



Approval Date	15/06/2016	Review Date	14/06/2019
Responsible Manager	Executive Manager, Corporate Services		

NUNKUWARRIN YUNTI OF SOUTH AUSTRALIA INC

182 – 190 Wakefield St, ADELAIDE 5000

JOB & PERSON DESCRIPTION

POSITION TITLE:	CLASSIFICATION LEVEL:
Maternal and Child Health Team Manager	RN 3 (NunKuWarrin Yunti EA 2017)
PROGRAM:	UNIT:
Strong Mums Solid Kids	Women Children and Family Health
TENURE/STATUS:	LOCATION (if other than Wakefield Street Adelaide):
Full Time, ongoing; subject to funding	Wakefield Street, Brady St Elizabeth Downs and outreach service locations including home visiting and external agency service sites
POSITION REPORTS TO:	STAFFING RESPONSIBILITIES:
Middle Manager, Women Children and Family Health	Aboriginal Health Workers/Aboriginal Health Practitioners Registered Nurses (Midwife, Child Health) ,General Practitioner (MCH), Allied Health staff (e.g. OT, Dietician)
WORKS CLOSELY WITH:	
Other team managers Health service delivery staff, medical reception and transport staff	

1. PURPOSE STATEMENT

NunKuWarrin Yunti aims to promote and deliver improvement in the health and wellbeing of all Aboriginal and Torres Strait Islander people and their families in the greater metropolitan area of Adelaide and to advance their social, cultural and economic status. The Organisation places a strong focus on a client centred approach to the delivery of services and a collaborative working culture to achieve the best possible outcomes for clients.

The Women Children and Family Health Unit aims to support safe nurturing environments for pregnant women, infants and children, increase uptake and utilisation of services with an emphasis on early intervention and prevention, provide streamlined coordinated care and positive experiences for clients to encourage continued engagement with services.

The Maternal and Child Health Team Manager accepts accountability for the outcomes of practices in the practice setting. The main focus of the role is the line management, leadership and coordination of team activities to achieve continuity and quality client care. With limited professional supervision and minimal management direction the primary role is to:

- Lead the Aboriginal Health Worker / Practitioner, Nursing, GP and Allied Health Workforce within a professional practice framework
- Coordinate and oversee client care and health service delivery
- Contribute advice and leadership to the team for clinical and practice governance and coordinate local activities within corporate systems
- Integrate contemporary information and research evidence with personal experience to support decision making, innovative thinking and objective analysis
- Use available information systems to inform decision making, evaluate outcomes and convey information to staff
- Implement and co-ordinate, within the span of control, processes for quality improvement and professional practice including addressing inconsistencies between practice and policy
- Maintain productive working relationships and manage conflict resolution, should conflict arise
- Change local processes and practice in accordance with emerging service needs, care evaluation results and identified imminent systems
- Develop and maintain a learning environment, taking a coaching approach to team development, individual capability development and performance management

2. KEY RESPONSIBILITIES/DUTIES

KEY RESPONSIBILITIES (Outputs of the job)	PERFORMANCE MEASURES (Measures the outcome of the following activities by quantity, quality, or timelines.)
Program Leadership and Coordination to achieve program goals, outcomes and objectives	<ul style="list-style-type: none"> • Lead planning, monitoring and reporting of Program objectives and outcome • Assist with preparation and oversee program budgets and ensure Program resources are managed responsibly and efficiently • Ensure clinical and practice governance of the Program in line with best practice standards and quality frameworks such as RACGP and the Quality Improvement Council Accreditation Programs • Maintain appropriate and relevant procedures, guidelines and standards of practice in line with organisational systems and processes • Engage in Aboriginal community and external service agency health promotion and engagement activity • Develop partnerships and manage ongoing liaison and relationships with key external agencies • Ensure timely and accurate documentation of client information and data including compliance with privacy policies and legislation and evaluate client outcomes • Use of information systems to inform clinical decision-making, analysis of client and service data and review of local processes and work practices as needed • Coordinate risk management and continuous quality improvement activities related to operational activities and program goals • Implement and evaluate a range of health promotion activities in partnership with the Aboriginal community • Implement local processes to investigate complaints, incidents and accidents
Team and People Leadership	<p>Manage staff members of the team, inclusive of</p> <ul style="list-style-type: none"> • Staff recruitment, selection, induction and orientation processes • Requisite registrations and credentialing of staff • Rostering and day to day activities. monitoring staff attendance and timesheets, managing leave • Regular clinical expertise and mentoring to team members including positive feedback • Development and monitoring individual and team performance and actively supporting formal and informal learning and education • Ensuring appropriate formal and informal mechanisms for information sharing and communication within the team and with individual team members • Promote a safe and effective workplace and manage staff investigation, counselling and disciplinary processes in consultation with the Human Resource Officer.

