



Position Title	Director – Community and Wellbeing Services
Location	Yarrabah
Employment status	Full time
Position reports to	General Manager
Positions responsible for	SEWB Manager, Family Healing and Wellbeing Services Manager, Youth Wellbeing Manager
Date of Approval	September 2021

About Gurriny Yealamucka (Gurriny)

Gurriny Yealamucka Health Service (Gurriny) is an incorporated Aboriginal community-controlled health organisation. The core business of Gurriny is to provide a culturally sensitive multi-purpose primary health care service and to implement the Yarrabah Health Strategic Plan through the Yarrabah Health Framework Agreement in partnership with Queensland Health, Yarrabah Aboriginal Shire Council & Commonwealth Department of Health & Ageing.

Further information about Gurriny can be obtained from the website at <https://www.gyhsac.org.au/>

Our Vision

As the Community Controlled Health Services will lead the advancement of equitable health outcomes for the people of Yarrabah.

Our Mission

Gurriny Yealamucka Health Services will “Close the Gap” through progressing quality health care services that are underpinned by gold standard governance business practices.

Our Values

- **Quality of Service** – valuing the responsibility of providing a quality holistic health service and will maintain a high standard of care across all levels of the organisation.
- **Leadership & Innovation** – strong Leadership ensuring the delivery of innovative holistic health solutions.
- **Commitment** – strives to provide commitment to all levels of the organisation’s business and in its capacity to support the Yarrabah Community.
- **Accountability** – enacting the principles of governance, self-determination and sovereignty guided by the Yarrabah community & stakeholders.
- **Teamwork & Partnerships** – as an essential component of successful service delivery and advocates for equitable productive partnerships.

About the program area

Community and Wellbeing Services aids people who need help with life and coping skills (such as gambling, substance abuse, poverty, unemployment, homelessness, aged care, mental health issues, physical health issues, child and family welfare concerns, offending behaviour, anger management and grief recovery) or to those who may be suffering from mental or physical disabilities or are otherwise struggling with aspects of everyday life.

About the team

The Community and Wellbeing Services team are focused on meeting community member's wellbeing through an applied knowledge base, focusing on prevention as well as remediation of problems, and maintaining a commitment to improving the overall quality of life of clients

The Community and Wellbeing Services team promote a practice that involves simultaneously working with all members of the community in the process of promoting the autonomy of individuals or groups, making informal or formal human services systems more efficient and effective, and advocating for positive social change within Yarrabah.

About the Position

This position is responsible for providing for implementing a wide range of social and health initiatives placing Gurriny at the forefront of social and community health coupled with wellbeing issues affecting people within the Yarrabah community. The position will also actively oversee the strategic and day to day management of these teams and programs, including identifying and responding to new and emerging industry opportunities and trends. The position makes a significant contribution by contributing new ideas and striving for improvement.

This position reports to the General Manager for operational supervision.

This position reports to the Chief Executive Officer for supervision on matters relating to the Yarrabah Leadership Forum.

Key responsibilities include

Governance

- Support the Director Clinical Services/Senior Medical Officer to oversee Clinical Governance processes and procedures of the CPHC teams
- Draft clinical, wellbeing and social services health briefings and other correspondence for the General Manager

Strategic Planning and Development

- In conjunction with the Senior Managers, draft and implement an evidence-based CPHC model that meets the needs of Yarrabah
- Contribute towards monitoring and managing the organisational risks
- Draft and collate high quality reports, briefings, submissions, plans and consultative documents and other communication correspondence on a broad range of policy, service planning, service provision and service management issues relating to the senior management functions of an ACCHO Health
- Operationalise the Yarrabah Leaders Forum (YLF) strategic plan, attend and work closely with YLF leadership

