



## Durri Aboriginal Corporation Medical Service

Servicing the Macleay and Nambucca Valleys

ABN 52 730 046 875 ICN 27

*With Compliments*

### Position Application Package

**Position Name:** Practice Manager - Kempsey

**Position No (If applicable):** N/A

**Contact Name:** Narelle Cochrane

**Telephone:** 0476 772 723

## General Conditions of Employment

- Position:** Practice Manager – Kempsey
- Position No (If applicable):** N/A
- Award:** ATSIHWP & ACCHS Award 2020
- Salary:** \$115,000 to \$120,000
- Award entitlements:** Uniform allowance
- For Identified positions:** Pursuant to Section 14D of the Anti-Discrimination Act 1977 (NSW) Australian Aboriginality is a genuine occupational qualification for this position. Must provide Proof of Aboriginality from Local Land Council or Elders.
- Benefits:** 10% superannuation; salary sacrifice; training and development; employee assistance program; uniform supplied by employer.
- Employment clearances:** Selection criteria – page 14.
- Application:** Email the Recruitment Officer at [hr@durri.org.au](mailto:hr@durri.org.au)
- Or post marked confidential to:** Recruitment Officer - Human Resources  
Durri Aboriginal Corporation Medical Service  
PO Box 136  
Kempsey NSW 2440
- Closing Date:** Monday 06 June 2022 at 5.00 pm - *with no extensions or incomplete applications being accepted.*

## Information for Applicants

Thank-you for enquiring about a position advertised by Durri Aboriginal Corporation Medical Service. Durri is an equal opportunity employer and applies merit based selection techniques.

For over 40 years, Durri Aboriginal Corporation Medical Service has provided essential and culturally appropriate health care to Aboriginal people located in Kempsey, Nambucca Heads and its surrounding communities.

The following links showcase the regions around the organisation:

<http://macleayvalleycoast.com.au/>

<http://www.nambuccatourism.com.au/>

**Please read the following information carefully, as it will help you to understand the selection process and to prepare your application.**

Selection is based on the assessment of each applicant in relation to the requirements of the job identified in the Position Description for the advertised vacancy as well as being a team player with developed interpersonal skills and having the ability to work in an open, friendly and professional environment.

The selection criteria consists of skills, knowledge and abilities required to successfully undertake the position as detailed in the position description.

The first stage of the selection process is based on your written application. The applicants who Durri considers best demonstrate their capacity to meet the criteria will be short-listed for interview.

Your application represents you, therefore it is vital that it is well organised and provides all the required information. The following is a guide to assist you in preparing your application. The application should consist of five parts:

**1. Completed position application form** - see page 5.

**2. Covering letter**

A covering letter not exceeding one page is required.

**3. Resume**

Your resume should provide details on your education qualifications, work history, special skills or qualifications, training details and referees, plus any other information which may assist your claim for the position you seek. Be clear and informative. Include names, position titles, addresses and telephone numbers of two (2) referees (current addresses and telephone contact numbers).

**4. Selection criteria** - see page 12.

Each statement should concisely and adequately illustrate how you meet the criteria. Try to provide evidence of your work with examples. You can also include transferable knowledge, skills or ability in areas relevant to the requirements of the job, which you have developed outside the workplace as evidence of your capability to meet the selection criteria.

Give complete and relevant information. Your application is a tool to sell your skills and abilities and is the first stage of the selection process. It should be well presented and supply as much detail as necessary to fully explain your capabilities and experience.

Do not simply state that you meet the requirements of the job. Give examples which demonstrate how you meet each criteria.

***If you do not address each selection criteria your application will not be considered.***

## **5. Supporting information**

Send supporting information with your Position Application form with evidence of your qualifications that you have included on your resume; referee names with current address and telephone numbers; current police check; working with children check and confirmation of Aboriginality for identified positions.

### **Late Applications**

Late applications will not be considered for interviews.

### **Interview**

Should you be invited to attend an interview, it is important that you plan and prepare adequately. In some instances, telephone interviews can be arranged depending on circumstances.

The interview provides us the opportunity to confirm your qualification, knowledge, experience and personal qualities against the needs of the position. It also provides you the opportunity to find out more about the position.

All interviews are conducted by a Selection Panel. The Selection Panel will ask you a number of questions to determine how well you meet the requirements of the job.

Bring any documents or examples of your work that you consider may assist with your application.

