



Durri Aboriginal Corporation Medical Service

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15 – 19 York Lane

(PO Box 136)

Kempsey NSW 2440

With Compliments

Position Application Package

Position Name: Team Leader - Primary Care Service

Position No (If applicable): N/A

Contact Name: Alicia Stewart

Telephone: (02) 65602355

General Conditions of Employment

Position:	Team Leader - Primary Care Service
Position No (If applicable):	N/A
Award:	ACCHS Award 2010
Classification:	AHW Grade 4 Level 1 -3
Salary:	Attractive salary from \$68,507.92 to \$71,827.60. Depending on qualifications and experience. Please note: appointment at the AHW Grade 4 Level is contingent on the successful applicant having gained AHPRA Registration as an Aboriginal Health Practitioner.
Award entitlements:	ACCHS Award 2010
For Identified positions:	Pursuant to Section 14 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:	9.5% superannuation; salary sacrifice; training and development; employee assistance program; uniform supplied by employer.
Employment clearances:	Selection criteria - see attached
Application:	Email to: hr@durri.org.au
Or post marked confidential to:	Application Human Resources Durri Aboriginal Corporation Medical Service PO Box 136 KEMPSEY NSW 2440
Closing Date:	Monday 25 June 2018 at 5.00 pm

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 nearly 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.

Position Description

Position Title: Team Leader Primary Care Services	Business Unit: Clinic	
Reports To: Executive Officer	Location: Durri ACMS	
Primary Objective:		
<p>Reporting to the Executive Officer you will provide leadership working with a multi-disciplinary team to assist Aboriginal people with a range of health and health related matters; identifying ways to improve health outcomes, providing support and professional standards to all clients to ensure the achievement of agreed performance indicators and improvement in health outcomes for clients.</p> <p>The key objectives of the role include:</p> <ol style="list-style-type: none"> i. Coordinate and lead a team of health professionals to deliver primary health care and achieve the objectives of "Close the Gap: for the Aboriginal community; ii. Promote and maintain an environment of cooperation in the provision of services; iii. Maintain an environment of Continuous Quality Improvement iv. Identify and implement health service requirements to ensure the prevention, early detection, diagnosis and treatment of the clients and the community; v. Improve health outcomes, and access to primary care services in the Aboriginal community vi. Monitor and review practices to: ensure compliance with nKPI requirement vii. Develop and deliver training to all staff viii. Undertake staff performance and development reviews and facilitate staff access to identified training needs 		
Position Dimension & Decision Making Authority as Team Leader:	Key Communication Contacts:	
HR responsibilities <ul style="list-style-type: none"> • Supervision of Time Clock system to ensure staff compliance • Supervision of nursing and Aboriginal health worker staff • Preparation of staff work schedules • Co-ordination of training and induction of staff • Conduct regular minuted team meetings of Durri Clinic staff Referred to Manager or others - <ul style="list-style-type: none"> • Contribute to strategic and service planning • Operational and Capital Expenditure and reporting-+ • Receiving and investigation of complaints from staff and clients • Co-ordination of and contribution to Staff performance reviews • Reporting of relevant Data to various agencies 	Contact/Organisation	Purpose/Frequency of Contact
	Executive Officer	Daily – Direction and achievement of accountabilities
	Client and Community	As needed – Providing help and advice on health related problems
	All staff	As needed – Support where appropriate

