



Position Title: VAHS Family Counselling Service Practice Manager

REPORTS TO: Family Counselling Manager / Clinical Director

ACCOUNTABLE TO: Chief Executive Officer

EMPLOYMENT: Full Time

DATE: May 2018

DIRECT REPORTS: TBC

ORGANISATIONAL VALUES

We will be grounded in culture and community needs and foster the principles and values of **community-control** in everything we do

We will always **advocate** for the health and wellbeing of our community

We are committed to providing evidence-based, **high quality service**

We will always be **respectful, caring, collaborative and inclusive**

Our service will be **accessible** for all members of the community

POSITION SCOPE

The Victorian Aboriginal Health Service (VAHS) Family Counselling Service (FCS) is a multidisciplinary mental health team, designed to provide social and emotional wellbeing support to VAHS clients through a wide range of programs including Adult Mental Health, Koori Kids, Alcohol and Other Drugs Team, Psychiatric services, a fully support gymnasium, outreach programs and a range of Allied Health supports.

The FCS Practice Manager is responsible for the operational management of the Family Counselling Clinic; ensuring that the clinic runs efficiently, consistent with VAHS philosophy, policies and according to best practice standards

We are seeking a highly motivated and dynamic person to facilitate excellence in integrated holistic health care, with the goal of improving outcome for clients of the service and the wider Aboriginal community.

KEY RESPONSIBILITIES AND ACCOUNTABILITIES

1. Program Management and Service Delivery

- Engage relevant stakeholders and partners in an integrated model of care, promoting multidisciplinary team work
- Manage Family Counselling Clinic roster and room allocation and oversee patient bookings to ensure there is adequate staff coverage to provide services
- Liaise with the Family Counselling Manager, Clinical Coordinator and Clinical Director to improve systems, processes and structures so that policies and procedures are developed, documented and implemented.

- Manage the medical staff and ensure they are appropriately registered, trained and meeting clinical practices and requirements
- Maintain a financially viable practice and an efficient, effective and safe working environment working towards a self-sustaining practice based on Medicare billings
- Review and maintain AGPAL and other relevant accreditations
- Ensure VAHS staff are following documented policies and regularly review these, or liaise with other VAHS staff, to ensure they meet current legal requirements
- Oversee the maintenance of medical facilities, equipment and cleaning of the medical area to appropriate standards

2. Management and Leadership

- Ensuring Medicare billing systems are developed and maintained
- Ensuring the correct and appropriate use of MBS items numbers through the provision of education to medical and reception staff
- Maintaining registration with government incentive schemes and ensures that ACIR, PIP and SIP payments are processed appropriately
- Planning and meeting of targets with the Family Counselling Manager
- Setting performance and quality standards in consultation with the clinical staff and ensure that they are met
- Increasing effective communication between staff and other areas of the service by convening, attending and participating in general and unit staff meetings.
- Managing and timely action on staff and patient problems as they arise and respond to any complaints in line with critical incident, grievance and complaints policies and procedures

3. Human Resources

- In conjunction with the FCS manager and appropriate Team Leader, manage and supervise staff, monitor staff performance and development, and address staff performance issues as required
- Prioritise workload requirements to ensure staff safety and wellbeing, including managing all leave requests
- Work with the Clinical Coordinator to ensure appropriate mentoring, support, supervision and debriefing is accessible.
- Actively progress the appropriate growth and development of the service, in line with the annual work plan and client demand.
- In conjunction with HR, lead and oversee the recruitment, professional development and establishment of any new staff and ensure they are orientated to the procedures and operations of the service
- Ensure professional registration and credentialing for staff is collected each year for staff where there is a requirement as part of their registration and / or position description.
- Ensure the workplace is free from discrimination, harassment and bullying

4. Manage Risk and Compliance

- Lead and implement policies and procedures within the clinic to ensure all relevant accreditation standards are met.
- Ensure that all risk management and compliance is managed in accordance with legislation, VAHS Policy and procedures and the VAHS Code of Conduct, including:
 - Privacy

- Incident Reporting
- Employment Conditions (Fair Work Act and relevant Awards)
- OHS, including:
 - Identify hazards and resolve any safety issues
 - Investigate all accidents / incidents and ensure that reports are developed to document issues as they arise
 - Liaise with employee health and safety representatives, particularly on any workplace changes which have a health and safety component
 - Initiate actions to improve health and safety within the program
 - Ensure all employees are inducted and receive regular OH&S training as required
 - Facilitate rehabilitation of injured workers in collaboration with HR personnel
 - Facilitate OH&S compliance and corrective measures where required
 - Investigate and review all accidents / incidents within the program and prepare reports as appropriate
- In consultation with stakeholders undertake reviews and/or audits to support continuous quality improvement or individual learning
- Liaise with the Clinical Director, Clinical Coordinator and the Practice Managers of other sites to lead the implementation of monitoring and evaluation of strategies and processes to improve system integration and co-ordination between relevant services.

