**Manager – Primary Clinical Services**

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

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 0417 810 234.**

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 – Primary Clinical Services**

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

**Full time maximum term contract for 30 June 2022.**

**(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 and wellbeing 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**

Western NSW Primary Health Network (WNSW PHN) is currently seeking a motivated individual who has a passion for primary healthcare and community wellbeing to join our Primary Healthcare & Integration team as Manager – Primary Clinical Services.

The Manager – Primary Clinical Services is responsible for Western NSW Primary Health Networks (WNSWPHNs) provision of contemporary and innovative Clinical programs that are aligned to the strategic direction of the company and identified needs of primary healthcare professionals across the region.

The role provides both strategic and operational management and includes line management of Program Officers, to ensure that clinical programs are responsive to the changing needs of stakeholders.

The Manager – Primary Clinical Services will supervise the teams including Collaborative Commissioning; Cancer Screening & Immunisation and Health pathways and will work closely with other teams in the WNSWPHN to support broader Primary health Care Services to improve health outcomes.

WNSW PHN has a strong focus and commitment to addressing Aboriginal health inequality across the region and your commitment to the values of improving Aboriginal outcomes is highly valued.

The position can be based in any of our offices: Bathurst, Orange, Dubbo, Broken Hill or Bourke.

**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)

***PLEASE NOTE:***

***As part of your application, you must provide a separate statement addressing each of the selection criteria as well as your resume. If you do not provide these two documents, your application will automatically not be accepted.***

WNSW PHN is an Equal Employment Opportunity employer. Aboriginal and Torres Strait Islander people are strongly encouraged to apply.

**Applications should be submitted via email (by the closing date and time) to:** [**hr@wnswphn.org.au**](mailto:hr@wnswphn.org.au)

For enquiries regarding this role, please contact Sonya Berryman (General Manager – Primary Healthcare & Integration) on 0417 810 234.

**Applications close 11.59pm 01 July 2021.**

**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.

**Submitting your application**

**Applications should be submitted via email** [**hr@wnswphn.org.au**](mailto:hr@wnswphn.org.au)

**Position Description**

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| Position Title: | Manager – Primary Clinical Services |
| Position Location: | Bathurst, Orange, Dubbo, Broken Hill or Bourke |
| Position Reports To: | General Manager – Primary Healthcare & Integration |
| Portfolio: | Primary Healthcare & Integration |
| Contract Type: | Maximum term Full Time |
| Industrial Instrument: | Western Health Alliance Limited Enterprise Agreement 2021 |
| Position Classification: | Team Leaders & Managers – Level 4, Grade 2 |
| Delegated Authority: | Level 3 - As defined in the Delegations Policy |

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| Position Purpose |

The Manager – Primary Clinical Services is responsible for Western NSW Primary Health Networks (WNSWPHNs) provision of contemporary and innovative Clinical programs that are aligned to the strategic direction of the company and identified needs of primary healthcare professionals across the region.

The role provides both strategic and operational management and includes line management of Program Officers, to ensure that clinical programs are responsive to the changing needs of stakeholders.

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| Key Responsibilities: |

**Organisational commitment**

The WNSW PHN is strategically focused on improving health outcomes for Aboriginal and Torres Strait Islander people living and connected to our region and plays a leadership role in transitioning the primary health care system through the development of culturally aware and safe models of care, ensuring access to quality health care and commissioned services. WNSW PHN recognises Aboriginal people as the original inhabitants of Australia and as the Traditional Custodians of the land. We encourage and promote a culture of diversity within our workforce. To continue to improve the way we work with Aboriginal communities, we encourage recruitment of local Aboriginal and Torres Strait Islander people within the region to add their voice to achieve health goals and priorities for our communities.

**Key Responsibilities**

Responsibilities for this position include, but are not limited to:

* Support team to increase/ maintain Cancer Screening and Immunisation rates across the WNSWPHN region
* Enhanced collaboration and working relationships with key stakeholders, including primary health care services, health sector and community agencies to build capacity to achieve shared goals
* Develop and expand the Health Pathways program to improve patient access and better integrate primary and specialist systems of care
* Collaborate with Western and Far Western Local Health Districts to agree and design HealthPathways to provide locally relevant information for General Practitioners and other clinical registered health service providers
* Implement and Develop positions identified in the Collaborative Commissioning plan to improve health outcomes based on the identified Model of Care.
* Liaise with the Local Health District and other primary health care providers as required to facilitate effective communications and integration of health services.
* Establish and maintain stakeholder relationships through effective communication, negotiation and issues management to engage stakeholders and ensure deliverables are met.
* Monitor and evaluate all aspects of program implementation, including risk and contingency management, benefits realisation, program impact and quality measures, to identify and address issues, assess program progress and effectiveness, and achieve program outcomes.
* Guide and manage performance and development of direct reports.
* Collaborate on the establishment of clear performance standards and deadlines in line with established performance development frameworks
* Coordination of Telemonitoring services

**Work Health and Safety**

* Take reasonable care of their own health and safety and take reasonable care that their acts or omissions do not adversely affect the health and safety of other persons.
* Comply so far as is reasonably able, with any reasonable instruction by management and comply with WNSW PHN policies and procedures relating to health and safety.
* 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.

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| Key Internal Relationships |

* All members of the Primary HealthCare & Integration team, including,
  + Practice Support & Improvement team
* All members of the Aboriginal Health and Wellbeing team
* All programs within the PHN.

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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 | (4) - Uses a range of influencing strategies. |
| Conceptual Thinking | (4) *- Clarifies complex information relating to broad business opportunities.* |
| 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 caching and support including soft skill development to achieve short to medium term goals.* |
| Leading the Team | (2) *- Provides overall direction.* |

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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.
* Ensure WNSW PHN health literacy principles and practices are known and applied.
* 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**

* Demonstrated understanding of Aboriginal culture including a commitment to cultural awareness and safety.
* Tertiary qualifications in health (Nursing) with at least 3 years’ experience working in Primary HealthCare
* Currently registered or eligible to register with Australian Health Practitioner Regulation Agency (AHPRA).
* Excellent interpersonal skills, including the ability to effectively liaise and negotiate in a culturally diverse environment.
* Excellent written and oral communication skills, including the ability to effectively collaborate with a wide range of stakeholders to understand their needs and effectively motivate engagement with potential solutions.
* Effective organisation, time management and prioritisation skills, with experience effectively managing competing demands to deliver on commitments and meet deadlines.
* Sound computer literacy, including the ability to work with databases and provide technical support.
* Understanding of primary health care in a regional/rural setting, or the ability to rapidly acquire such knowledge.
* Extensive experience in managing services including budget/financial management
* Extensive experience in staff management and development
* Current licence to drive in NSW with the ability to drive regularly for work purposes, including occasional overnight stays.

**Desirable**

* Understanding of quality improvement models in general practice including data extraction tools.
* Experience in reform and change
* Experience in working with Aboriginal people, organisations and communities in view of planning and implementing services and achieving outcomes for Aboriginal people.

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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).