<ul style="list-style-type: none"> Ensuring Quality Assurance standards are met and maintained for compliance purposes <p>Relationship Management:</p> <ul style="list-style-type: none"> Represent Durri's best interests with relevant stakeholders and in the wider community; Manage and maintain clinical and program service relationships with stakeholders and partners; Represent the Durri and Nambucca site service at clinical and program service planning meetings <p>Without referral to manager –</p> <ul style="list-style-type: none"> Supervise and Coordinate daily operations of the clinic Routine clinical enquiries from clients and the community 		
Key Accountabilities in Team Leader Role		
Key Result Area	Major Activities	Performance Measures:
1. Clinical Care and Program Management	<ul style="list-style-type: none"> Deliver safe and reliable evidence-based care through the efficient management of human and material resources. Lead and motivate the team to achieve the goals of the relevant KPIs, and the Durri action plan, and monitor the progress in service delivery Establish and direct coordinated and integrated, high quality, client focused primary care services utilizing evidenced based practices to achieve high quality health care service Provide supervision and support for all clinical staff, that is, Nurses, Aboriginal Health Workers & Trainees operating within the clinical environment Supervise and support Aboriginal Health Workers and nursing staff to conduct comprehensive health assessments; health promotion and health screening to ensure early detection of those at high risk, or with a chronic disease Ensure implementation of the patient recall system 	<ul style="list-style-type: none"> Achievement of KPI's.- Indigenous Australian Health Program and any other indicators that may be agreed from time to time Monitor operational performance against KPI's Initiate the development of strategies to improve performance against KPI's Recall and appointments monitored and issues identified recorded and rectified Health issues identified, minuted in reports to Supervisor

	<ul style="list-style-type: none"> • Assist to develop and deliver training sessions as required to ensure all clinical staff have knowledge and are aware of relevant clinical information and any emerging community health issues • Participate in clinical governance activities to enhance provision of high quality service to the Aboriginal community 	<ul style="list-style-type: none"> • Training schedule developed • 100% of staff participate is required training • Attendance and participation in Clinical Governance Committee Meetings
2. Community Care	<ul style="list-style-type: none"> • Liaise with the clinic and program staff to ensure availability of culturally appropriate information to enhance health literacy among the Aboriginal Community • Monitor local Aboriginal health matters and needs to provide advice and help in the development of action plans where appropriate. • Maintain partnerships with other health services and community groups to ensure the education and communication of health issues. • Provide education to carer's, community groups and organisations involved in care of patients to ensure effective primary care and early intervention. 	<ul style="list-style-type: none"> • Achievement of KPI's.- Indigenous Australian Health Program and any other indicators that may be agreed from time to time • Minutes of Team meetings • Minutes of Service Coordination meetings • Client feedback • Staff feedback • Stakeholder feedback
3. Infection Control	<ul style="list-style-type: none"> • Liaise with Infection Control Officer/s to ensure implementation and compliance of the Infection Prevention and Control guideline • Initiate/Contribute to reviews of Prevention and Control guideline to ensure it remains up to date, and meets with state and national requirements • Identify and support training requirements to ensure all staff maintain the relevant skills and knowledge to safely implement this procedure 	<ul style="list-style-type: none"> • Audits • Protocols developed to address gaps and/or compliance breaches • Implement and document quality improvement initiatives to ensure currency of infection control practice and guidelines. • Staff training needs identified and implemented
4. Team work and Collaboration	<ul style="list-style-type: none"> • Effectively collaborate with team members to ensure that the clinic is operating effectively and efficiently, while maintaining a harmonious team environment • Ensure integration between clinic staff inclusive of chronic disease team to implement health promotion and education, and management of chronic care • Liaise with the GPs and other clinical staff, implementation and review of care plans/team care arrangements. 	<ul style="list-style-type: none"> • Feedback from colleagues • Clinic Team meetings conducted, outcomes minuted • Participate in weekly Service Coordination Meetings • Annual percentage increase in the number of health assessment, care plans/team care arrangements

