



Royal Flying Doctor Service

CENTRAL OPERATIONS

Manager Primary Health Care

Our Promise

The furthest corner. The finest care.

Role Overview

Position Summary:	The Manager Primary Health Care is responsible for leading the Port Augusta Primary Health Care Team to deliver efficient programs in the area of primary health care and to advocate for the needs of remote South Australian communities. This role involves operational planning, coordinating services and identifying new opportunities for RFDS CO in primary health care for remote South Australia.
Reports To:	Executive General Manager Health Services Development
Direct Reports:	Primary Health Care Nurses, Community Midwife, Mental Health Clinicians, Aboriginal Health Coordinator, Dietetics and Healthy Lifestyle Service Coordinator, Administration Assistant
Special Conditions:	The incumbent is required to: <ul style="list-style-type: none">• Undergo a pre-employment drug and alcohol test and will continue to be subject to random drug and alcohol testing.• Maintain a minimum level of immunisation based on assessed risks.• Undertake a medical examination and/or functional capacity assessment.• Undertake criminal history and background checks.• Attend other RFDS CO bases.• Be eligible to hold an Aviation Security Identification Card (ASIC).• Hold a current Australian driver's licence.
General Expectations:	Employees are required to read, understand and comply with all policies, procedures and any reasonable direction, whilst demonstrating professional workplace behaviours in accordance with the Code of Conduct.
Approval:	Executive General Manager Health Services Development: Natalie Szabo Signature: _____ Date: _____
Acknowledgement of Incumbent:	I have read and understood the information and duties/responsibilities contained within this Position Description. Name: _____ Signature: _____ Date: _____



Royal Flying Doctor Service

CENTRAL OPERATIONS

Key Responsibilities

Accountability	Key Activities
<p>Lead and manage the Port Augusta primary health care programs</p>	<ul style="list-style-type: none"> • Lead the primary health care team to develop and implement effective and efficient programs within a quality framework, ensuring successful accreditation to AGPAL is achieved for the primary health medical service and compliance with the NSQHS requirement is met. • Lead, implement and monitor local clinical governance systems to ensure the primary health care service activities are conducted in a safe and person centred manner, in line with the National Safety and Quality Health Service (NSQHS) Standards • Lead the continuing development of an integrated and comprehensive model of care for the provision of primary health care and early intervention services for remote South Australia, reporting routine attainment of identified KOPPI's to the Board and funding providers. • Work collaboratively with the Executive General Manger Health Services Development in the recruitment and management of all personnel of the primary health care team • Collaborate with the Executive General Manager Health Services Development to secure further funding for primary health care programs • Evaluate the effectiveness of all primary care programs on a regular basis • Develop and maintain partnerships with key country primary health care organisations and stakeholders. • Provide expert advice on primary health care to the Executive General Manager Health Services Development. • Work with the Finance team to determine annual budgets and monitor budget performance, taking corrective actions when required to ensure budget targets are met • Assume the clinical lead responsibility, working collaboratively with the Senior Medical Officer and Manager Remote Area Health Clinics to achieve AGPAL compliance and accreditation • Prepare written program reports for the Executive General Manager Health Services Development as per reporting schedules. • Participate in general practice staff roster creation and coverage during times of leave and increase service demand. • Ensure all primary health services are sustainable, culturally safe and aligned with the principles • Represent the RFDS CO at regional primary health care related networking opportunities.
<p>People Leadership</p>	<ul style="list-style-type: none"> • Build a sense of shared purpose and direction to promote alignment to the organisation's goals; • Collaboratively set challenging goals and high standards of performance; • Create an atmosphere of trust and respect between self and others; • Promote accountability within the work group for adhering to the standards and values of the organisation;



