



Position title	<i>Clinic Manager</i>
Position number	P2250
Employment status	Full time
Department	Health and Wellbeing
Location	Rumbalara Road, Mooroopna
Position reports to	Program Manager
Award	Aboriginal and Torres Strait Islander Health Workers and Practitioners and Aboriginal Community Controlled Health Services Award 2020
Classification	Administrative employees – Full-time & part-time – Administrative grade 7 (based on qualifications and experience)

ABOUT THE ORGANISATION

Rumbalara Aboriginal Cooperative (RAC) is recognised as a leader among Aboriginal community-controlled organisations, maintaining a high profile in the public and private sectors across research, consultancy, policy development, and partnerships. RAC operates in a culturally appropriate, sensitive, community-controlled environment that maintains a holistic approach to service provision and emphasises the importance of family and community.

RAC has been a resource, service provider and enabler of the Aboriginal and Torres Strait Islander communities of the Greater Shepparton region since 1980. RAC is a cooperative working to provide a range of supports and services including:

- Health and Wellbeing Services
- Positive Ageing and Disability Services
- Justice and Community Services
- Assets and Infrastructure Services / Housing
- Family, Care and Early Years
- Corporate Services

RAC has an annual budget of \$50 million and a workforce of approximately 320+ people. RAC is a significant employer and economic contributor to the region and plays a high-profile leadership role as one of the larger Aboriginal organisations in Australia. RAC is committed to ensuring the Aboriginal people in the Goulburn Valley have certainty of access to community-controlled services.



ROLE PURPOSE

The Clinic Manager is responsible for the overall management and coordination of day-to-day operations at Rumbalara Medical Clinic. The role ensures the delivery of culturally safe, high-quality, and client-focused health services. The Clinic Manager plays a vital leadership role, working collaboratively with health professionals, administrative staff, community members, and external stakeholders to improve the health and well-being of Aboriginal and Torres Strait Islander people.

KEY SELECTION CRITERIA

Qualifications and Registrations:

- Certificate IV or Diploma in Leadership and Management or Practice Management.
- Registered Nurse (RN), Allied Health Professional, Aboriginal Health Practitioner, or equivalent.
- Experience as a Clinic Manager working in an Aboriginal Community Controlled Health Organisation is desirable.

Knowledge and skills:

- A demonstrated knowledge of the local Aboriginal and Torres Strait Islander community and culture and an understanding of factors that influence their health and wellbeing.
- The ability to work comfortably under pressure whilst multi-tasking in a fast-paced environment.
- Experience in managing health teams and allied health professionals.
- The ability to make informed decisions whilst maintaining confidentiality and being able to balance priorities under pressure with efficiency and professionalism.
- Experience dealing with and leading Aboriginal Community Health Organisation (ACCHO) accreditation as per Royal Australian College of General Practitioners (RACGP) standards.

KEY RESPONSIBILITIES

1. Technical Capabilities

- Manage the daily operations of the Medical Clinic, including staff rostering, scheduling, and coordination of after-hours services.
- Provide proactive leadership and mentorship to clinical staff including General Practitioners, Nurses, and Aboriginal Health Workers.
- Foster a positive, cohesive, and professional team culture focused on delivering sustainable, high-quality, patient-centred care, aligned with the annual business plan.
- Develop and strengthen partnerships with external stakeholders to enhance service delivery and access for the community.
- Collaborate effectively with other departments and teams to support the broader goals and strategic direction of the organisation.
- Ensure clear, respectful, and timely communication with key stakeholders, including patients, families, and community members.
- Develop and maintain systems and workflows that optimise Medicare Benefits Schedule (MBS) claiming and enhance clinic revenue generation.
- Champion ongoing education, training, and professional development opportunities for clinic staff.
- Ensure clinic operations meet all compliance requirements under relevant regulatory bodies and funding agreements, including RACGP, AHPRA, Medicare, and Commonwealth guidelines.
- Lead workforce development activities such as recruitment, induction, staff supervision, training, performance evaluation, and promoting staff wellbeing.
- Ensure the delivery of culturally safe, inclusive, and respectful healthcare services.



- Design, implement, and review clinic policies, procedures, and service standards to ensure best practice.
- Manage the clinic's financial operations, including budgeting, expenditure tracking, and resource allocation in partnership with the Program Manager of Health.
- Monitor clinical service delivery outcomes and ensure alignment with legislative, accreditation, and funding requirements.
- Promote a culture of continuous improvement, client safety, and effective utilisation of clinical information and electronic health record systems.
- Collect and report on clinic performance indicators, including service usage statistics and clinical outcomes.
- Coordinate and facilitate regular meetings with nursing and General Practitioner staff to support communication, collaboration, and service improvement.
- Other appropriate and reasonable duties as directed by the Program Manager and/or Executive Manager.

2. Behavioural Capabilities

- Act at all times to protect the right of the clients, including culture, confidentiality, privacy, individual choice and decision-making.
- Demonstrate commitment to the Co-operative's values and behaviours - serve the community, work together, act with integrity and respect other people (a copy of this is available to view).
- Provide support and proactively engage with the clients and broader community.
- Establish and maintain relationships with clients, community and Rumbalara staff and team members.

3. Administrative Capabilities

- Attend staff meetings.
- Submit accurate timesheets and claim forms (if applicable) in a timely manner.
- Participate in service training programs as organised by Rumbalara and / or any other training to upgrade skills
- Ensure that all statistical data / record-keeping and other documentation are completed and forwarded on time
- Follow correct policy and procedure directions at all times.
- Contribute to and support the organisation's systems and processes for managing safety, quality and risk; observe and report hazardous situations or behaviours.

EMPLOYMENT CONDITIONS

- Have a current National Police Check.
- Hold Valid Driver's License, without restriction.
- Hold current Employee Working with Children's Check.
- COVID-19 vaccination certificate (strongly recommended in line with government guidelines; not mandatory).
- All staff are required to sign a confidentially agreement on appointment to the organisation.
- Probationary / qualifying periods apply to all positions.
- All staff are required to adhere to the Code of Conduct of the Co-operative (available to view).
- All staff are required to follow the policies and procedures to the department and the Co-operative (manuals are available to view).
- A commitment to equal opportunity and Occupational Health and Safety principles and practices is required.
- Salary packaging is available to permanent part time and full-time staff.
- Tenure of positions at RAC will be tied to existing contracted funding arrangements.