

## BENDIGO COMMUNITY HEALTH SERVICES

### POSITION TITLE: GENERAL MANAGER MEDICAL PRACTICE

<b>Award:</b>	Health and Allied Services, Managers and Administrative Workers (Victorian Stand-Alone Community Health Services) (Multi Employer) Enterprise Agreement 2022-2026
<b>Classification:</b>	Grade 7
<b>Site:</b>	This position is primarily based at our Central/Eaglehawk/Mitchell Street sites, however, may be required to work from any BCHS site.
<b>Hours per fortnight:</b>	76 hours per fortnight (1.0 FTE)
<b>Tenure:</b>	Ongoing
<b>Position description developed:</b>	November 2023
<b>Responsible to:</b>	Executive Leader Better Health

#### We want (Vision)

Better health and wellbeing across generations.

#### We exist (Mission)

To work hand in hand with our community to achieve healthier lives.

#### We strive for (Values)

- **Integrity**  
We are authentic and accountable, and we honour our obligations.
- **Respect**  
We build respectful relationships through trust, empathy and collaboration.
- **Inclusive**  
We recognise and promote accessible, safe and holistic supports and services as a basic human right.
- **Innovation**  
Through continuous learning, we ensure an agile, responsive and sustainable service.
- **Togetherness**  
We create a sense of connectedness, pride and support through enjoying our work and being passionate about making a difference.

Our pillars	Consumer and Community	Influence	Visible	Sustainable
The change we want to see	People in our community, especially those most in need, have improved health and wellbeing	We use evidence, data and the voice of our community to shape our supports and services	Our service is identified as a quality provider and our people are recognised as leaders	Our sustainability is based on a healthy culture, improved systems, outcomes and growth

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### **The Role of the Team**

Bendigo Community Health Service (BCHS) is an independent not-for-profit Community Health Centre, governed by a Board of nine Directors. Our primary population catchment is the City of Greater Bendigo with services reaching out to the sub regions.

As a major provider of primary healthcare and community services BCHS offers a broad range of services that meet the needs of a diverse regional city and rural area. With a number of sites and facilities based across the area, BCHS offers a broad range of primary care, specialist medical, mental health, AOD, Allied Health, Cultural inclusion services, family and children services, headspace and other community services.

The multi-disciplinary medical practice team plays a critical role connecting BCHS consumers with the wide variety of programs and services delivered by BCHS with a view to deliver better health outcomes across generations.

Consisting of three sites and multiple outreach clinics, our team of professional staff directly provide:

- GP services
- Women's and Men's focussed Health Services
- Sexual Health Services
- Allied Health Services
- Disease Management Services
- GP's in Schools

### **Position Role**

The General Manager Medical Practice (GMMP) is a key member of the Senior Leadership team and will maintain close working relationships with other members of this team. Externally, the GMMP liaises with a broad range of stakeholders including: the Victorian Department of Health, the Commonwealth Department of Health and Ageing, the Australian Health Practitioner Registration Agency, Primary Care Networks, general practitioners, other healthcare providers and health services as well as other community partners.

Supported by two Practice Managers the GMMP will oversee the day-to-day operational functions of BCHS medical practices, holding responsibility for providing clinical oversight, support and expert advice to clinicians including effective clinical governance.

You will provide leadership and management to create, maintain and optimise a positive, healthy and safe organisational culture and an engaged Medical Practice team.

### **Position Responsibilities**

The responsibilities of the position are:

- Ensure the safe and effective operation of general practices which complies with all relevant legislation and accreditation requirements.
- Provide expert level advice to the Executive on strategic planning and business opportunities, risk management, program operations, consumer demand and continuous quality improvement, including analysing health service data to identify trends and service gaps.
- Lead the development, implementation, monitoring and reporting of work plans to achieve positive consumer outcomes, BCHS' strategic directions and operational requirements, and take corrective action where necessary.
- Engage team managers and clinicians to ensure delivery of high-quality clinical services.

