

POSITION DESCRIPTION			
<b>Position Title</b>	<b>Senior Health Services Manager</b>		
<b>Location</b>	Richmond	<b>Employment status</b>	Permanent
<b>Reports to</b>	General Manager Primary Health Care	<b>FTE</b>	1.0
	<b>INCUMBENT</b>	<b>SUPERVISOR</b>	<b>HR</b>
<b>SIGNED</b>			
<b>DATE</b>			
<b>Position Purpose:</b>	<p>The Senior Health Services Manager, Primary Health Care, is responsible for taking both a strategic and operational approach to planning, implementing and managing the organisation's rural workforce development area, which is integral to RFDS Victoria's vision to bring health care services to those who are otherwise unable to access them.</p> <p>Taking a health systems analysis approach and having excellent knowledge of the primary health and GP sector, they will be responsible for the strategic development, management and oversight of health programs and management of personnel involved in the Primary Health workforce area. Extensive experience in health systems analysis and an ability to manage change in a politically sensitive environment are highly desirable.</p> <p>They are responsible for establishing and maintaining excellent collaborative and productive working relationships with all partners and stakeholders; ensuring excellence in program delivery to the communities who need them.</p>		
<b>Position Tasks and Responsibilities</b>	<p>Responsible for the strategic oversight and operational management of the Primary Health workforce programs and services:</p> <ul style="list-style-type: none"> <li>• Develops and oversees primary health services in rural communities, both fixed and visiting</li> <li>• Liaise extensively with local stakeholders including government entities, public and private health services and private health providers</li> <li>• Responsible for the performance management and direction of relevant Primary Health personnel</li> <li>• Manage the activity of relevant health care practitioners and contractors</li> <li>• Promote and monitor adherence of programs and services to best practice clinical governance policies and procedures</li> <li>• Ensure all health care practitioners involved with the program are provided with professional development and training as required</li> <li>• Maintain relationships with key internal and external stakeholders</li> <li>• Assist in the development, implementation, delivery and evaluation of programs and services</li> <li>• Evaluate the effectiveness of the programs and services and provide reports on a regular basis, including progress against agreed parameters and desired outcomes</li> </ul>		

<b>Marketing</b>	<ul style="list-style-type: none"> <li>• Develop and manage procedures and protocols in relation to the specific programs and services and primary health in general</li> <li>• Manage patient and stakeholder feedback</li> <li>• Assist with the identification and implementation of any newly identified opportunities</li> <li>• Work with 'host' health care providers to develop and maintain service delivery</li> <li>• Oversee the travel, accommodation and other program delivery needs of the relevant services</li> </ul>
	<p>Liaise with marketing and fundraising staff to develop necessary program promotional and educational materials</p> <p>Prepare written reports and articles, presentations and media releases to position RFDS Victoria as required</p>
<b>Research &amp; Reporting</b>	<p>Assist with promotion of programs and services to patients, stakeholders and other relevant parties</p> <p>Attend and contribute to relevant committees and associations, conferences and events as approved and directed by the General Manager, Primary Health Care</p>
	<p>Provide, or direct program personnel to provide, data, written analysis and reports as directed by the General Manager Primary Health Care</p> <p>Assist in the management of reporting in relation to Primary Health Care programs and objectives</p>
<b>People &amp; Culture</b>	<p>Responsible for all aspects of personnel recruitment, retention and ongoing management of both Program Coordinators and care delivery staff, which will include staff located off-site</p> <p>Actively promote a positive public image of RFDS Victoria among our volunteers, health care practitioners, collaborators and at public events as required</p>
<b>Workplace Involvement</b>	<p>Participate in quality and occupational health and safety initiatives and activities as directed</p> <p>Actively engage with colleagues and participate in workplace activities as appropriate</p>
	<p>Work collaboratively with colleagues to contribute to a collegiate workplace culture</p> <p>Demonstrate the organisation's agreed values through actions</p>
<b>Key Working Relationships:</b>	<p><b>Internal</b></p> <p>Reports to: General Manager Primary Health Care</p> <p>Direct Reports: Primary Health program managers, coordinators &amp; clinicians</p> <p>Liaises with:</p> <ul style="list-style-type: none"> <li>• Executive Leadership Team</li> <li>• Operational Management Team</li> <li>• Other RFDS Victoria staff</li> <li>• Staff of other RFDS Sections</li> <li>• Contractors and volunteers</li> </ul> <p><b>External</b></p>

	<p>Health care providers &amp; host services</p> <p>Other various stakeholders</p> <p>Regulatory agencies</p> <p>Other RFDS sections</p> <p>Clients/ patients</p>
<b>Scope:</b>	<p>Revenue: Medicare Benefits Scheme</p> <p>Budget: manage relevant Cost Centres</p> <p>Direct/indirect reports: Program Coordinators, direct care personnel</p>
<b>Qualifications and Experience:</b>	<ol style="list-style-type: none"> <li>1. A tertiary qualification in a health discipline</li> <li>2. A tertiary qualification in health service management and planning</li> <li>3. Extensive experience in the development and/or management of GP services</li> <li>4. A qualification or extensive experience in the management of personnel</li> <li>5. Proven ability to coach and develop others</li> <li>6. Extensive experience in building relationships with a wide variety of health care sector stakeholders</li> <li>7. Holder of a current Victorian drivers licence and Working With Children's Check</li> </ol>
<b>Skills, knowledge and competencies</b>	<ol style="list-style-type: none"> <li>1. Ability to take a strategic, health systems approach to the development of new health services</li> <li>2. Highly developed strategic and analytical skills</li> <li>3. Excellent written and verbal communication skills with the ability to provide high level reports and present findings to inform decision making</li> <li>4. Highly developed change management and inter-personal skills and the ability to positively influence teams and a diverse stakeholder group</li> <li>5. Demonstrated ability to work autonomously in a collaborative manner across numerous health sectors</li> <li>6. Highly developed self-management skills</li> <li>7. Enthusiasm, creativity, dedication and an open mind with a 'solutions focused' approach to problem solving</li> <li>8. Ability and willingness to regularly travel across the state</li> <li>9. Proficient computer literacy including Microsoft Office</li> </ol>
<b>Workplace Health and Safety</b>	<ul style="list-style-type: none"> <li>• Take reasonable care for own health and safety</li> <li>• Take reasonable care for the health and safety of others including the implementation of risk control measure within their control to prevent injuries or illnesses</li> <li>• Comply with all reasonable instruction to safeguard their health and safety</li> </ul>

	<ul style="list-style-type: none"> <li>• Cooperate with any reasonable RFDS policies and/or procedures including the reporting of OH&amp;S hazards or incidents</li> </ul>
<b>Code of Conduct &amp; Organisational Values</b>	<p>All employees, members and volunteers of the Royal Flying Doctor Service of Victoria are mutually responsible for the success of the organisation.</p> <p>The organisation is committed to creating an environment in which all employees can realise their full potential. In return all RFDS Victoria employees are expected to make contributions that positively impact our customers, our patients, our communities, our business and each other.</p> <p>This includes:</p> <ul style="list-style-type: none"> <li>• conduct to the highest degree of ethics and integrity</li> <li>• creative thinking and openness to new challenges</li> <li>• appreciating diversity in the workplace and treating everyone with courtesy and respect</li> <li>• effective communication, which is open and honest</li> <li>• modelling best practice and leadership</li> </ul> <p>Our organisational values are detailed in the “Vision 2020” Document and our Induction Handbook.</p>