

## BENDIGO COMMUNITY HEALTH SERVICES

### POSITION TITLE: SENIOR LEADER – MEDICAL PRACTICE

<b>Award:</b>	Victorian Stand-Alone Community Health Services (Health and Allied Services, Managers and Administrative Officers) Multiple Enterprise Agreement
<b>Classification:</b>	Administrative Officer – Grade 5 – HS5
<b>Site:</b>	This position is primarily based at our Eaglehawk site, however, work may be required from any BCHS site
<b>Hours per fortnight:</b>	76 hours per fortnight (1.0 FTE)
<b>Tenure:</b>	Fixed Term – 2 years
<b>Position description developed:</b>	May 2023
<b>Responsible to:</b>	Executive Lead – 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

#### The Role of the Team

The Better Health portfolio involves the planning and provision of medical, paediatrics, chronic Disease management, sexual and reproductive Health, refugee health nursing, workplace

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health, multi-disciplinary centre nurse, social support in Elmore, physiotherapy, dietetics, and GP's in Schools.

The Senior Leader will work alongside our General Practitioners, Community Health Nurses and other practice support staff in supporting BCHS' medical clinical services (Medical Practice, Sexual and Reproductive Health and Doctor's in Secondary Schools programs).

### **Position Role**

The Senior Leader of the Medical Practice, Sexual and Reproductive Health and Doctor's in School's Program will provide oversight and co-ordination to Bendigo Community Health Services' (BCHS) Medical Practice Team (including the Sexual and Reproductive Health and Doctor's in Secondary Schools programs). The Senior Leader overlooking Medical Practice, Sexual and Reproductive Health and Doctor's in Secondary Schools programs will have responsibilities in collaboration with the clinical staff members and improve and manage business systems and processes necessary for the effective provision of BCHS' Medical Practice Services. The role is pivotal in ensuring efficient and supporting to provide quality clinical care through BCHS' Medical Practice, Sexual and Reproductive Health and Doctor's in Secondary Schools programs and the broader health system.

### **Position Responsibilities**

The responsibilities of the position are:

- Co-ordinate day-to-day management and review, develop and implement medical operational systems and processes to ensure efficient and effective provision of BCHS' Medical Practice, Sexual and Reproductive Health and Doctor's in Secondary Schools programs.
- Ensure the medical clinical teams are supported through strong consumer, administration, and referral systems.
- Participate in Better Health (Medical Practice, Sexual & Reproductive Health, Doctor's in Secondary Schools) program budget management, including budget preparation, monitoring, and reporting.
- Manage, co-ordinate and oversee registrar placements and attend reporting requirements through PRODA and RACGP portals.
- Provide effective support and knowledge to staff on the Medicare Benefits Schedule (MBS) systems and processes.
- Maintain data and program evaluation reporting.
- Ensure effective operational management of Best Practice and other relevant medical and clinical practice software across areas of responsibility.
- to meet BCHS funding and reporting obligations.
- Ensure BCHS Medical Practice, Sexual and Reproductive Health and Doctor's in Secondary Schools programs meet key performance measure and budgetary expectations.
- Provide effective management of timesheets, rosters, leave requests and assist in staff recruitment and induction for BCHS Medical Practice, Sexual and Reproductive Health and Doctor's in Secondary Schools programs.
- Assist clinical manager with managing the performance appraisal and development of BCHS Medical Practice, Sexual and Reproductive Health and Doctor's in Secondary Schools programs staff process.
- Ensure BCHS Medical Practice, Sexual and Reproductive Health and Doctor's in Secondary Schools programs 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 the Medical Practice, Sexual and Reproductive Health and Doctor's in Secondary Schools services at internal and external meetings as required.

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- Where required initiate, lead, support and/or manage projects relating Medical Practice, Sexual and Reproductive Health and Doctor's in Secondary Schools programs.
- Develop and maintain BCHS' medical and clinical practice policies and procedures.
- Lead the BCHS Medical Practice, Sexual and Reproductive Health and Doctor's in Secondary Schools programs RACGP accreditation and other training post responsibilities.
- Support BCHS management in the clinical governance of BCHS' Medical Practice, Sexual and Reproductive Health and Doctor's in Secondary Schools programs.
- Participate in quality, safety and consumer experience related activities and the development of quality improvement processes and practices which impact on Medical Practice, Sexual and Reproductive Health and Doctor's in Secondary Schools programs.
- Monitor, report, review, and action potential and identified risks and incidents for BCHS' Medical Practice, Sexual and Reproductive Health and Doctor's in Secondary Schools programs.
- Monitor new developments and system changes which relate to Medical Practice, Sexual and Reproductive Health and Doctor's in Secondary Schools programs.
- Co-ordinate and chair medical practice, sexual health and doctors in schools team meetings.
- Other duties as directed.

### **Key Selection Criteria**

#### **Essential**

1. Demonstrated experience in management and ability to work under pressure.
2. Demonstrated experience in practice administration.
3. Demonstrated experience in financial management and reporting processes.
4. Demonstrated leadership and ability to encourage teamwork and to support individuals and teams to succeed.
5. Excellent organisational, and time management skills.
6. Strong interpersonal skills and communication skills, demonstrating a capacity to build and maintain relationships with a diverse range of stakeholders.
7. High level skills in Microsoft Office.
8. A current Victorian driver's license.
9. A current working with children and police check.

#### **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 Cubiko.
6. Passion for improving the health and wellbeing of BCHS consumers and the community.

#### **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.

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### **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.

- Provide service delivery according to expected professional standards of best practice in clinical skills, always meet defined targets and deliver excellent customer relations.
- Demonstrate positive outcomes for consumers/staff through your intervention.
- Demonstrate high level skills in all forms of communication and in administrative functions pertinent to the role.
- Work within a team environment and offer suggestions for where improvements may be appropriate for improved outcomes of service for BCHS consumers.
- Participate in supervision and professional development as negotiated with line manager.
- Knowledge and compliance with BCHS privacy and confidentiality procedures.

#### **Communication and Teamwork:**

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.

#### **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.

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- 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.
- 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.

### **Other Information**

- BCHS is an Equal Opportunity Employer.
- All BCHS sites are smoke free workplaces.
- BCHS has a commitment to environmental sustainability.