Operational Leadership and Management

- Manage and oversee the daily operations of the CPHC, manage the financial procurement and human resource processes of subordinate staff
- Lead operational teams to facilitate the successful delivery of planned outcomes ensuring community needs are addressed in the scoping, design, implementation and evaluation
- In collaboration with the Director – Clinical Services/Senior Medical Officer, lead the CPHC teams and manage the implementation of the comprehensive Primary Health Care (PHC) model, systems and services
- Work with the Senior Managers to develop the support structures (financial, IT, infrastructure and community engagement) for the implementation of the comprehensive CPHC model
- Support the implementation and maintenance of Gurriny's accreditation status against AGPAL and ISO accreditation standards
- Contribute to the collection of data to be able to measure the effectiveness of the comprehensive CPHC model versus health outcomes
- Co-ordination and drafting of health-related submissions to address identified service gaps
- Represent the CEO in negotiations with funding agencies and other key stakeholders

Relationship Management

- Build on the Gurriny brand, reputation and achievements through involvement and promotion at external events
- Maintain awareness of issues which could impact on Gurriny's reputation

Leadership and HR Management

- Provide sound, visible, accessible and professional CPHC advice, leadership, support and mentoring to the staff in the organisation
- Role model and promote the values of the organisation and ensure new employees are inducted and understand the organisational vision, values and culture
- Ensure a work environment that creates a stimulating and rewarding work environment for all staff
- Ensure that appropriately skilled staff are employed and orientated accordingly
- Foster the development of high performing integrated multi-disciplinary teams with a community engagement focus, while continuing to develop capacity and capability through workforce planning and development
- Ensure that performance management systems are in place and managed in accordance with Human Resource (HR) policies for the CPHC team
- Together with the Director – Clinical Services/Senior Medical Officer ensure safe work practices and a safe work environment is maintained, incident/accident reporting occurs and corrective action initiated
- Instils a service ethic within the division and organisation that promotes a holistic respectful approach to health care
- Champion new and enhanced service initiatives to maximise the benefit and use of resources directed to Gurriny

Financial and Resource Management

- Work with the Senior Management Team (SMT) to develop service budgets
- Monitor the financial performance of the CPHC against the unit budget
- Identify opportunities and secure funding from state and national bodies for enhanced health

service delivery

- Ensure that contractual and acquittal obligations are met on time every time
- Undertake negotiations with funding agencies within parameter approved by the CEO e.g. check-up
- Manage staff resources and leave entitlements within organisational agreed standards
- Identify adverse indicators, investigate variances and take appropriate corrective actions where necessary

Professional Conduct

- Undertake activities to develop and maintain own professional knowledge and skill and maintain awareness of current HR WHS best practice clinical and risk management
- Practice in accordance with guidelines as outlined by legislation and Gurriny Policies and Procedures
- Practice in own capabilities and qualifications
- Maintain accurate and legally acceptable records, ensuring the security of documentation at all times
- Respect and maintain confidentiality
- Respect cultural diversity and traditional Aboriginal practices
- Support good governance decision-making through the provision of timely and accurate information
- Build a positive image of Gurriny by representing and promoting Gurriny and its initiatives externally, ensuring consistent messages are delivered in line with agreed strategies

Mandatory qualifications/Professional registration/Other requirements

- Possess a degree relevant to management of health services/systems or equivalent experience / competency
- Possess a relevant clinical qualification and/ or previous health professional experience and clinical credibility

Relevant Experience & Competencies

- Executive management experience within a large or complex health organisation
- Effective strategic leadership and management skills of PHC service delivery functions and systems
- Change management skills that are solution focused
- Project management skills in a complex Health Care environment
- Experience and knowledge at an administrator level of Patient Information Recall Systems (Communicare Administrator experience an advantage)
- Experience in the analysis and interpretation of data and undertake research
- Knowledge of multiple health care systems across primary/ acute health care settings including the management of clinical risk and clinical issues
- Demonstrated interpersonal, communication (oral and written) and negotiation skills
- Demonstrated skills in dealing with confidential and sensitive information in a professional manner
- Extensive knowledge in community-controlled health services and in the design and implementation of programs and services
- Extensive knowledge in HR & financial management
- Experience and knowledge in community politics
- Extensive knowledge and understanding of funding agreements and contract management

- Proven time management skills and ability to exercise judgement and initiatives for competing demands
- Extensive knowledge in understanding award, conditions & entitlements of Medical, Nursing, Administration and Operational Officers profession
- Knowledge and understanding of Medicare
- Ability to build and maintain relationships with clients, team members and community
- Preparedness to contribute to the organisation's culture of continuous quality improvement

