**Practice Manager**

**Closing Date: 5pm Monday, 11 December 2023**

**The Organisation**

Galambila Aboriginal Corporation trading as Galambila Aboriginal Health Service is an Aboriginal Community Controlled Health Service located in Coffs Harbour, NSW. Galambila is a leading provider of high quality, culturally relevant, comprehensive primary health and related care services. Galambila serves the Aboriginal communities of Coffs Harbour, Urunga, Bellingen and Woolgoolga.

**Important Information**

This is a full-time role.

Galambila is an equal opportunity employer and all applications for vacancies are based on merit. Women and people with disabilities are encouraged to apply. Applicants must be Australian citizens or permanent residents or have legal entitlement to work in Australia.

Galambila provides a smoke-free work environment and promotes a no-smoking culture for staff where they are encouraged and supported not to smoke. Smoking is not permitted at any time in the buildings of the workplace or vehicles of Galambila.

All employees must have received two completed COVID-19 vaccinations prior to commencement.

**Salary**

Galambila offers the following salary package:

* Base salary commencing $105,000 to $120,000 – appointment will occur based on previous skills, qualifications and experience;
* Additional 5 days sick leave per year;
* Additional leave for NAIDOC and Christmas; and
* Monthly rostered days off.

**How to apply**

To apply for this role you will need to provide:

* A completed Applicant Details Form;
* Your updated Resume; and
* A maximum two page cover letter addressing the capabilities relevant to the role.

You can submit your application directly by email to [HR@Galambila.org.au](mailto:HR@Galambila.org.au) or online at [www.galambila.org.au/careers](http://www.galambila.org.au/careers).

For further information or inquiries please ring Naomi or Jane on 02) 6652 0800

Late applications will not be considered for interview.

Applications must be received on or before **5pm Monday, 11 December 2023**



**APPLICANT DETAILS**

**Position Applied for**

Practice Manager

**Name**

Click here to enter text.

**Do you identify and are recognised as Aboriginal or Torres Strait Islander?**

Yes, Aboriginal  Yes, Torres Strait Islander  Yes, Aboriginal and Torres Strait Islander

No, I don’t identify as either Aboriginal or Torres Strait Islander

**Address**

Click here to enter text.

**Suburb, State and postcode**

Click here to enter text.

**Contact Number Alternative Contact Number**

Click here to enter text. Click here to enter text.

**Email address**

Click here to enter text.

**How did you hear about this vacancy?**

Choose an item.

If other, please detail: Click here to enter text.



**Capabilities**

**Essential**

**Community:** Represents the organisation and promotes awareness of key issues in community networks and advances organisational objectives and champions important issues with key stakeholders.

**Time management**: Prioritises work; delegates appropriately demonstrating an understanding of organisational, team and individual priorities and capacities; and ensures that key requirements are met.

**Interpersonal skills**: Models self-awareness, self-management and social awareness in communications, problem solving and conﬂict resolution and motivates others through personal interactions and mentors development of emerging leaders.

**Leadership and teamwork**: Ability to lead, develop and work across diverse teams. Manages team dynamics, supports productive working relationships and work-life balance and collaboration.

**Sustainability:** Prepares program and complex project budgets, and reviews ﬁnancial performance.

**Service delivery:** Provides leadership and focuses team on client and community outcomes and fosters a culture of excellence in service delivery.

**Responsiveness to change**: Supports change management and assists others to adapt and adjust to change, ensuring consultation occurs.

**Strategy**: Develops and implements work plans and targets to meet Clinical Governance requirements

**Licence**

* Current ‘C’ Class driver’s licence is mandatoryfor this role.

**Qualifications**

Mandatory qualifications will be required as part of the professional development and capability building including:

* First Aid Certificate
* Diploma of Practice Management
* Diploma (or skillset) Leadership and Management

**Employment Arrangements**

This is a two-year fixed term arrangement. An offer of employment is subject to a six (6) month probationary period. Continuation in the role is subject to funding and satisfactory performance. A review of performance will be conducted 3 months after commencing and continue quarterly for the duration of the contract. Your reporting lines may change from time to time at Galambila in accordance with operational requirements.

This appointment is subject to a satisfactory clearance for a police check and a clearance for working with Children undertaken by the Office of the Children’s Guardian (NSW).

**Position Description**

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| --- | --- |
| Position: | Practice Manager |
| Location: | Galambila Aboriginal Health Service |
| Pay structure: | Galambila General Enterprise Agreement 2017 |
| Hours per week | 38 |

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| --- |
| Our Values → Respect ↔ Accountability ↔ Inclusive ↔ Compassionate ↔ Empowerment |
|  |
| Our Purpose → Culturally appropriate care that ensures the best possible health and wellbeing outcomes for those on Gumbaynggirr Land |
|  |
| Our Vision → Greater choices for our mob to improve health for all stages of life |

**Objectives**

In the role of Practice Manager, you will be responsible for leading staff and managing the comprehensive primary health services ensuring culturally relevant client centred care leading a multi-disciplinary team.

