
POSITION TITLE:	Director Primary and Community Services
RESPONSIBLE TO:	Chief Executive Officer
DEPARTMENT:	Primary and Community Services
DIRECT REPORTS:	Manager, Primary and Community Home Support Services, Allied Health and community staff
CLASSIFICATION:	Health Professionals
REPORTS TO:	Chief Executive Officer
CONTRACT:	As negotiated

POSITION STATEMENT

The Director Primary and Community Services is responsible to the CEO for the planning and delivery of services provided by the department (refer attached Organisation Chart).

This position has responsibility to provide leadership in the development of contemporary and innovative service delivery models to ensure the delivery and sustainability of the Primary and Community Support Services, Medical and Dental clinics and Community Home Support Services.

The Director is a member of the ORH Executive and is a major contributor to organisation wide leadership in the planning and delivery of services to fulfil ORH's vision – Outstanding Rural Healthcare; leading our community to a healthy future and Strategic Plan.

RESPONSIBILITIES AND KEY PERFORMANCE INDICATORS (Outcomes)

Leadership and Management

- Act as the principal advisor to the CEO and Board of Management on all matters pertaining to Primary, Community Health, Community Home Support Services and programs.
- Provide the CEO and Board of Management with accurate, meaningful and timely reports on the operation of the department.
- Provide professional leadership to ensure program delivery, reporting and compliance requirements are met.
- Oversee and assist in preparation and control of departmental budgets and targets, to fulfil operational objectives and capital requirements, and manage these areas in terms of performance and budget.
- Ensure sound business practices are observed and that systems and procedures are in place for sustainable service delivery.
- As part of the Executive, contribute to the development of strategic planning process for ORH in order to improve programs, services and facilities that support the community needs.
- Develop and implement the department operational plan complementary to the ORH strategic plan.

- Initiate design change, development and implementation of innovative practice change to improve performance and to ensure professional and organisational standards are met and responsive to community needs.
- Responsible for the completion of Community Needs Survey and the relevant Service Plan.
- Ensure that a health promotion plan is established annually in collaboration with all community support staff and within the framework of the sub-regional health promotion plan and local needs of the Orbost community.
- Develop and implement policies, procedures and standards for the effective management of the department.
- To promote integration of services across primary care, acute, community support and community based services.
- To ensure that administrative procedures are observed and necessary systems put in place for the effective operation of programs and achievement of specific targets.
- Preparation of reports and implementation of mechanisms to meet the organisation's accountability requirements.
- Represent the Health Service at Community forums and networks including Gippsland Primary Care Partnership.
- Liaise with Government agencies and departments, local government bodies, other health care providers, and the community on matters relating to the department.

Clinical

- Ensure client care, service and safety is maintained and of a high standard.
- Investigate alternative models of service delivery and make recommendations to the CEO
- Ensure the service provision meets the differing cultural, social, and spiritual needs of clients and contributes to the health and wellbeing of the community.
- Ensure the quality of service to clients is objectively monitored and continuously improved. Review and monitor Key Performance Indicators as required.
- Lead the process of applying for grants, identify community needs and ensure appropriate applications are developed and submitted.
- Actively seek consumer feedback and use information to improve services.
- In conjunction with CEO ensure delivery of quality services by contracted and employed VMOs.

Human Resources

- Develop teamwork through leadership, role-modelling and effective communication processes.
- Practice high level communication and interpersonal skills including negotiating and resolving conflict and working collaboratively within the multidisciplinary environment.
- Facilitate and conduct performance development and management of staff.
- Ensure staff are recruited, selected, orientated and managed to meet ORH service objectives and in accordance with ORH policy.
- Ensure compliance with industry awards and agreements which affect Primary, Community, Community Home Support and Allied Health staff.
- Ensure all employees are aware of occupational health and safety standards and that a process is in place for the maintenance of occupational health and safety within the organisation.
- To ensure that appropriately credentialed professionals practice across all program areas including community support programs.

Community and Service Development

- Participate in collaborative planning and development in the community to enhance the community's capacity to develop a healthy future.
- Engage and support other Community Support staff in collaborative community development projects where it can be demonstrated that this will improve the health and wellbeing of their client group.
- To undertake service planning and development according to the Multi Purpose Service mission and vision, strategic objectives and principles; and ensure that service development is in accordance with identified community needs.
- Review current trends in the community service sector and manage change in relation to government policy.
- To ensure that expansion and contraction of service profiles is in line with budget considerations and Government Department policy.

