

POSITION DESCRIPTION

Position Title:	SENIOR LEADER- SEXUAL AND REPRODUCTIVE HEALTH
Award:	Dependent on Qualifications
Classification:	Dependent on Experience and Qualifications
Site:	This position is primarily based at our Central site, however may be required to work from any BCHS site or outreach location as negotiated.
Hours per fortnight:	60.8 hours per fortnight (0.8 FTE)
Tenure:	Ongoing
Position description developed:	November 2024
Responsible to:	Operations Manager Primary Health Services

ABOUT BENDIGO COMMUNITY HEALTH SERVICES (BCHS)

BCHS is located across five sites in the City of Greater Bendigo, Central Victoria. BCHS has a proud 50-year history and provides more than 50 services across medical and allied health, family services, drug and alcohol, mental health, settlement services, health promotion and more, with a focus on vulnerable people and communities.

The organisation has more than 280 staff supporting people of all ages and stages of life to access quality, person-centred care. We foster a values-aligned, positive and thriving culture where staff feel safe and supported. Staff have clarity of roles and work in an environment of accountability. The success of BCHS is dependent on our staff who provide a high level of professionalism and dedication.

VISION

Better health and wellbeing across generations.

PURPOSE

Supporting you and your family to live healthy lives.

VALUES

Lived and Living Experience: We listen to understand. We value our communities, their backstories, lived and living experiences and cultures and learn from them to tailor our services.

Equity: We provide equitable and inclusive health and wellbeing services, ensuring they are culturally responsive and accessible.

People: We maintain a skilled, engaged and professional workforce, including people with lived experience, and enable a culture of continuous learning.

Partnership: We understand trust and partnerships are key to achieving our purpose. We listen and learn - and share our knowledge and expertise in collaboration and co-design with our community, ensuring we are providing local solutions to community need.

Integrity: We uphold the values of the Universal Declaration of Human Rights and approach all we do with kindness and respect. We are ethical in all we do.

multi-disciplinary complex nursing, social support in Elmore, physiotherapy, podiatry, dietetics, and doctors in secondary school's program. The Primary Health Services division works together to provide the community with accessible healthcare and seeks to optimise health outcomes for all patients. The sexual and reproductive health team provide an integrated community based multidisciplinary health service which includes a strong focus on women's and men's sexual and reproductive health. They also demonstrate a strong focus on health promotion and the social model of health and a commitment to equity and access.

POSITION ROLE

This position will oversee the Sexual and Reproductive Health Hub and be a pivotal role in the growth, leadership, and success of Bendigo Community Health Services Pelvic Pain and Endometriosis clinic. Responsibilities include but are not limited to managing the day-to-day operations, ensuring excellent care, leading the team and collaborating with other healthcare professionals, including general practitioners, sexual health nurses and physical therapists to ensure holistic care and optimise treatment outcomes.

POSITION RESPONSIBILITIES

The responsibilities of the position are:

- Guide a committed team in delivering high-quality medical services and driving improvements, while addressing health inequalities, fostering collaboration and innovation to enhance service delivery and ensure responsive care for all community members.
- Work with clinicians including the General Practitioners, Nurse Practitioners and practice nurses to ensure all clinic operating procedures are relevant, reflect regulatory requirements and are implemented consistently.
- Manage the efficient and effective delivery of all administration functions associated with clinical service delivery within BCHS sexual reproductive hub and pelvic pain and endometriosis clinic.
- Ensure the integrity of data and information that is available to clients and clinic staff, whilst adhering to principles of client confidentiality and data privacy to align with the funding requirements.
- Coordinate compliance with billing, in line with funding and organisational requirements.
- Continuously assess and improve practice operations and patient outcomes.
- Ensure administrative and operational processes and practices are aligned with the relevant Standards and Regulations required to acquire or maintain industry accreditations (such as RACGP and QPA).
- Develop and drive annual action plans in line with the organisational strategic plan.
- Ensure that the service meets requirements for funding, including annual and monthly reports for relevant government bodies.
- Coordinate health promotion delivery in line with funding requirements.

- Implement and optimise healthcare management systems and technology to improve efficiency and patient care.
- Increase and diversify funding opportunities.
- Other duties as directed.

KEY SELECTION CRITERIA

Essential

1. Relevant tertiary qualifications and/or vocational qualifications in health practice administration and management, and/or primary health nursing.
2. Demonstrated experience as Practice Manager or similar role in a health organization.
3. Strong stakeholder management and customer service skills, preferably in a health setting.
4. Ability to collaborate with senior staff, medical professionals and interdisciplinary teams to effectively address health inequalities and guarantee accessible care for all community members.
5. Demonstrated experience in the implementation and monitoring of risk and quality related improvement measures.
6. Proven ability to work autonomously, think strategically, and lead teams through periods of change while effectively problem-solving and adapting to evolving circumstances.
7. Excellent leadership skills with a collaborative style, strong communication abilities, and a commitment to community and public health principles, as well as a sensitivity to diverse client needs.
8. Strong understanding of the Medicare Benefits Schedule (MBS) and effective operations in clinical disciplines to maximise revenue while maintaining high-quality client care.
9. Excellent communication skills.
10. Valid Working with Children Check. The successful applicant will also be required to undertake and complete a Satisfactory National Police Check.

Desirable

1. Experience with Best Practice, Hot Docs and Microsoft Office Suite.
2. Experience with sexual health education and/or clinical services.
3. Ability to provide vaccination status 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 team plans and the following performance indicators.

Position Performance:

Demonstrate achievement of negotiated performance indicators specific to your position.

- To meet agreed targets.
- Clinical skills documentation meets standards consistent with the role.
- Participate in supervision and professional development as negotiated with line manager.
- Knowledge and compliance with the 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 the 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 teamwork 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 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.

OTHER INFORMATION

- Salary packaging would be available to the successful applicant.
- BCHS' Employee Assistance Program is available to employees and immediate family.
- BCHS is an equal opportunity employer.
- All BCHS sites are smoke and vape free workplaces.
- BCHS has a commitment to environmental sustainability.