<p>5. Compliance</p>	<ul style="list-style-type: none"> • Comply with the relevant legislation and regulatory standards • Comply with Durri ACMS policies and procedures • Ensure development, implementation and review of procedures to ensure staff obtain and record accurate health histories and information compliant with organisational policies and procedures and legislative requirements • Ensure all requests for patient information are responded to appropriately • Ensure client and community confidentiality is maintained • Ensure processes are in place to maximise Medicare claims by clinic personnel – staff claiming effectively • Comply with all AHPRA registration requirements • Comply with the relevant professional code of Conduct and Standards of Practice. 	<ul style="list-style-type: none"> • 6 monthly review of practice against legislation and regulatory standard to ensure compliance – AGPAL Accreditation requirements guide this process • Random records Audit • Client, staff & stakeholder feedback • Medicare claims reviewed against item numbers and against income earned – gaps identified and remedied • Participate in annual performance reviews
<p>6. Quality Assurance & Continuous Improvement</p>	<ul style="list-style-type: none"> • Initiate, encourage and support quality assurance activities • Assist with development of the Durri Action Plan to ensure the delivery of the KPI's in accordance with the funding bodies and the strategic plan • Participate in the development and ongoing achievement of AGPAL and organisational accreditation • Participate in quality improvement activities • Investigate system, work flow, and operational issues and make recommendations • Monitor performance outcomes and recommend action to continually improve service delivery 	<ul style="list-style-type: none"> • Achievement of KPI's • Action Plan developed and operational • Accreditation achieved • Quality improvement cycles implemented, actions recorded • Clinic Team meetings conducted, actions, outcomes minuted and reported as required • Quality Improvement Register
<p>7. Workplace Health and Safety</p>	<ul style="list-style-type: none"> • Ensure, within capability, the health and safety of yourself and employees and any other persons in the work areas for which they are responsible • Compliance with WHS legislative requirements and site policies • Report all hazards, accidents or incidents which could result in injury to others or damage to property 	<ul style="list-style-type: none"> • Participation in WHS Committee Meetings – conducted Bi-monthly

	<ul style="list-style-type: none"> • Not intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare in compliance with the WHS or other legislation. • Be familiar with emergency and evacuation procedures and participate in regular training in safety procedures 	
8. Reporting	<ul style="list-style-type: none"> • Provide statistical and management reports to meet organisational, reporting, and statutory requirements including analysis, report of financial results and supporting recommendations. 	<ul style="list-style-type: none"> • Achievement of Primary Health Care KPI's and regulatory standards
9. Policy and Procedures	<ul style="list-style-type: none"> • Assist in the development, implementation and monitoring of policies and procedures to ensure that the clinic is demonstrating consistent practices according to appropriate guidelines and is in line with strategic plan objectives • Attend all mandatory training requirements and participate in staff performance reviews 	<ul style="list-style-type: none"> • Achievement of Primary Health Care KPI's and regulatory standards
Key Challenges:		Person Specification:
<ul style="list-style-type: none"> • Improving the health of Aboriginal people within region by developing and delivering culturally appropriate primary health care • Achieving and ensuring AGPAL accreditation • Achieving program requirements and KPIs within agreed deadlines 		<p>Qualifications & Experience</p> <ul style="list-style-type: none"> • AHP/RN with current AHPRA practising certificate • Demonstrated Leadership skills in supervising clinic health workforce • Demonstrated knowledge, skills and clinical experience in issues relating to primary health care and chronic disease prevention and management within approved guidelines • Sound knowledge of community health, public health and Aboriginal Health • Experience with health service agencies, non-government organisations, community groups and medical professionals at all levels • Ability to build relationships with all levels of the organisation and the community • Strong interpersonal skills, including the ability to demonstrate empathy when required • Demonstrated ability to work flexibly within tight time schedules and in accordance with variable workload demands • Continuous developing professional competence and qualifications • Can provide documented proof of Aboriginality • Ability to hold all relevant security clearances including National Police Check and Working with Children clearance • Current valid Driver's license, minimum of Class "C" or equivalent

Core Competencies –

- Strong interpersonal skills, including the ability to demonstrated empathy when required
- Well-developed written and verbal communication skills
- Analysis and problems solving skills
- Sound level of numeracy and demonstrated attention to detail
- Demonstrated ability to work flexibly within tight time schedules and in accordance with variable workload demands
- Ability to build relationships with all levels of the organisation and the community

Selection Criteria

Qualifications & Experience

- AHP/RN with current AHPRA practising certificate
- Demonstrated Leadership skills in supervising clinic health workforce
- Demonstrated knowledge, skills and clinical experience in issues relating to primary health care and chronic disease prevention and management within approved guidelines
- Sound knowledge of community health, public health and Aboriginal Health
- Experience with health service agencies, non-government organisations, community groups and medical professionals at all levels
- Ability to build relationships with all levels of the organisation and the community
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