Royal Flying Doctor Service

CENTRAL OPERATIONS

Accountability	Key Activities
	<ul style="list-style-type: none"> • Foster a culture where people feel valued and respected; • Provide honest, helpful feedback to others on their performance; • Support the development and growth of others and encourage staff to take an active role in their own development; • Coach, guide and mentor staff to fulfil and develop their capabilities.
Collaboration and Partnerships	<ul style="list-style-type: none"> • Attend and contribute to relevant committees, associations, conferences and events • Maintain up-to-date expertise on rural and remote South Australian primary health care needs • Monitor primary health care developments in the rural and remote sector
Teamwork	<ul style="list-style-type: none"> • Contribute to a team culture where individual members are valued and recognised for their diverse skill sets. • Keep team members informed of relevant issues impacting them or their work • Suggest and promote creative ideas and approaches to improve individual and team performance. • Encourage and support others to take on new challenges and opportunities.
Customer / Stakeholder Relationships	<ul style="list-style-type: none"> • The appointee will have demonstrated ability to build relationships and partnerships within the country South Australian Primary Health Care sector. • Build collaborative working relationships with internal and external stakeholders. • Proactively anticipate customer needs where possible. • Manage work with a continual focus on the impact of decisions and actions on customers/stakeholders. • Measure customer/stakeholder satisfaction to continually improve health outcomes and strengthen relationships
Health, Safety and Quality Systems	<ul style="list-style-type: none"> • Actively create and maintain a safe and healthy work environment by working safely, adhering to instructions and using equipment in accordance with safe operating procedures. • Initiate and participate in worksite inspections, accident reporting and investigations, developing safe work procedures and providing appropriate information, instruction, training and supervision. • Address any unsafe working practices or hazardous working conditions.
Professional Behaviour and Self Development	<ul style="list-style-type: none"> • Build collaborative working relationships with internal and external stakeholders. • Proactively anticipate customer needs where possible. • Manage work with a continual focus on the impact of decisions and actions on customers/stakeholders. • Continually develop in the areas of technical ability, leadership ability and self-awareness, to continue to meet the needs of the organisation • Model professional conduct according to the organisation's values and Code of Conduct



Royal Flying Doctor Service

CENTRAL OPERATIONS

Our Values

Our values are used to indicate the type of conduct required by our employees and the professionalism that our customers can expect from our service.

Values	Care & Respect	Reliable & Dependable	Safety & Quality	Socially & Ethically Responsible	Collaboration	Innovation
Behaviours bringing values to life	Understanding	Personal effectiveness	Safety orientation	Commitment	Communication	Strategic vision
	Genuine relationships	Analysis & problem solving	Continuous improvement	Valuing diversity	Leading by example	Embracing change

Skills, Knowledge and Experience

ESSENTIAL QUALIFICATIONS / REGISTRATIONS / MEMBERSHIPS

- Post-graduate qualification in a health-related field
- Registration with AHPRA or equivalent discipline regulatory body

Desirable Qualifications / Registrations / Memberships

- Qualification in Public Health

ESSENTIAL SKILLS, KNOWLEDGE AND EXPERIENCE

- Ability to lead a multidisciplinary team to produce desired outcomes
- Ability to represent RFDS CO to a wide variety of primary health stakeholders
- Expertise in the delivery of rural and remote primary health care
- Proven high level problem solving skills and excellent judgement
- Experience managing multiple and complex deadlines, resources and budgets
- Significant management experience at a senior level with proven ability to lead and develop a team

Desirable Skills, Knowledge and Experience

- Knowledge of health data collection, analysis and reporting processes
- Working knowledge of health care practices, program planning / implementation and the ability to prepare and monitor budgets
- Experience in working to a quality framework, understanding the application of clinical governance systems to monitor the safety and quality of a health service.



Royal Flying Doctor Service

CENTRAL OPERATIONS

Key Relationships

Internal	External
<ul style="list-style-type: none">• Executive Leadership team• All RFDS Employees and Managers• Other RFDS Sections• RFDS Board	<ul style="list-style-type: none">• General public• Government, non-government, and community organisations• Volunteers, fund raisers and donors• All other RFDS stakeholders

Special Note:

The above statements are intended to describe the general nature and level of work being performed by people assigned to this role. They are not intended to be an exhaustive list of all responsibilities, duties and skills to perform the role.