

BENDIGO COMMUNITY HEALTH SERVICES

POSITION TITLE: TEAM MANAGER - MEDICAL PRACTICE AND PAEDIATRIC CLINICAL SERVICES

Name:		PO Box 1121 Bendigo Central Victoria 3552
Position number:		
Award/Agreement:	Victorian Stand-Alone Community Health Services (Health and Allied Services, Managers and Administrative Officers) Multiple Enterprise Agreement	Central Site: Ph: (03) 5448 1600 Fax: (03) 5441 4200
Classification:	Administrative Officer Grade 4 - HS4	Eaglehawk Site: Ph: (03) 5434 4300 Fax: (03) 5441 4200
Site:	Based at both Eaglehawk and Kangaroo Flat however the position may work from any Bendigo based BCHS site as negotiated	Kangaroo Flat: Ph: (03) 5430 0500 Fax: (03) 5441 4200
Hours per fortnight:	76.0 hours per fortnight	Elmore Primary Health: Ph: (03) 5432 6001 Fax: (03) 5432 6101
Tenure:	Ongoing	
Position description developed:	February 2019	
Responsible to:	Director - Primary Health Care Services Director - Children's Health Services and Allied Health	

Our Vision

Better Health and wellbeing across generations.

Our Mission

Working hand in hand with our community to achieve healthier lives.

Our Values

- **Respect**
We build respectful relationships through trust, empathy and collaboration.
- **Inclusive**
We recognise and promote accessible, safe and holistic health care as a basic human right.
- **Integrity**
We are authentic and accountable and we honour our obligations.
- **Innovation**
Through continuous learning, we ensure an agile, responsive and sustainable service.

Position Role

The role of the Team Manager - Medical Practice and Paediatric Clinical Services is to provide oversight, co-ordination and daily operational management to Bendigo Community Health Services' (BCHS) medical and paediatric clinical services. The Team Manager will oversee and support the clinical and business systems and processes necessary for the effective provision of

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BCHS' medical and paediatric clinical services. The role is pivotal in ensuring efficient and quality clinical care through BCHS' medical and paediatric clinics.

The position is responsible to the Director - Primary Health Care Services in relation to medical clinical services and to the Director - Children's Health Services and Allied Health in relation to paediatric clinical services.

It is expected that 0.5 EFT of this position will be directed towards medical clinical services and 0.5 EFT towards paediatric clinical services.

Position Responsibilities

The responsibilities of the position are:

- Co-ordinate day-to-day management of BCHS' medical and paediatric clinical services.
- Review, develop and implement medical and paediatric clinic operational systems and processes to ensure efficient and effective provision of BCHS' medical and paediatric clinical services.
- Ensure the medical and paediatric clinical teams are supported through strong consumer, administration and referral systems.
- Participate in Primary Health Services and Children's Health Services program budget management, including budget preparation, monitoring and reporting.
- Provide effective management of BCHS' Medicare Benefits Schedule (MBS) systems and processes, to support the efficiency and financial sustainability of medical and paediatric clinical services.
- Ensure monitoring and effective management of performance and financial targets across BCHS' medical and paediatric clinical services.
- Ensure effective operational management of Best Practice and other relevant medical and clinical practice software across medical and paediatric clinical services.
- Maintain data and program evaluation to meet BCHS funding and reporting obligations.
- Provide effective management of timesheets, rosters, leave requests and other resources required to ensure successful provision of BCHS medical and paediatric clinical services.
- Provide effective management of medical and paediatric clinic staff recruitment and induction and day-to-day issues.
- Manage the performance appraisal and development of medical and paediatric clinical staff.
- Ensure medical and paediatric clinical staff comply with relevant legislation, regulations and standards.
- Foster and promote an environment of participation and collaboration in service development and improvement within BCHS and in partnership with external agencies as required.
- Represent medical and paediatric clinical teams at internal and external meetings as required.
- Where required initiate, lead, support and/or manage projects relating medical and paediatric clinical services.
- Provide professional advice to support management in relation to service provision, operational and managerial matters.
- Develop and maintain BCHS' medical and clinical practice policies and procedures.
- Manage and provide oversight to BCHS' medical practice accreditation responsibilities.
- Support BCHS management in the clinical governance of BCHS' medical and paediatric clinical services.

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- Participate in quality, safety and consumer experience related activities and the development of quality improvement processes and practices which impact on medical and paediatric clinical services.
- Monitor, report, review and action potential and identified risks and incidents for BCHS' medical and paediatric clinical services.
- Monitor new developments and system changes which relate to medical and specialist paediatric services.
- Other duties as directed.

The Role of the Team

The primary focus of BCHS' Primary Health and Children's Health Services are to provide comprehensive primary, specialist and allied health services to consumers and lead coordinated care and referral pathways internally and externally across a multidisciplinary service.

The Primary Health Services team provides a range of services including General Practice, nursing, sexual health, chronic disease management and workplace health promotion. The Team Manager will work alongside our General Practitioners, Community Health Nurses and other practice support staff in supporting BCHS' medical clinical services.

