



Position Title	Senior Policy Officer
Location	Yarrabah
Employment status	Full time
Position reports to	General Manager
Positions responsible for	
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 position

The Senior Policy Officer will provide high level operational policy advice and support with a focus on ensuring best practice, quality assurance and continuous improvement across all areas of Gurriny's business.

In addition, help grow the funding base of Gurriny through state government, federal government or commercial contract for services that align and add value to the overall purpose of Gurriny. To research how existing client's view the organisation; what their future expectations are of Gurriny. Additionally, strategise ideas and plan for the future of Gurriny.

This position reports to the General Manager for supervision, workload management and for Performance Planning and Review (PPR).

Key responsibilities include

Governance

- In conjunction with the management team, identify opportunities for new government contracts and evaluate appropriate market entry opportunities
- Develop and execute a business development plan for Gurriny to achieve set performance targets and objectives that will support market penetration, market development & product/service development
- Identify potential local risks, and/or opportunities for business development and anticipate the impact of social, political and financial dynamics on business opportunities
- Participate in collaborative community initiatives to help and support the health and wellbeing of the community

Strategic Planning and Development

- 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

Operational Leadership

- Provide leadership in developing collaborative links between policy initiatives & delivery of community service programs
- Facilitate the successful delivery of planned outcomes ensuring community needs are addressed in the scoping, design, implementation and evaluation
- Support the implementation and maintenance of Gurriny's accreditation status against AGPAL and ISO accreditation standards
- Identify organisational capacity gaps within Gurriny and support the CEO to obtain the necessary systems, resources and expertise to address gaps and effectively manage the health services in Yarrabah
- Identify, target and develop business relationships that are aligned with the Gurriny's Strategic Plan
- Facilitate the formulation of strategic alliances & service delivery partnerships
- Undertake proactive networking with all relevant external stakeholder groups to expand service delivery opportunities

- Assist program leads to develop their relationships with schools, funding bodies, corporate partners, community organisations and other relevant stakeholders
- Co-ordination and drafting of health-related submissions to address identified service gaps

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

- 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
- 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

- Monitor the financial performance of projects against the project 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
- 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 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

Relevant Experience & Competencies

- Experience within a large or complex community-controlled health organisation
- Effective strategic leadership and management skills of service delivery functions and systems
- Project management skills in a complex environment
- Experience in the analysis and interpretation of data and undertake research
- Demonstrated interpersonal, communication (oral and written) and negotiation skills

- Demonstrated skills in dealing with confidential and sensitive information in a professional manner
- 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
- 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

Selection Criteria

1. Excellent written and verbal communication skills, including the capacity to describe complex issues in plain language to a range of audiences. Capacity to produce high quality written documents, including submissions, reports and briefings
2. Demonstrated high level knowledge and understanding of health issues relating to Aboriginal people and communities including the role of Aboriginal Community Controlled organisations
3. Demonstrated interpersonal skills and ability to communicate consult and negotiate

effectively with internal and external stakeholders

4. Demonstrated ability to develop and manage complex project plans, and to achieve objectives and deliverables within tight timeframes and in an environment of competing priorities
5. Demonstrated experience and ability to interpret data, undertake research, analyse policies and resolve complex issues appropriately.
6. Demonstrated ability to write grant submissions / and submit from end to end process
7. Demonstrated ability to research and Identify key areas within the organisation that will have outcomes for the benefit of the community

Desirable

1. Tertiary qualifications in health management or related discipline or demonstrated experience in non-government organisations or in the public or private sector

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.