

Position title	Manager Medical Services
Reports to	Executive Director, Integrated & Primary Care
Award agreement	Health And Allied Services, Managers and Administrative Workers (Victorian Stand-Alone Community Health Services (Multi Employer) Enterprise Agreement 2022 – 2026
Classification	Admin Officer Grade 6

About Your Community Health

Your Community Health is a progressive, high quality, independent community health service. It provides a wide range of community-based health and social support services including primary care, allied health, oral health, mental health, harm reduction, social support and health promotion services. Our three comprehensive health centres are located in Darebin, but we are here for everyone in the diverse communities across Melbourne. We work in partnership with our communities and other services using a combination of outreach, home-based and centre-based activities and co-located services.

More information is available at: www.yourch.org.au

Vision	Health and wellbeing for everyone
Purpose	We partner with people and communities to deliver health and wellbeing services and promote equity
Our organisational values	<p>Courage</p> <ul style="list-style-type: none"> • We are progressive • We are creative and resourceful • We challenge the status quo for the benefit of our communities <p>Empathy</p> <ul style="list-style-type: none"> • We are caring and inclusive • We celebrate and value diversity • We work collaboratively and respectfully <p>Integrity</p> <ul style="list-style-type: none"> • We are ethical, honest, reliable and fair • We listen and are accountable to our communities • We earn and build trust <p>Achievement</p> <ul style="list-style-type: none"> • We are outcomes-focused • We are adaptable and always learning • We continuously improve • We are creative and resourceful

About the Medical Services team

The Medical Services team provides bulk billed, high quality and confidential care to all members of the community. The team sits within Primary Care. As part of YourCH we are passionate and enthusiastic staff working towards our vision of a health and wellbeing for everyone and creating an environment that is inclusive and representative of the communities in which we serve.

Statement of Inclusivity

Your Community Health is committed to providing an inclusive and accessible environment where people and communities of all identities and backgrounds (including but not limited to, ethnicity, faith, socio-economic circumstance, sexual orientation, gender identity, ability, bodies, migration status, age and Aboriginal and Torres Strait Islander descent) are accepted, safe and celebrated. We achieve this through the guidance of our values and principles.

Your Community Health understands the need to ensure that meaningful inclusion is built into the organisational DNA and to create an environment that attracts team members that reflect the communities we serve.

Your Community Health look to actively encourage members applications from of the LGBTIQA+, Aboriginal and Torres Strait Islander peoples, Disability, culturally and linguistically diverse communities and those with lived experience in areas in which we work. We work to address barriers in full participation.

Position Purpose

The Manager Medical Services is responsible for leading the delivery of high quality, person-centred Medical Practice and Specialist Clinic services at Your Community Health (YCH). The Manager will lead program level strategy, service planning, design and implementation of effective and sustainable service delivery functions.

The role is responsible for service innovation, strengthening performance, delivering upon opportunities for sustainable business growth, enhancing collaboration and ensuring compliance.

The Manager will take an intelligent and thorough approach to identification and management of risk, workforce resourcing, the use of technology to enhance service and business deliverables, and the design of business processes.

The role is responsible for inspiring and enabling a resilient and professional culture based on the Values of Your Community Health; with a focus on quality and evidenced-based practice.

Working closely with the Director Primary Care and as an integral member of the Management Team, the Manager will work collaboratively with peers to optimise opportunities for cross-program synergies; within and external-to the Primary Care stream.

Position responsibilities

- Provide leadership and management to the Medical Practice and Specialist Clinic services; including but not limited to General Practice, Specialist Paediatrics, Lymphoedema, Trans and Gender Diverse Health, Refugee Health and Pharmacotherapy.
- Lead through consultation with Medical Practice and Specialist Clinic staff, stakeholders and clients the development and implementation of effective clinical care, client experience and health outcome measures for the Medical Practice and Specialist Clinic services.
- Lead and manage the provision of Medical Services that are safe, high quality and focused on client care.
- Lead the provision of Medical Services in accordance with relevant Funding and Service Agreements, MBS Billing Legislation; including ensuring relevant service targets, revenue targets and obligations are met.
- Ensure through effective leadership and management that the Medical Practice and Specialist Clinic meets and exceeds relevant standards of professional practice, NSQHS Standards, RACGP Accreditation and any other accompanying standards, accreditations or legislative requirements relevant to the delivery of Medical Services.
- Provide effective leadership and direction to Medical Practice and Specialist Clinic staff, including fulfilling management responsibilities associated with the recruitment, on-boarding, supervision including clinical supervision in accordance with relevant Scope of Practice (where applicable) and support of staff.
- Provide effective budget planning, management and oversight of performance related to all Medical Services and associated initiatives.
- Ensure Medical Services support client referrals and the continuum of client care internally across other YCH services; and externally where appropriate.
- In consultation with the Team Leader Service Access, provide effective leadership and process development support to Client Services Officers team, ensuring the effective front-of-house and call centre administration of medical services.
- Contribute as a member of the Management Team of YCH to strategic and operational planning, reporting, including participation in management team meetings, accreditation and other organisational improvement activities.
- Engage effectively with internal and external stakeholders relevant to the delivery and continuous improvement of YCH Medical Services. This extends to developing and maintaining relationships with service delivery partners, funders, peak bodies and their respective agents.
- As a representative of YCH, provide management liaison and coordination of applicable co-located services relevant to Medical Services as and when required.
- Investigate, document and respond to client feedback, including but not limited to engaging with key stakeholders and staff to ensure timely and desired outcomes are achieved.
- Investigate, document and respond to clinical, OH&S and hazard incidents related to Medical Services, including timely completion of VHIMS reporting, associated reviews and implementation of recommendations.
- Undertake, as required, a range of tasks or responsibilities consistent with the role of a manager or that contribute to the achievement of strategic priorities, operational demands or the mitigation of risk.