Quality and Risk

- Facilitate an environment in which staff contribute to improving performance and promote a quality driven culture within all services provided by the department
- Maintain and promote Accreditation Standards and other relevant Standards
- Oversee the implementation and evaluation of quality systems in conjunction with Manager and staff to ensure client care is of the highest standard.
- Develops, implements, monitors and evaluates risk management plans in line with ORH Risk Management framework.
- Monitors and evaluates incident responses in line with ORH Clinical Incident management system. To develop and implement appropriate policies and procedures in line with quality service delivery.
- Be conversant with ORH Policies and Procedures and be able to demonstrate how to access relevant policies and procedures using the PROMPT system

Development and Education

- Leads and participates in workforce development within the related service areas to create a culture and capacity to achieve ORH Strategic directions.
- Leads and participates in workforce planning, staff development and performance management to provide quality services.
- Ensure manager and staff within the department area receiving appropriate mentorship and clinical supervision
- Identifies own learning and development needs (in consultation with CEO), and actively pursues and participates in relevant educational programs and individual development activities.

QUALIFICATIONS

- Tertiary qualification in a health related field or associated discipline relevant to the delivery of Primary and Community Health Services.
- At least five years' experience in the management of health and community services.

HUMAN RESOURCES

- Employees must comply with and demonstrate the Organisational Behavioural Values **Respect, Integrity, Compassion, Excellence, Community**
- All employees of Orbest Regional Health are required to participate in an annual Performance review and planning process, ensuring all documentation is provided for the personnel file.

- Participate in the annual review and planning process, completing an annual performance review which is in line with the strategic objectives of Orbest Regional Health
- During the annual performance review discussion review the annual information updates as listed in attachment 2.
- All employees will undertake an organisational orientation induction program and complete training requirements relevant to position, including mandatory training as listed in attachment 1.
- On an annual basis complete mandatory training as per attachment 1.
- ORH promotes the safety and wellbeing of all children and particularly those from culturally and/or linguistically diverse backgrounds. Working with children checks are required for staff who work with children under 16, and understanding of implementation of safe practices with children including mandatory reporting of child abuse is a requirement of ongoing employment.

ADMINISTRATION

- Be conversant with Orbest Regional Health policies and procedures and be able to demonstrate how to access relevant policies and procedures using the PROMPT system

OCCUPATIONAL HEALTH AND SAFETY

- Ensure that work practices are carried out in accordance to the Occupational Health and Safety policies, and the operational policies and procedures of the organisation.
- Ensure daily tasks are carried out in such manner that minimises risks to patients/residents, other staff members and visitors.
- Are confidently able to complete a Riskman incident report and report any safety issues immediately to the supervisor and/or Safety Representative.
- Ensure that infection control guidelines and requirements are known and incorporated into daily work activities.

QUALITY AND SAFETY

- Demonstrate a commitment to the delivery of quality services.
- Demonstrate a focus on partnering with consumers in the planning, delivery and evaluation of services and care, by actively seeking feedback and engaging consumers in their care planning as appropriate to employee role.
- Ensure all Multi Purpose Service activities are in accordance with the
 - National Safety and Quality Health Service Standards (organisation wide)
 - Community Care Common Standards (Home and Community Care)
 - Department of Human Services Standards (Disability and Homelessness Support)
 - Royal Australian College of General Practitioners Standards (Medical Clinic);
 - Diagnostic Imaging Standards (Radiology).
- Actively participate in the Orbest Regional Health quality program and accreditation processes against the above standards.

- Are confidently able to complete a RiskmanQ quality activity.
- Be able to identify risks and follow the Orbst Regional Health Risk Management Policy and procedure.
- Have processes to monitor and evaluate the performance of the services provided by the work area.
- Be aware of Orbst Regional Health’s approach to quality and safety that includes: Risk management, Clinical governance, Patient centred care and Consumer rights and responsibilities, Diversity, Workplace Health, Safety & Wellbeing, Performance reporting and Monitoring, Partnering with Consumers, Quality Improvement and Open Disclosure. Refer Staff Guides located in Prompt.

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AUTHORITY AND CONDITIONS

- All employees of Orbst Regional Health must sign a Confidentiality Statement. This is to ensure that employees shall not at any time, either during the period of employment, or at its completion, divulge either directly or indirectly to any person, confidential knowledge or information acquired during the course of this employment.
- All employees of Orbst Regional Health are required to recognise consumer rights and operate within the Charter of Human Rights.
- Adhere to the level of authority under the Organisation Instrument of Delegation.
- This position carries a Level 3 under the Instrument of Delegation.

I have read, understood and accepted this Position Description.

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(Employee Name)

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Chief Executive Officer

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Signature

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Signature

.....
Date

.....
Date

Orbst Regional Health reserves the right to review and amend this document at its discretion.

