

POSITION DESCRIPTION	
Title	General Manager, Ngaanyatjarra Health Services
Award / Contract	Base Salary \$150,000 + salary packaging + work vehicle + 9.5% Super
Position Status	Fixed Term 2 year Contract
Location / Base	Alice Springs

PURPOSE OF POSITION

General Manager, Ngaanyatjarra Health Services.

This role forms part of the Executive Management Team. It is responsible for the leadership of a diverse portfolio of health functions including managing and administering the Ngaanyatjarra Health Service (NHS), under the direction of the CEO of Ngaanyatjarra Council in an accountable and culturally appropriate way.

The Ngaanyatjarra Health Service provides a range of services with a population health care focus across the Ngaanyatjarra region in Western Australia. Health centres deliver primary and acute health care provided by Remote Area Nurses, Aboriginal Health Practitioners and specialist Population Health staff, supported by General Practitioners. There is also a comprehensive program of visiting specialist medical and public health services.

Other services include environmental health programs, health promotion, social and emotional wellbeing programs, and a range of healthy ageing and disability supports.

NHS manages these services within a framework of three broad program areas of Clinical Services, Public Health and Aged and Disability.

NHS is AGPAL accredited and as an Aboriginal Community Controlled Health Organisation, service priorities and needs are informed by the key priorities of the Board as set out in the NHS strategic plan. All of the NHS programs are supported by finance, human resources, patient liaison services, logistics and asset management based in Alice Springs, along with specific health system supports on the Ngaanyatjarra Lands and in Alice Springs, including workforce development and professional practice, continuous quality improvement and performance, health information and Medicare support

REPORTS TO

<p>TITLE: Chief Executive Officer CLASSIFICATION: Ngaanyatjarra Council</p>

↑ Responsible to

<p>TITLE: General Manager CLASSIFICATION: Ngaanyatjarra Health Service</p>
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ACCOUNTABILITY

- Facilitate ongoing improvement in Aboriginal health by ensuring the effective and efficient delivery of health services.
- Enhance and maintain the provision of excellent patient care and improved patient satisfaction in a safe employee and patient care environment.
- Manage, direct, supervise, control and monitor health staff and assets in accordance with funding agreements and established strategic direction.
- Maximise all opportunities and strategies for Aboriginal people to become self-reliant through community development initiatives, to improve health outcomes at a local level.
- Complete financial and operational oversight of 12 community based Primary Health Care facilities across the Ngaanyatjarra Lands in Western Australia.
- Provide leadership that motivates and inspires all staff.
- Ensure comprehensive quality improvement including clinical governance standards, and accreditation cycles are maintained.

Oversee programs including, but not limited to:

- Aged Care facility
- Allied Health
- Child Health
- Chronic Disease
- Dental Health
- Environmental Health
- General Practitioner Education
- Home and Community Care Programs
- Maternal and Women's Health
- Medical Specialist Programs
- Mental Health
- Mentorship Support
- Pharmacy
- Primary Health Care Clinics
- Sexual Health
- Substance Misuse

KEY RESPONSIBILITIES
General
<ul style="list-style-type: none"> • Manage and administer the Ngaanyatjarra Health Service (NHS) under the direction of the CEO of Ngaanyatjarra Council in an accountable and culturally
<ul style="list-style-type: none"> • Maximise operational efficiencies to provide the highest quality of service and appropriate patient care
<ul style="list-style-type: none"> • Oversee the efficient recruitment of medical staff, including doctors, dentists, nurses and allied health staff for remote area positions
<ul style="list-style-type: none"> • Manage expenditure and financial controls to maintain robust financial health.
<ul style="list-style-type: none"> • Implement NHS-goals, aims and objectives and communicate these to staff and clients
<ul style="list-style-type: none"> • Review, develop and monitor NHS policies, procedures and protocols
<ul style="list-style-type: none"> • Negotiate with government departments and funding agencies to secure adequate financial resources and support for the Health Service
<ul style="list-style-type: none"> • Facilitate programs planning based on statistics, guidelines and performance indicators
<ul style="list-style-type: none"> • Advocate a holistic primary health care and Community development approach
<ul style="list-style-type: none"> • Attend meetings as required
<ul style="list-style-type: none"> • Maintain regular effective liaison and working relationships with Aboriginal and non-Aboriginal organisations to ensure that Aboriginal needs are addressed
<ul style="list-style-type: none"> • Ensure commitment to and delivery of the Ngaanyatjarra Health Service Strategic Plan - "Building the Future"
Finance
<ul style="list-style-type: none"> • Adherence to the NCAC Delegation Instructions
Reporting Requirements
<ul style="list-style-type: none"> • Ensure that adequate financial reports are provided to management, Board and funding bodies
Continuous Improvement
<ul style="list-style-type: none"> • To be outcome focused, providing effective and efficient client service and support
<ul style="list-style-type: none"> • A willingness to undertake further training as required by the organisation to ultimately make the COO a more effectual member of Senior Management
Efficiency and Effectiveness
<ul style="list-style-type: none"> • Quick to respond to enquiries and action where relevant and/or necessary
<ul style="list-style-type: none"> • High accuracy skills
<ul style="list-style-type: none"> • Use initiative and time management skills to complete tasks
Engagement
<ul style="list-style-type: none"> • Be proactive in building and maintaining strong relationships with all Ngaanyatjarra community members and staff, funding bodies, government and non-government service agencies and other key stakeholders by developing sound working relationships through the delivery of appropriate and honest support and feedback
<ul style="list-style-type: none"> • Ensure communications are appropriate to Ngaanyatjarra communities, in which English is not a first language
Safety, Health, Quality and Environment

KEY RESPONSIBILITIES

- Any other duties as instructed to meet the requirements of the Ngaanyatjarra Services Safety, Health, Quality and Environment management system and associated documents to the level of competence this position requires and as instructed by the management team. This may take the form of verbal or written instruction. Associated documents may include, but not limited to, the following:
 - Contract of Employment
 - Annual business Plan
 - Corrective Action Register
 - Key Performance Indicators
 - Performance Review Form
 - Disciplinary documents

SELECTION CRITERIA

- Broad understanding and experience of contemporary Aboriginal health service delivery issues in a remote location context.
- Knowledge of and commitment to the principles of Aboriginal self determination, including working under the guidance of an Aboriginal Board of Directors.
- Basic knowledge and understanding of Aboriginal history, culture and contemporary Aboriginal political, social, cultural and economic issues
- Experience in leading complex quality improvement frameworks.
- Extensive experience in staff management including staff supervision, counselling, problem solving, conflict resolution and team building
- Sound knowledge of human resource, financial and administration legislation practices and procedures
- Highly developed organisational, management and planning skills and the ability to appropriately prioritise tasks
- Highly developed public relations and media skills
- Demonstrated experience in successfully managing varied and complex health and remote projects for Aboriginal health care.
- Leadership experience and success in achieving desired outcomes within a multifaceted health organisation
- Capacity to relate to and receive advice and directions from Aboriginal people
- Ability to resolve complex and critical organisational problems within a logistically challenging remote organisation
- Excellent communication skills, both written and oral
- Excellent interpersonal communication, negotiation and consultation skills.
- Ability to work independently without direction

QUALIFICATIONS REQUIRED

- Relevant professional and or clinical background and tertiary qualifications
- At least 5-10 years' experience in the field of remote and Aboriginal health services