5. General Duties

- Participate in VAHS team meetings, planning activities and organization wide quality assurance activities.
- To represent and speak on behalf of the VAHS when required.
- Approval of clinic-specific purchases up to \$1000.00 as per the VAHS Purchasing Policy.
- Undertake other duties, which are incidental and peripheral to the main tasks, provided that such duties are reasonable within the employee's competence and training

6. Mandatory Requirements

- Observe safe working practices as far as practicable to protect personal safety and the health and safety of others.
- Comply with the *Victorian Occupational Health and Safety Act 2004* and all the rules, regulations and relevant Codes of Practice.
- All employees are required to participate in the continuous improvement at VAHS and are required to understand and perform their responsibilities in relation to quality in their daily work and to ensure compliance with statutory and quality related requirements
- Participate in on going professional developments and training as required
- Participate in case management, general staff and unit meetings
- Act at all times in a professional manner in accordance with the policies and practices of the Victorian Aboriginal Health Service
- Understanding of and Commitment to the Aboriginal community
- All VAHS employees must comply with the code of conduct as articulated in the VAHS Policies and Procedures

KEY SELECTION CRITERIA

- Understanding of and Commitment to the wellbeing of the Aboriginal community.
- Experience as a medical practice manager or mental health service practice manager, with a good understanding of Medicare billings and accreditation processes.
- Tertiary qualification in psychology, social work, mental health nursing or similar qualifications would be looked upon favorably.
- Demonstrated experience and ability to manage and develop operational systems for a health or community service organisation, including effectively planning and allocating resources in order to maximise operational efficiency and meet funding deliverables
- Highly developed written and verbal communication skills, and the ability to engage with, establish and maintain effective relationships with a multi-skilled team
- Demonstrated experience and ability to manage all aspects of the team and individual staff members, including recruitment, staff orientation, supervision, performance reviews, staff disciplinary action, performance development and team building.
- Understanding of the Australian health care system, Aboriginal health issues and community needs, key issues in primary health care, the mental health service system, including the range of professionals that work within the sector.
- Demonstrated understanding of the principles of quality systems, Corporate Governance, risk Management and Clinical Governance
- Well-developed understanding of relevant legislation including Health Records Act, Privacy Act, Occupational Health & Safety, Equal Opportunity Legislation etc.
- Demonstrated capacity to operate autonomously when required
- Demonstrated information management and technology skills including:
 - experience in the use of electronic client records system
 - Microsoft Windows and Microsoft Office applications

CONDITIONS OF APPOINTMENT

Aboriginal Community Controlled Health Services Award 2010
Agreed Rate

Salary packaging benefits are available subject to VAHS' on-going Fringe Benefits Tax exempt status.

Key Performance Indicators (KPI's) will be set on commencement. A three month probation period applies. Annual performance reviews are undertaken.

VAHS is a Smoke Free Workplace

VAHS staff are required to familiarise themselves with and abide by VAHS Policies, Procedures, including the Code of Conduct.

Successful applicants are required to have a current full Victorian driving license (unless otherwise agreed to), undergo a police check and possess a current working with children check. Relevant convictions will be taken into consideration when considering applicants for this position

The VAHS offer some programs / services outside of normal business hours. Staff across all VAHS sites may be required to work after hours as an operational requirement of the role if the program / service they work in operates outside of normal business hours.

This position is located at the VAHS Fitzroy Office, however the Service reserves the right to vary the location of the position according to the needs of the Service and its clients and any future changes to the Service's area of operation.

Travel will be required, particularly across the various VAHS sites (Fitzroy, Preston) and to provide outreach

The position is offered subject to ongoing funding

I have read this document and agree to undertake the duties and responsibilities listed above.

I acknowledge that:

- This position description is an indication of the duties and responsibilities that I may be required to undertake. Additional or other duties and responsibilities may be allocated to me after discussion/agreement.
- The Position Description will be reviewed annually in consultation with me.

SIGNED by the **EMPLOYEE**

..... Signature: Name: Date:/...../.....

SIGNED by the **MANAGER**

..... Signature: Name: Date:/...../.....