The Children's Health Services team provides community paediatric specialist and allied health services for children and families. The Team Manager will work alongside our Paediatricians, Paediatric Registrars, Paediatric Allied Health and other practice support staff in supporting BCHS' paediatric clinical services.

Key Selection Criteria

Essential

1. Demonstrated experience in management and/or practice administration.
2. Demonstrated experience in financial management and reporting processes.
3. Demonstrated leadership and ability to encourage teamwork and to support individuals and teams to succeed.
4. Excellent organisational and time management skills.
5. Strong interpersonal skills and communication skills, demonstrating a capacity to build and maintain relationships with a diverse range of stakeholders.
6. High level skills in Microsoft Office.
7. A current Driver's Licence.
8. A current Working with Children Check (employee).

Desirable

1. Tertiary or other relevant qualification relating to management and/or practice administration in a health service environment.
2. Demonstrated understanding of medical and allied health services and relevant stakeholders.
3. Demonstrated understanding of the Medicare system and Medicare Benefits Schedule.
4. Demonstrated knowledge of policy, standards and practice as they relate to medical and allied health services.
5. Demonstrated experience in using medical and clinical practice software, including Best Practice, TRAK and/or CDMnet.
6. Passion for improving the health and wellbeing of BCHS consumers and the community.

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Probationary Period

Employment with BCHS is conditional on satisfactorily completing a probationary period of six (6) months from date of commencement. During this period your performance will be reviewed with your Manager and, assuming this is mutually satisfactory, your employment will be confirmed at the end of this period.

Staff Review and Development (SRD)

Each BCHS staff member is required to participate in the annual SRD process. The SRD will be based on the Position Role and Responsibilities and Key Selection Criteria in addition to the relevant Branch and Team Plans and the following Performance Indicators.

Self-Management:

Demonstrated experience and understanding of the need for ongoing personal and professional development that contribute to self-satisfaction and professional growth

- Continually develop personally and professionally to meet the changing needs of your position, career and industry.
- Demonstrate behaviours that lead you to achieving your goals.

Communication and Team Work:

High level communication and interpersonal engagement that contributes to productive and collegial relationships between staff and with consumers

- Display your capacity for self-awareness through reflection, planning and communication.
- Show evidence of your ability to work co-operatively within a team to achieve team goals.
- Establish and develop as key functions of relationship management, regular and professional communication with all your relevant colleagues.
- Demonstrate alignment and integration of practice according to BCHS' Vision, Values, and Strategic Directions.

Administration and Documentation:

Through the use of BCHS processes ensure that all administration and documentation requirements are initiated and completed in a professional and timely manner.

- Show evidence that the administrative tasks of your position are completed in an orderly, timely and accessible manner.
- Demonstrate that your documentation is completed in an accurate, legally and ethically compliant standard, and is produced to an appropriate professional standard.

Learning:

Demonstrated knowledge and application of the capabilities required for this position including knowledge and understanding of appropriate equipment, legislation, policies and procedures.

- Show evidence of knowledge and understanding of BCHS Strategic Directions and the ability to link key strategic directions to individual and team work plans and individual self-development.
- Demonstrate initiative and enterprise skills that contribute to innovative outcomes.
- Display an appropriate level of awareness of the implications for BCHS of decisions and situations that involve you and others.

Position Performance:

Demonstrate achievement of negotiated performance indicators specific to your position.

- Ensure effective oversight, co-ordination and day-to-day operational management of BCHS' medical and paediatric clinical services.

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- Ensure effective financial performance and performance against other targets for BCHS' medical and paediatric clinical services.
- Ensure a high level of engagement and collaboration with medical and paediatric clinical services staff and other relevant staff and Management.
- Provide monthly (and other as required) reporting to the Director - Primary Health Services and the Director - Children's Health Services and Allied Health.

Diversity and Culture:

BCHS treats all people with respect; values diverse perspectives; participates in diversity training opportunities and provides a supportive work environment.

Child Safety:

BCHS values children from all backgrounds and is committed to making our community a safe, nurturing and welcoming place for children to grow and develop. We are committed to making sure **ALL** children reach their individual potential.

Other Essential Requirements

Staff will:

- Complete a satisfactory Police Check before employment is confirmed, the Police Check will be initiated by BCHS at the expense of the staff member.
- Sign the pre-existing Injury/Disease Declaration.
- Present a copy of your original professional qualifications document or registration (if required).
- Receive and comply with the BCHS Code of Conduct.
- Comply with BCHS Privacy Policy and Procedures.

BCHS believes that “Quality is everyone’s business, safety is my responsibility”

Co-operate with and contribute to BCHS Health and Safety procedures and participate in appropriate safety information and education activities as required.

Other Information

- BCHS is an Equal Opportunity Employer.
- All BCHS sites are smoke free workplaces.
- BCHS is committed to employing people from diverse backgrounds and providing a workplace free from discrimination and harassment.
- BCHS has a commitment to environmental sustainability.

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Approved: Chief Executive Officer

Date:/...../.....

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Agreed: Team Manager - Medical Practice and Paediatric Clinical Services

Date:/...../.....