You will be notified of the results of your application.

### **Reference Check**

Reference checks are used to supplement the final decision and may be conducted prior to, or after the interview.

Referees may be asked to provide information on your past employment and work performance, relevant to the requirements of the job.

Should you have any objection to this action, your concerns should be raised with the Selection Panel so that alternative arrangements can be made.

## Application Form

Full Name: .....

Address: .....

Email Address: .....

Contact Numbers: .....

Drivers Licence:    
                             Yes            No

Drivers Licence Class: .....

Drivers Licence expiry date: .....

Do you identify as Aboriginal or Torres Strait Islander?    
   Yes            No

Do you identify as having a disability?    
   Yes            No

Are you an Australian citizen or permanent resident?    
   Yes            No

Do you have Working with Children check number?   If Yes provide WWCC No: .....  
   Yes            No If Yes provide Date of Birth: .....

Do you have a current Police check?   If Yes provide date: .....  
   Yes            No

Do you have evidence of Vaccinations?    
   Yes            No

Have you provided evidence of your Qualifications?    
   Yes            No

Where did you see this position advertised? .....

Referees	Referee 1	Referee 2
Name:		
Title:		
Organisation:		
Contact Details:		
Email Address:		

## Position Description

Position Title:	Practice Manager
Reports To:	Deputy CEO
Business Unit:	Primary Healthcare
Direct Reports:	Primary Healthcare Staff
Location:	Kempsey
Primary Objective:	<p>The Practice Manager – Kempsey will:</p> <ol style="list-style-type: none"> <li>1. Work in partnership and under the instruction of the Deputy Chief Executive Officer (DCEO) to: <ul style="list-style-type: none"> <li>• Manage all Primary Healthcare staff based at DACMS.</li> <li>• Effective and efficient use and allocation of resources at DACMS.</li> <li>• Manage operational risks associated with the service delivery of DACMS.</li> <li>• Manage and monitor reporting for PHC Unit of DACMS to ensure organisational objectives are met.</li> <li>• Provide written monthly reports to the DCEO to ensure that the requirements of funding contractual agreements are being delivered.</li> <li>• Assist and ensure completion of tasks associated with accreditation and quality systems.</li> <li>• Evaluation of progress of the PHC Unit against the Action Plan / Business Plan/Key Performance Indicators/Primary Healthcare Model.</li> <li>• Ensure the needs of the communities are being met through service activities of the PHC.</li> <li>• Proactively handle any complaints, report Work Health and Safety matters, etc that may from time to time occur.</li> </ul> </li> <li>2. Provide strong leadership and guidance to staff.</li> <li>3. Developing strategies with the DCEO and assist in their implementation to enable Durri ACMS to achieve its vision, mission, and strategic objectives.</li> <li>4. Identify health service improvements to ensure the prevention, early detection, diagnosis and treatment of the client and the community.</li> </ol>
Key Accountabilities	
Senior Leadership Behaviours	<ul style="list-style-type: none"> <li>• The Practice Manager – Kempsey will have the following leadership behaviours:</li> <li>• Be able to solve problem efficiently and effectively and minimal disruption to services.</li> </ul>

	<ul style="list-style-type: none"> <li>• Be able to seek the perspective of others and engage with staff on matters as required.</li> <li>• Support the Deputy Chief Executive Officer in respect to PHC operations in the Macleay Valley.</li> <li>• Be a visionary and able to drive the organisations vision, mission, objectives, and strategic direction.</li> <li>• Be able to effectively communicate with the Deputy Chief Executive Officer, Senior Managers, staff, community, partners and others as required.</li> <li>• Lead by example – Abide by the organisations policies and procedures.</li> <li>• Knowledge and Understanding of Aboriginal and Torres Strait Islander Connections, Grassroots, and Intergenerational Trauma.</li> </ul>
<p>1. Primary Healthcare Management</p>	<ul style="list-style-type: none"> <li>• Manage the operations and delivery of PHC Unit to ensure health services to achieve improved health outcomes for clients.</li> <li>• Ensure the organisations Primary Healthcare Model is implemented and carried out as a priority including but not limited to Health Assessments, General Practitioner Management Plans, Mental Health Treatment Plans, Team Care Arrangements, immunisations, etc.</li> <li>• Orientate staff, locums, visiting allied health staff, etc to the service and provide induction.</li> <li>• Plan the delivery of health services to ensure that AHW's, Nurses, Allied Health, GP's, and specialists are available to address health issues and trends within the community whilst working with the DCEO, Programs Manager and Practice Manager – Nambucca Valley.</li> <li>• Identify and implement health service requirements to ensure the prevention, early detection, diagnosis, and treatment of clients to ensure improved health outcomes for the clients and the community.</li> <li>• Assist and ensure completion of tasks associated with accreditation and quality systems.</li> <li>• Ensure that all agreed program and funding contracts requirements are being delivered.</li> <li>• Build and maintain external relationships and networks with the community, and other external stakeholders to ensure support and recognition of Durri ACMS. e.g. LHD, RDN and other clinical providers and provide feedback to the DCEO.</li> </ul>