KEY SELECTION CRITERIA

Essential Criteria

- Tertiary qualification in a health related field or associated discipline relevant to the delivery of Primary and Community Health Services.
- Experience at an executive or manager level of management.
- Demonstrated stakeholder relationship skills to identify community service needs
- Extensive knowledge of current trends affecting the delivery of Primary and Community Health and partnerships in the Health Care industry
- Ability to deliver a diverse range of primary and community programs with a consumer service focus.
- Demonstrated leadership and motivational skills.
- Demonstrated ability to lead and manage a diverse team and champion transformational change.
- Ability to plan for the delivery of services both at the strategic and operational levels.
- Demonstrated ability to manage resources, including the ability to formulate and direct policies, business planning and financial management, to deliver quality cost effective services.
- Ability to design, develop and implement innovative practices to improve performance within professional and organisational standards.
- Experience in program development and evaluation.
- Ability to demonstrate innovation and continuous quality improvement activities.
- Ability to work with information technology relevant to the position.
- High level of communication, interpersonal and negotiation skills.
- A current National Police Check (renewed every 3 years)
- A current Working with Children Check (renewed every 5 years) as relevant
- Ability to comply with the Organisation's values and behaviours
- Current drivers licence

Desirable Criteria

- A post graduate qualification in health administration, business and / or management or equivalent.
- Understanding of community development principles and practices in a small rural community.
- Knowledge of issues affecting clinical practice in a rural setting.

Orbost Regional Health Position Description - Attachment 1
Organisation wide – Mandatory Training

Focus area	Frequency	Classification	Staff	Training Type	Committee Responsible
Emergency Response	Orientation & Annual	Mandatory	All ORH Staff	Online training	Emergency Preparedness & Resilience
Manual Handling	Orientation & Annual	Mandatory	All ORH Staff	Online training	OH&S
No Lift	Orientation & Annual	Mandatory	Nursing Staff	Online training and practical assessment	OH&S
Hand Hygiene	Orientation & Annual	Mandatory	All ORH Staff	Online training	Infection Control
Basic Life Support	Orientation & Annual	Mandatory	All Nursing Staff Medical Staff	Self-directed learning package- clinical skills practical assessment	Clinical Standards
Medication Administration General Adult & IV competency	Orientation & Annual	Mandatory	All Nursing staff (including medication endorsed ENs).	Online training	Clinical standards
Falls Prevention	Orientation & Annual	Mandatory	All nursing staff	Online training	Clinical Standards
Neonatal Resuscitation	Orientation & Annual	Mandatory	All Midwives	Online training	Clinical Standards
Advanced Life Support	Orientation & Annual	Mandatory	All ALS responders – grade 5/ ANUMs	Self-directed learning package- clinical skills practical assessment	Clinical Standards
Triage	Orientation & Annual	Mandatory	Grade 5 / ANUM	Online Training	Clinical Standards
Blood Safe	Orientation & Annual	Mandatory	All Nursing Staff	Online Training	Clinical Standards
Aseptic Technique	Orientation & Annual	Mandatory	All Nursing & Medical Staff	Online Training	Infection Control
Bullying and Harassment	Orientation	Mandatory	All ORH Staff	Online Training	People and Culture
Risk Management	Orientation & Annual	Mandatory	Managers	Online Training	OH&S
Occupational Violence	Orientation	Mandatory	All ORH Staff	Online Training	OH&S
OHS	Orientation	Mandatory	All ORH Staff	Online Training	OH&S
Cybersecurity training for health services	Orientation	Mandatory	All ORH Staff	Online Training	MPS Managers
NDIS Worker Orientation Program	Orientation (post June 2020)	Mandatory	NDIS workers	Online Training	People and Culture

Orbost Regional Health Position Description – Attachment 2
Organisation wide – Orientation & Annual Information Update

Focus area	Frequency	Classification	Staff	Training Type
Occupational Health & Safety	Orientation & Annual	Info Update	All ORH Staff	Manager Discussion
People & culture	Orientation & Annual	Info Update	All ORH Staff	Workshop
Diversity	Orientation & 2 years	Info Update	All ORH staff	Manager Discussion
Clinical Governance	Orientation & annual	Info Update	All ORH staff	Manager Discussion
Resource Management	Orientation & 2 years	Info Update	All ORH staff	Manager Discussion
Risk Management	Orientation & Annual	Info Update	All ORH staff	Manager Discussion
Quality Improvement	Orientation & Annual	Info Update	All ORH staff	Manager Discussion
Partnering with Consumers	Orientation & Annual	Info Update	All ORH staff	Manager Discussion
Performance Reporting and Monitoring	Orientation & 2 years	Info Update	All ORH staff	Manager Discussion
Patient Rights & Responsibilities	Orientation & Annual	Info Update	All ORH staff	Manager Discussion
Emergency management & Business Continuity	Orientation & Annual	Info Update	All ORH staff	Manager Discussion
Review & Planning Process	Orientation & 2 years	Info Update	All ORH staff	Manager Discussion
Environmental sustainability	Orientation & 2 years	Info Update	All ORH staff	Manager Discussion