**Role responsibilities**

Implement Galambila’s strategic plan 2020 – 2023 across the primary health model of care by developing, consulting, implementing, and reporting on key performance measures and outcomes;

Manage Galambila’s primary health clinic operations including appointment management, GP and clinical coordination, allocations of clinic room, managing client complaints and improvements from client feedback, and management of the clinical team (General Practitioners and allied health);

Embed culturally relevant client focussed care across the Galambila’s model of care ensuring the rights and needs of client are at the centre of service delivery across the multidisciplinary team including visiting specialists and referral pathways;

Build, develop and maintain relationships with external partners, funding bodies, and stakeholders ensuring on positive outcomes and arrangements in line with the Galambila’s strategic direction, vision, and values implementing comprehensive primary health model of care.

Negotiate new agreements, evaluate existing agreements and negotiate required changes with external parties that deliver the objectives of Galambila’s primary health model of care;

Embed Galambila’s cultural integrity framework across the multidisciplinary team;

Oversee quality improvement projects across clinic operations ensuring broad team consultation, empowerment of staff, and client’s journey are at the centre of practices;

Manage the financial performance of Clinical Operations through the annual budgeting processes including building the budgets on projected workloads, reporting on budget variances, manage reporting to funding bodies and third parties on funds received and expended.

**Workplace responsibilities**

* Provide leadership, direction, support and supervision to all direct reports;
* Provide regular feedback and undertake performance management responsibilities;
* Chair and manage regular staff meetings, ensuring participation from across the multi-disciplinary team;
* Ensure staff have training and development opportunities;
* Engage collaboratively with Executive Managers to ensure the efficient delivery of quality and culturally relevant primary health care services;
* Engage collaboratively with Clinical Governance and other committees; and
* Perform any other duties consistent with the terms of employments as may be directed or implied from time to time.

**Workplace Health and Safety responsibilities**

* Ensure defined WH&S and injury management policies and procedures are followed within area of control;
* Lead and foster a strong safety culture focusing on the safety of own and others in the workplace;
* Ensure organisational compliance with any requirements of the WH&S Act and other legislation with regard to health, safety and welfare in the workplace;
* Not intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare in compliance with the WH&S Act or other legislation;
* Report all accidents or incidents which did, or could have resulted in, injury to others in the workplace or damage to property;
* Report all hazards or potential hazards;
* Be familiar with emergency evacuation procedures and participate in regular training in safety procedures and ensure your team are trained and understand the procedures;
* Ensure regular safety inspections for your area are completed as scheduled; and
* Review all hazards and potential hazards and ensure control measures are put into place and followed.

**Child Protection Responsibilities**

* Be familiar with and adhere to legislation in relation to Child Protection and comply with NSW Health Frontline Procedures for the Protection of Children and Young People;
* Ensure all staff under direct responsibility have attended training in Child Protection and understand their responsibilities; and
* Ensure frontline procedures are universally adopted in the Clinical Services unit.

**Continuous Quality Improvement responsibilities**

* Review the policy and procedures manuals under area of control and identify areas for improvement.
* Ensure action officers are identified in the continuous improvement framework.

**Non-Smoking Policy**

Galambila provides a smoke-free work environment and promotes a no-smoking culture for staff where they are encouraged and supported not to smoke.



**Galambila Privacy and Confidentiality information**

One of the many rules to which staff must strictly adhere is the rule of professional secrecy and access to confidential information. All Galambila employees must observe a strict code of secrecy in any matters relating to work at Galambila and particularly in relation to information regarding clients/patients.

It is equally important that members of staff do not disclose any health information of clients/patients to any other staff member unless this information is necessary for the provision of care and is exchanged in the course of providing care.

Matters concerning the work of Galambila including information about clients/patients must never be discussed outside of Galambila and each member of staff has a moral and legal obligation to Galambila not to violate the trust placed in them in the handling of sensitive and confidential client and organisation information.

Staff recruited to Galambila are required to sign privacy and confidentiality agreements upon commencement of employment. Breaches of privacy and confidentiality are treated with the utmost seriousness and may result in disciplinary action up to and including termination of employment.

**Employment Arrangements**

Continuation in the role is subject to funding. A review of performance will be conducted 3 months after commencing. All staff undertake individual Performance Agreements including regular reviews. Your reporting lines may change from time to time at Galambila in accordance with operational requirements.

This appointment is subject to a satisfactory clearance for a police check and a clearance for working with Children undertaken by the Office of the Children’s Guardian (NSW).

Galambila has a mandatory COVID vaccination policy, all successful candidates must have completed two doses of a COVID vaccine prior to commencement, or be able to provide a medical contraindication form for an ongoing medical contraindication to approved COVID vaccines.

**Documentary identification required**

**Successful applicants** will be required to provide the following documentation:

* Working with Children Check verification or application number;
* Proof of two COVID-19 vaccinations or a completed medical contraindication from a medical practitioner; and
* Proof of identity (such as Birth Certificate, Drivers licence, Proof of Age Card, or Passport).