	<ul style="list-style-type: none"> <li>• Establish, implement, and monitor clinical service delivery standards and guidelines to achieve the high-quality health care services.</li> <li>• Assist in registration completion for the Integrated Team Care Arrangement Program.</li> <li>• Participate in the development of health promotion and education strategies ensuring feedback from the community is incorporated into planning under the direction of the DCEO.</li> <li>• With consultation of the DCEO, monitor and manage MBS item claiming, management of PIP enrolments, SIP, WIP, immunisations and other incentives as deemed applicable to the service.</li> <li>• Participate in any relevant pandemic planning as instructed by the DCEO and ensure all policies and procedures are followed.</li> <li>• Monitor medical, stationary, etc use and provide DCEO with restocking requirements.</li> <li>• Monitor vehicle usage of DACMS vehicles and ensure fleet availability with vehicles allocated to PHC.</li> <li>• Proactively handle any complaints, report Work Health and Safety matters, etc that may from time to time occur.</li> <li>• Negotiate, liaise, and administer Locum contracts, onboarding, ongoing assistance to Locums after consultation with the DCEO and CEO.</li> <li>• Responsible for Online Claiming Agreements and PIP lodgement for Locum GP's.</li> <li>• Responsible for actioning all medicolegal requests coming to the organisation and Darrimba Maarra Health Outpost.</li> </ul>
<p>2. Leadership and People Management</p>	<ul style="list-style-type: none"> <li>• Working in consultation with the CEO, DCEO and Senior Management Team, lead and manage the PHC Unit to ensure that all employees are inducted, developed, and empowered to assist in achieving the organisation strategic objectives.</li> <li>• Working in consultation with the CEO, DCEO and Senior Management Team to ensure effective referral processes are developed across the programs and clinic.</li> <li>• Ensure that all employees are complying with relevant WH&amp;S legislation and that any issues are identified and resolved appropriately.</li> <li>• Working in consultation with the Program Manager to ensure effective referral processes are developed between two units.</li> </ul>



	<ul style="list-style-type: none"> <li>• Compliance with and understanding of EEO Legislation.</li> <li>• Participate in effective culturally appropriate teamwork, communication, and collaboration with other Senior Management Team (SMT) members including CEO and DCEO, through team development strategies, providing support, feedback, and effective and culturally appropriate communication to members of SMT.</li> <li>• Abide the organisations policies and procedures including but not limited to the Code of Conduct, Confidentiality Agreement, Privacy Policy, etc.</li> </ul>
3. Budgetary and Financial Management	<ul style="list-style-type: none"> <li>• In consultation with the CEO, DCEO and Senior Management Team, ensure achievement of the strategic objectives whilst maintaining effective cost controls.</li> <li>• Staffing budgets maintained and reported to DCEO as agreed.</li> <li>• Ensure the maximization of Medicare claiming.</li> <li>• Assist, provide and enhance the knowledge of GP's and all staff via the Medicare Officer to maximise claiming whilst working with the Practice Manager – Nambucca Valley and Program Manager under the instruction of the DCEO.</li> <li>• Manage and monitor PIP, SIP. WIP and immunisation revenue where applicable.</li> <li>• Ensure the effective delivery of QUMAX.</li> <li>• Ensure the use of the Integrated Team Care Program for eligible clients and that all documentation required is in place prior to requests being made to the ITC Co-ordinator.</li> </ul>
4. Strategic Plan and Direction	<ul style="list-style-type: none"> <li>• Development and implementation of the PHC Units operational plan to ensure the achievement of the organisations strategic plan.</li> <li>• Liaise with the CEO, Deputy CEO and the Senior Management Team to develop and implement the Durri ACMS Strategic Plan.</li> </ul>
5. Continuous Quality Improvement and Compliance	<ul style="list-style-type: none"> <li>• Ensure compliance with all relevant legislation and regulatory standards.</li> <li>• Ensure client confidentiality is maintained.</li> <li>• Ensure that all relevant clinical staff maintain current AHPRA registration.</li> <li>• Ensure that immunisation accreditation remains current for PHC staff members.</li> </ul>