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- Create a culture and systems that support learning, including clinical placements and registrar rotations.
- Ensure a robust system of clinical governance, including clinical support, incident reporting, risk management and consumer feedback and engagement.
- Provide accurate, on time reporting against responsibilities, and ensure achievement of organisational budget, data requirements and service agreements.
- Lead and manage key program area functions to ensure effective use of resources, cross program collaboration to benefit consumer experience and outcomes, and staff support, engagement and development.
- Commitment to the use of evidence, consumer-focussed care and the principles of co-design.
- Effectively communicate with and educate internal and external stakeholders in a way that demonstrates a clear understanding of critical issues and inspires commitment from others to achieve organisational strategic directions.
- Ensure requirements associated with credentialing, scope of practice, professional registration and other mandatory requirements are met.
- Provide leadership, direction and support for the recruitment, selection, retention, succession planning and performance management of medical staff.
- Lead and build workforce capability and capacity by ensuring ongoing engagement of a highly competent, capable, and sustainable workforce, including proactive management of performance appraisal and development processes, within a positive workplace environment.
- Participate in the process for budget development, implementation, monitoring, forecasting and contract management in accordance with BCHS Instrument of Delegation.
- Ensure that funds are used in accordance with approved budgets, BCHS Policies and Procedures and funding body requirements.
- Collaborate with Practice and/or Program Managers and teams to ensure the effective integration of complementary programs and other service activities in preventative health, child, maternal and family health, family wellbeing services, social health services within the service delivery of the clinic/s.
- Other duties as directed.

### **Key Selection Criteria**

#### **Essential**

1. Mandatory qualification at a degree level in health administration, management, business administration, or related discipline and a minimum of five (5) years' experience in a relevant health field.
2. Extensive knowledge of strategies to maximise operational performance for long term sustainability in Community Health Care Services and demonstrated capacity to implement them.
3. Comprehensive understanding of relevant funding, policies, regulations and reforms, including consumer-led funding models and their implications.
4. High level conceptual thinking demonstrated through analysis of complex issues and implementation of effective solutions.
5. High level written and verbal communication skills including preparation of proposals and grants and the capacity to influence others to achieve organisational outcomes.
6. Previous leadership success, including demonstrated commitment to use of evidence, achievement through influence and the fostering of innovation.

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7. Demonstrated excellence in collaborating with others, team building, communication, leading through influence and execution of multifaceted decisions.
8. Proven ability to meet deadlines in a busy working environment.
9. Strong knowledge of and ability to use the Microsoft Office Suite and Windows based programs and database management systems.
10. Strong organisational development skills including the capacity to identify and manage risk and escalate as appropriate in a timely fashion.
11. Current Driver's Licence.

### **Desirable**

1. Ability to provide vaccination information that meets the requirements for healthcare workers.

### **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 & 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.

#### **Position Performance:**

Demonstrate achievement of negotiated performance indicators specific to your position.

- Demonstrate improvements in business processes that support quality service delivery and financial outcomes.
- Show evidence of positive and productive team and individual management.
- Demonstrate the ability to develop quality partnerships with key internal and external clients and stakeholder.
- Participate in supervision and professional development as negotiated with line manager.
- Knowledge and compliance with BCHS privacy and confidentiality procedures.

#### **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.

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### **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.
- Demonstrate understanding and behaviour to reflect BCHS' values.

### **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.

### **Diversity and Culture:**

BCHS treats all people with respect; values diverse perspectives; provides diversity training opportunities; and provides a supportive work environment. BCHS is committed to employing people from diverse backgrounds and providing a workplace free from discrimination and harassment.

### **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 to reach their individual potential.

### **Other Essential Requirements**

#### **Staff will:**

- Complete all required probity checks **before** employment is confirmed.
- Provide vaccination information that meets the requirements for healthcare workers.
- Present a copy of original professional qualifications document or registration (if required).
- Receive and comply with BCHS' policies and procedures including the Code of Conduct.
- Actively contribute to continuous quality and service delivery improvement through the organisation.
- Be proactive in risk identification, notification and management.

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

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

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### **Other Information**

- Salary Packaging would be available to the successful applicant.
- BCCHS' Employee Assistance Program is available to employees and immediate family.
- BCCHS is an Equal Opportunity Employer.
- All BCCHS sites are smoke free workplaces.
- BCCHS has a commitment to environmental sustainability.

APPROVED