innovative opportunities for quality service model design and delivery.

Position Reports

This position reports to Executive Manager Health Services (EMHS). This position works in collaboration with the Leadership Team and is expected to network with all other teams within Primary Care Connect as appropriate.



Key Performance Indicators

The key performance indicators (KPI) below are the expected outcomes of this position. Timelines for achievement of key performance indicators will be set within the first month of employment and include clear objectives to be achieved throughout the probation period.

- Maintain and share knowledge of current research and population health data (including local, state and national trends) to inform service delivery and resource allocation. Along with the successful implementation of new service models in line with the PCC Strategic plan
- Meet 100% compliance, in conjunction with the EMHS, dual funding service model plans as it relates to PCC business.
- Meet 100% compliance on monthly reporting to EMHS on operational program reporting

- Meet 100% compliance on quarterly program review and recommendations for development and/or service improvement
- Meet 100% compliance and reporting of funding and service agreements as relevant to the program area
- Meet 100% compliance on conducting and reporting on file audits as per the file audit timeline and procedure
- Meet 95% compliance on conducting and documenting monthly meeting and performance planning for all direct report staff
- Meet 95% compliance on attending monthly review meetings with Executive Team members
- Monitor and actively contribute to quality review and planning, incident reporting and OHS and report to EMHS on a quarterly basis

Position Duties and Responsibilities

Maintain and share knowledge of current research and population health data (including local, state and national trends) to inform service delivery and resource allocation

- Attend relevant forums, conferences and networking opportunities
- Keep up-to-date with local population data sources and develop quality briefings to EMHS
- Assist in developing and maintaining PCC population health data reporting dashboard

Meet 100% compliance on, in conjunction with the EMHS, dual funding services models plans as it related to PCC business

- Assist in the design, implementation, operational management and reporting of dual funding service models in line with PCC strategic plan
- Assist in on going service model development and continuous quality improvement

Meet 100% compliance on monthly reporting to EMHS on operational program reporting

- Submit monthly reports to EMHS on service and program delivery, opportunities for growth, challenges and areas of concern, training and education, themes and trends, OHS and clinical risk, staffing, and achievements

Meet 100% compliance on quarterly program review and recommendations for development and/or service improvement

- Complete and submit program reviews, in line with program evaluation schedule
- Seek and maintain networking, partnership and service integration opportunities with a
- Submit performance / program improvement recommendations to Executive Team

Meet 100% compliance with funding and service agreements as relevant to the program area

- Ensure all direct reports achieve their monthly KPI's, in line with funding and service agreements
- Where KPI's are not met, implement and manage the performance improvement process in conjunction with EMHS and Human Resources (HR)
- Extract and review service delivery data monthly and manage outcomes as required

Meet 100% compliance on conducting and reporting on file audits as per the file audit timeline and procedure

- Complete client file audits in line with PCC audit procedure and schedule
- Where audits are of concern, implement and manage the performance improvement process in conjunction with EMHS and HR
- Report clinical risks as per the relevant policy and procedure and advise the EMHS

Meet 95% compliance on conducting and documenting monthly meeting and performance planning for all direct report staff

- Meet monthly with each direct report to discuss operational and workplan, staff development, performance, service improvement.
- Ensure documentation of each meeting occurs
- Develop performance improvement plans where required and submit to EMHS and HR

Meet 95% compliance on attending monthly review meetings with Executive Team

- Attend meetings with EMHS ensuring 95% attendance
- Provide reports to the Executive and the Board of Directors when required, on both a regular and as needs basis

Monitor and actively contribute to quality service review and planning, incident reporting and OHS

- Present information and case studies on projects and programs to the Executive Team and Board of Directors as requested
- Report monthly to EMHS on quality practice, OHS and risk planning

Incumbent Expectations

Qualifications	<ul style="list-style-type: none">• Maintain relevant qualifications and professional registrations• Provide at commencement of employment a National Police Check, Drivers Licence and Working with Children Check
Personal & Professional Development	<ul style="list-style-type: none">• Demonstrated experience, understanding and commitment of the need for both personal and professional development
Communications & Organisational Culture	<ul style="list-style-type: none">• Excellent communication and interpersonal skills including demonstrated experience in liaising with a wide range of internal and external clients
Administration & Documentation	<ul style="list-style-type: none">• Ability to thoroughly use PCC's policies and procedures to ensure that all administration and documentation requirements are initiated and completed in a professional and timely manner
Technical Skills & Application	<ul style="list-style-type: none">• Demonstrated knowledge and application of the skills, duties and responsibilities required for this position. This includes knowledge and understanding of appropriate equipment, legislation, policies and procedures
Team Work & Communications	<ul style="list-style-type: none">• Demonstrated ability to participate as an active member of a team, consistent with PCC's policies and procedures
Continuous Quality Improvement	<ul style="list-style-type: none">• Commitment to ensuring that quality services are delivered to both internal and external clients

Key Selection Criteria

The following are the key selection criteria for this position. Please address these in your application, providing relevant work examples of each criteria.

- Tertiary qualification Nursing, Health/Exercise Science, Public Health
- Minimum three-years' experience working in the Health Sector with extensive knowledge of the Community Health Sector
- Proven experience in managing operational needs of a multi-disciplinary team
- Demonstrate ability to lead change through quality service improvement design and implementation
- Experience in monitoring and measuring client access, experience and outcomes
- Proven ability to monitor agreed key performance indicators as per a Funding and Service Agreement and ability to report and performance plan as required
- Proven experience establishing and maintaining multiple sector networks and consortiums
- Demonstrate innovative and solution focused problem solving
- Desirable previous management experience
- Personal and professional alignment with PCC core values

Position Employment Conditions

Agreement:	Victorian Public Health Sector (Health Professionals, Health and Allied Services, Managers and Administrative Officers) Enterprise Agreement 2011 – 2015
Classification:	Grade 5 HS 5
Hours per Fortnight:	75
Probation Period:	All new positions are subject to a probation period of six months from date of commencement.

Position Approval

The details contained in this position description are an accurate statement of the scope, conditions, duties, responsibilities and all other requirements of above titled position.

_____/_____/_____
Chief Executive Officer Date

I _____ (full name) have read and fully understand the requirements of the positions and will fulfil the obligations of scope, duties and responsibilities as listed in the above position description.

_____/_____/_____
Incumbent Date