	<ul style="list-style-type: none"> <li>• Assist and ensure compliance with all RACGP Accreditation and QIC Accreditation.</li> <li>• Comply and attend all mandatory training as set out by Durri ACMS and legislation relating to clinical practice.</li> <li>• Lead the PHC Unit in Continuous Quality Improvement activities and initiatives.</li> </ul>
6. Reports and Statistics	<ul style="list-style-type: none"> <li>• Ensure client data information meets organisational, statutory, and funding body requirements including national key performance indicators.</li> <li>• Provide monthly reports to the DCEO pertaining to outpost operations including MBS, practice revenues and KPI's.</li> <li>• Provide monthly reports by way of presentation and participation at SMT meetings.</li> </ul>
7. Policy and Procedure Development	<ul style="list-style-type: none"> <li>• Assist in the development of, and comply with, policies and procedures to ensure that the outpost is demonstrating consistent practices and is in line with strategic objectives.</li> <li>• Attend all mandatory training requirements and participate in staff performance reviews.</li> <li>• Providing information and possible training avenues for staff to the DCEO to assist in staff career pathways.</li> <li>• Ensure staff reviews are completed as required.</li> </ul>
8. Teamwork and Collaboration	<ul style="list-style-type: none"> <li>• Effectively collaborate with team members to ensure that the service is operating effectively and efficiently, while maintaining a harmonious team environment.</li> <li>• Addressing issues arising within the PHC Unit as they occur including complaints from community.</li> </ul>
9. Professional Development	<ul style="list-style-type: none"> <li>• Demonstrate commitment to your Professional Development through participation and completion of all learning and professional activities undertaken, as identified as appropriate by the DCEO and CEO, providing return on investment to Durri ACMS.</li> <li>• Attend all organisational training that is considered mandatory.</li> </ul>
<b>Selection Criteria</b>	
<b>Essential:</b>	
<ol style="list-style-type: none"> <li>1. Demonstrated ability to lead and develop a high performing clinical team.</li> <li>2. Degree in Health Management and/or Diploma in Practice Management and/or experience in Practice Management.</li> <li>3. Demonstrated experience in managing medical practices, preferably in an ACCHOS within the last 3 years.</li> <li>4. Demonstrated knowledge of RACGP and QIC accreditation.</li> </ol>	

5. Thorough knowledge of PIP, SIP and WIP funding streams claiming and processes.
6. Thorough knowledge of MBS items, claiming and processes.
7. Knowledge and use of medical software with a preference to Communicare.
8. Excellent communication skills, the ability to connect with people, to understand their issues and sensitively deal with difficult issues.
9. Demonstrated ability to develop good working relationships with staff at all levels, act with discretion and always maintain confidentiality.
10. High level analysis and problems solving skills.
11. Demonstrated ability of high level of computer literacy; sound working knowledge of Microsoft Office software.
12. Ability to hold all relevant security clearances including the National Police Check and Working with Children clearance.
13. Current valid Drivers licence, minimum of Class "C" or equivalent.

## Selection Criteria

### Essential Qualifications & Experience –

1. Aboriginal or Torres Strait Islander descent (***This is an identified position under Section 14D of the NSW Anti-Discrimination Act 1977***).
2. Demonstrated ability to lead and develop a high performing clinical team.
3. Degree in Health Management and/or Diploma in Practice Management and/or experience in Practice Management.
4. Demonstrated experience in managing medical practices, preferably in an ACCHOS within the last 3 years.
5. Demonstrated knowledge of RACGP and QIC accreditation.
6. Thorough knowledge of PIP, SIP and WIP funding streams claiming and processes.
7. Thorough knowledge of MBS items, claiming and processes.
8. Knowledge and use of medical software with a preference to Communicare.
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13. Ability to hold all relevant security clearances including the National Police Check and Working with Children clearance.
14. Current valid Driver's license, minimum of Class "C" or equivalent.