

Position Title:	Manager – Integrated Services	
Supervisor:	Regional Manager	
Program / Funding:	Active Mob	
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:	Darwin	
Date Created:	April 2021	

SUMMARY OF POSITION:

The Manager - Integrated Services will lead and manage of the provision of quality, safe, culturally secure, person and family centred and integrated services for Aboriginal and Torres Strait Islander people of the greater Darwin region through Danila Dilba Health Service (DDHS)

This position will also be responsible for strengthening family and person-centred initiatives and care with a focus on Aboriginal and Torres Strait Islander children, young people, those with chronic conditions and people with a disability residing in the greater Darwin Region. This will include the ongoing development, coordination and implementation and regular reviewing in achieving outcomes.

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

- Lead in the ongoing strengthening of integrated family and person-centred service models and pathways within Danila Dilba and with the broader health care system towards better outcomes. Ensuring the best possible value for care and support with an increasing focus on prevention, wellbeing and early intervention efforts and approaches.
- This role will include a focus on:
 - children, maternal and family health, young people, and those people with chronic care conditions
 - NDIS and disability services
 - mobile outreach services,
 - allied health, specialist and child and family health services
- Lead in evidence informed planning and practice with a focus on prevention, wellbeing and quality access to needed services.
- Proactively contribute and embed CQI approaches and ways of working into all aspects of activities.

- Lead change management and innovation underpinned by principles of quality integrated, person centred and value for care.
- Lead and manage a broad range of social and health professionals, including Specialists, Allied Health and Indigenous Health Practitioners in provision of integrated care and outcomes.
- Lead in best practice service design, delivery and evaluation including timely monitoring of performance towards outcomes.
- Lead in the management of funding agreements, program budgets and allocation of resources to deliver value for care and outcomes.

Management, Design and Coordination

- Day to day management of multidisciplinary teams, individual staff, including professional development, performance management and supervision.
- Lead in managing multi-disciplinary teams and staff in the delivery of programs and services towards outcomes.
- Lead in the oversight and development of program funding submissions, agreements, and all reporting deliverables and requirements are monitored and met in a timely manner.
- Actively participate in integrated internal strategic and business and program planning activities and KPIs.
- Lead in evidence-based program design and evaluation methodologies embedded within a culture of continuous quality improvement.
- Strengthen and ensure program and service performance KPIs monitoring, and reporting requirements are undertaken and met in a timely manner.
- Contribute to the development and establishment of effective and accurate collection, use and analysis of data that will inform and guide planning towards improved services and outcomes and relevant internal and external reporting requirements.
- Monitor operational budget and ensure purchases are within budget and level of delegation.

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

- Ensure relevant policies and procedures will guide best practice ensuring ethical clinical and organisational systems and standards and legal requirements are met.
- Manage complaints and compliments including community and clients, other stakeholders such as internal and external services.
- Actively participate in DDHS' Continuous Quality Improvement (CQI) processes to ensure ongoing 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 relevant internal and external forums and meetings on behalf of Danila Dilba Health Service
- Identify and engage with a range of internal and external stakeholders and partners, including forums, networking meetings and internal working parties and management meetings on behalf of Danila Dilba Health Service

Communication and Teamwork

- Foster and maintain positive, harmonious work environment and mutually respectful relationships with fellow employees, management and clients.
- Ensure all relationships and interactions with clients and staff reflect / demonstrate DDHS' code of conduct.
- Contribute to DDHS strategic and organisational goals, objectives, and values. This includes, demonstrating appropriate and professional workplace behaviours and providing assistance to team members as required.
- Be responsible for maintaining professional work ethics and actively participating, as part of a multi-disciplinary team in staff meetings.

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 at all times.

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 and with honesty, integrity and good faith
- Other duties as required, consistent with skills and experience, as directed by the Line Manager.

SELECTION CRITERIA:

Essential:

1. Proven leadership and management capabilities, including managing a broad range of primary care programs and services, effectively bringing out the best in a team(s), managing change and innovation, financial management and budgets and relevant monitoring and reporting requirements.
2. Proven communication skills with the ability to work effectively 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 timely records management and the preparation of quality documents, including reports, program plans, policies, and procedures.
6. Understanding of the Australian health system and experience in primary health care.
7. Demonstrated strategic and analytical thinking, using proven, evidence-based methodologies and practice.
8. The ability to motivate staff and facilitate positive change in a dynamic, culturally diverse environment.

Desirable

1. Relevant post-graduate qualifications in primary health care including service and program design and planning/ project management.
2. Registration with Australian Health Practitioner Regulation Agency (AHPRA)
3. Experience in managing integrated Chronic Conditions services and programs.

Appointment Factors: (Appointment is subject to)

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

Approved:



Olga Havnen

Chief Executive Officer

Date: **22/04/2021**