Quality Management

- Provide leadership to the provision of services that are safe and high quality.
- Maintain staff and client confidentiality at all times.
- Ensure Medical Services are and provided in accordance with legislation, standards and policy.
- Ensure services are delivered in accordance with relevant infection control practices, including leading relevant audits and improvement activities.
- Participate in planning and evaluation of unit services and program.
- Identify and make recommendations on opportunities to improve processes, workplace health and safety, quality and service delivery outcomes within Your Community Health.

Health Promotion

- Work with our community to increase their capacity to make choices that enhance their health and wellbeing.
- Collaborate and liaise with internal and external stakeholders; to ensure the provision of the appropriate health promotion services and messages to the community, clients and at-risk groups.

Service Development

- Continuously improve the accessibility, range and level of services delivered.
- In consultation with the Director Primary Care, lead the development and implementation of service development systems and initiatives relevant to Medical Services
- Collaborate and liaise effectively with other Your Community Health managers, coordinators and staff as required.
- Collaborate and liaise effectively with key external stakeholders, including but not limited to regional networks, Department of Health and the Primary Health Network.

Partnerships

- Work in partnership with the community, clients and staff to achieve our vision.
- Represent the YCH Medical Services through various platforms as and when required, in the company of internal and external stakeholders, clients or representatives.

Organisational Sustainability

- Ensure a safe workplace for clients, visitors and staff.
- Work in accordance with Your Community Health Policies and Procedures
- Ensure the effective, efficient and sustainable utilisation of resources in the delivery of Medical Services.

Work Health and Safety requirements

- Office work- sitting for extended periods of time, twisting and bending as required
- Required to adhere to COVID -19 safety plan requirements related to PPE, hand hygiene, social distancing. COVID -19 vaccination is strongly recommended for this role.
- The Manager is required to support staff in the de-escalation and response to matters of occupational violence or aggression. These interactions may include challenging conversations and require effective communication and conflict management skills. Post-incident actions may include coordination of incident debrief, incident review and/or further communication with the client or visitor displaying the behaviours of concern.
- Senior Management expectations of leadership and delivery of key results requires good levels of personal resilience and self-management.

Position requirements (qualifications, skills, knowledge and attributes)

Qualifications

Essential:

- Previous experience in a practice manager (or similar) role, with leadership experience in medical, specialist, or allied health services
- Working with Children Check
- Current Drivers Licence

Preferred:

- Tertiary qualification in a relevant clinical discipline
- Tertiary qualification in Business, Management, Health Leadership or Public Health
- Demonstrated experience in managing multidisciplinary, multi-site medical, specialist or allied health services

Skills and competencies

- Demonstrated effective leadership and management in the delivery of high-quality General Practice or Specialist Medical services that meet consumer needs.
- Sound understanding of the Medicare Benefits Schedule (MBS) and the effective operations of clinical disciplines that maximise revenue and maintains high-quality client care.
- A collaborative leadership style.
- Demonstrated ability to work autonomously.
- Sound understanding of and commitment to Community Health and Public Health Principles.
- Strong verbal and written communication skills and a can-do attitude.
- Demonstrated ability to problem solve and think strategically.
- Demonstrated ability to lead a team through times of change.
- Demonstrated sensitivity to the needs of non-English speaking background, marginalised, physically and/or intellectually disabled, special needs groups and ASTI clients.

- Demonstrated ability to communicate effectively with a variety of people including staff, clients and carers.

Expected behaviours for all YourCH team members and volunteers

- Support the provision of services that are inclusive, safe and high quality
- Maintain staff, volunteer and client confidentiality at all times
- Work in partnership with the community, clients and staff to achieve our vision
- Ensure an inclusive and safe workplace for clients, visitors, volunteers and staff
- Work in accordance with Your Community Health Policies and Procedures.

General

- Applicants who are not currently employed by Your Community Health are required to complete a Pre-existing Illness/ Injury Declaration Form.
- Employment is contingent on a satisfactory Police Records Check, valid Working with Children Check, NDIS Worker Screening check clearance, and evidence of full COVID19 vaccination certification. The successful applicant is required to provide evidence of eligibility to work in Australia.
- Where the preferred applicant has lived or worked overseas for a continuous period of 12 months or more within the past 10 years, they are required to provide an international police check for all countries that they have lived in for that period of time.
- Management, in consultation with the staff member, reserves the right to modify this position description when required
- Your Community Health requires declarations and personal information relevant to employment. The collection and handling of this information will be consistent with the requirements of the Information Privacy Act 1988

Relationship to Performance Development and Review Plan

This position description operates in conjunction with, and forms part of the relevant individual Performance Development Review Plan aligned to the organisational Strategic Plan. An initial performance review will take place six months following commencement of employment and then on an annual basis

Your Community Health is an equal opportunity employer and encourages individuals of diverse backgrounds including those from the Aboriginal and Torres Strait Islander, Disability, Culturally and Linguistically Diverse and LGBTIQA+ communities to apply.