Team Work

- Knowledge and understanding of Aboriginal and Torres Strait Islander societies and cultures from an historical and contemporary perspective, including the ability to communicate effectively and credibly to ensure their views are incorporated into health planning particularly in the Yarrabah Community
- Demonstrated understanding and commitment to the principles of the Aboriginal community-controlled health sector in Yarrabah and the concept of comprehensive primary health care in an Aboriginal setting
- Personally, demonstrates through consistent behaviors. understanding of, respect for and compliance with the principles of Aboriginal community control
- Ensure compliance with occupational health & safety, equal employment opportunity and associated Gurriny policies
- Contribute and collaborate in a professional, positive and transparent manner in the planning and development of Gurriny
- Add value and knowledge to the successful integration of clinical and social support teams across Gurriny to ensure a holistic model of care
- Participate in approved development initiatives to maintain and extend knowledge and skill base required for effective performance
- Mentor and manage staff by providing coaching, regular feedback, and establishing goals through individual development plans
- Communicates effectively and openly in the workplace
- Complete tasks in a timely manner and meeting all deadlines

Quality Assurance

- Participate in all quality assurance processes including external and internal surveillance audits, document reviews and meetings etc
- Participate in ongoing and systematic quality improvement efforts and identify opportunities for improvements, and facilitate outcomes to bring about change
- Participate in AGPAL, ISO, LogicQC Training and education courses
- Ensures tasks identified in the Quality Management System (LogicQC) are completed within the required deadlines

External Relationships, Representation and Management

- Maintains relationships with other health service providers and may be asked to assist with negotiations for partnerships to improve primary health care delivery and address the determinants of health
- Represents Gurriny at meetings, conferences and workshops where required in consultation with the Senior Management Team
- Enhances the public image of Gurriny in the community

Professional conduct

- Undertake activities to develop and maintain own professional knowledge and skill and maintain awareness of current HR & WHS best practice clinical and risk management
- Practice in accordance with guidelines as outlined by legislation and Gurriny Policies and Procedures
- Practice in own capabilities and qualifications
- Maintain accurate and legally acceptable records, ensuring the security of documentation at all times
- Respect and maintain confidentiality
- Respect cultural diversity and traditional Aboriginal practices
- Support good governance decision-making through the provision of timely and accurate information
- Build a positive image of Gurriny Health Service by representing and promoting Gurriny and its initiatives externally, ensuring consistent messages are delivered in line with agreed strategies

To ensure job flexibility the successful appointee may be required to:

- perform any other duties as nominated by the Gurriny consistent with the relevant classification descriptors detailed in the Enterprise Agreement. Staff undertaking any new duties will receive training
- participate in job rotation or multiskilling in consultation with their supervisor
- work across multiple sites will be required

Required Training, Licences, Registration and Additional Factors

- Current Driver's License
- First Aid Certificate or ability to obtain one
- Applicants must be in possession of a valid Positive Notice Blue Card issued by the Commission for Children Young People and Child Guardian
- Applicants must have a current Police check or be prepared to undertake one prior to commencement of employment
- Some work out of hours may be required from time to time
- You may be required to work in and /or support other organisational business/service functions as required
- Gurriny has a 6-month probation period for new employees

Location

Bukki Road, Noble Drive and Workshop Street

Selection Criteria

1. Tertiary qualifications and/or professional experience in a previous senior management role(s) in health care and/or community services field
2. Demonstrated experience in the management, development, implementation and evaluation of health, social and wellbeing services and programs
3. Demonstrated experience in the development, implementation and evaluation of quality improvement initiatives within the CPHC and/ or community services field
4. Demonstrated experience in the development, implementation and evaluation of strategy, program and policy development
5. Understanding of contemporary organisational and clinical governance practices

6. Established networks among PHC organisation's in Queensland and the region will be highly regarded
7. Demonstrated ability to lead complex processes at strategic and operational levels

Desirable

1. Professional membership/registration of a Wellbeing profession e.g. Social Work/Psychology.

Other duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.