KEY RESPONSIBILITIES (Outputs of the job)	PERFORMANCE MEASURES (Measures the outcome of the following activities by quantity, quality, or timelines.)
Client Care Coordination and Management Delivery of best practice culturally safe primary care services	<ul style="list-style-type: none"> • Coordinate and oversee client health care service delivery, inclusive of: <ul style="list-style-type: none"> ○ ensure coordinated care, case allocation management, waiting list management ○ manage care planning, follow up, referral and recall processes ○ manage and coordinate specialist and allied health clinics • Maintain integrated service delivery and care coordination through strong communication pathways with all PCS staff and other teams as required • Assess service delivery, client satisfaction and program efficiency in order to enhance the overall quality of program operations and to inform reflective supervision with ANFPP staff • Provide evidence-based primary health care for individual clients as operationally required • As necessary triage clients and prioritise care based on clinical need • Ensure delivery of culturally safe and competent care
Unit & Organisational Activities	<ul style="list-style-type: none"> • Maintain positive and productive working relationships and manage conflict resolution as needed • Participate in internal working groups, committees and activities • Promote and present a positive image of Nunkuwarrin Yunti to other staff, clients and the community in general • Ensure compliance with a range of administrative and business practices which support the Primary Care Services and other Nunkuwarrin Yunti services
Professional Development	<ul style="list-style-type: none"> • Attend professional development activity related to maternal and child health services, including reflective practice, multi-disciplinary meetings and de-briefings • Participate in regular performance development reviews • Undertake appropriate professional development activities required to meet AHPRA required minimum standards

3. SELECTION CRITERIA

ESSENTIAL – includes qualifications, skills, experience and knowledge.

- Registered with the Australian Health Practitioner Registration Authority (AHPRA) Nursing and Midwifery Board of Australia
- Demonstrated knowledge and understanding of Aboriginal and Torres Strait Islander societies and culture and awareness of issues which may impact on maternal child and family wellbeing
- Demonstrated ability to communicate sensitively and effectively with Aboriginal and Torres Strait Islander people

- Proven ability to lead a multi-disciplinary team within a professional practice framework, including professional supervision and training for a broad range of health professionals including students on work placement
- Demonstrated ability to coordinate and manage service level operations within a comprehensive primary health care context and effectively oversee clinical governance in the area of midwifery and/or child and family health
- Demonstrated ability to deliver a high level of professional judgement and clinical competence within an evidence based multi-disciplinary setting
- Excellent organisational and time management skills, the ability to work autonomously with minimal supervision, work under pressure in a complex busy workplace to assess priorities and meet deadlines, and respond to difficult and/or stressful situations in a calm, sensitive and professional manner
- Significant experience in the use of Communicare or other electronic client health information management system to document client care (e.g. Medical Director or Best Practice) and proven capacity to monitor and report individual and population level outcomes of care
- Demonstrated knowledge, skill, experience and contribution at strategic and operational levels in quality assurance and continuous quality improvement processes
- Proven well-developed written and verbal communication skills and high level ability to communicate effectively with a range of health professionals and administrative staff
- Ability to work autonomously with minimal direct supervision, whilst mentoring and providing leadership to a team of health professionals
- Demonstrated ability to resolve conflict, solve problems and negotiate successful outcomes

DESIRABLE

- Experience working in an Aboriginal Community Controlled Health Service
- Previous experience working on community primary health care projects or programs that demonstrate best practice outcomes for Aboriginal and Torres Strait Islander clients
- Experience in structured outcomes-based service models
- Additional qualifications relevant to primary care services for women, children and families

4. APPOINTMENT CONDITIONS

Special Conditions and Status

1. Full time position, 38 hours per week.
2. The tenure in this position is subject to funding continuing.
3. Some out of hours work may be required.
4. Some intrastate travel may be required.
5. Appointment is subject to a satisfactory Working with Children's Check (DCSI) and National Police Clearance Certificate.
6. Unless filled internally, subject to 6 months satisfactory probationary period.
7. Salary Sacrifice, Superannuation Employer contribution.
8. Current SA Driver's Licence and willing to drive in the course of work activities.
9. Conditions of employment are in accordance with Nunkuwarrin Yunti of South Australia's Enterprise Agreement

5. PERFORMANCE/SKILL STANDARDS

Performance will be measured and assessed against objectives set out during the performance agreement and in alignment with the job and person specifications for the role.

6. WORK HEALTH AND SAFETY

Follow defined work health and safety legislation, and Nunkuwarrin Yunti's policies and procedures related to the work being undertaken in order to ensure own safety and of others in the workplace.

Take such action as is within your competence and responsibility to report or make recommendations to a higher level representative as you deem necessary, to avoid, eliminate or minimise hazards of which you are aware in regard to working conditions or practices.

Keep work areas in a safe condition and report any near accident, accident or injury, which arises in the course of your work.

7. EQUAL EMPLOYMENT OPPORTUNITY

Responsibility Statement

Contribute to the maintenance of a healthy, safe and equitable working environment by maintaining knowledge of and adhering to the principles and standards of Equal Employment Opportunity legislation that ensures all employees in the workplace are treated in a fair and equitable manner, free from discrimination, bullying and harassment.

Recognise that confidentiality will be abided by at all times in line with Organisational policy and respect the cultural sensitivity of all clients/customers of Nunkuwarrin Yunti of South Australia Inc.

Abide by the policies and procedures of Nunkuwarrin Yunti of South Australia Inc.

8. CERTIFICATION

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements for the job.

Duties and responsibilities for this position should not be considered definitive. Duties may be added, deleted or modified, in consultation with staff, as necessary.

Employee Statement:

As occupant of this position I have noted the statement of duties, responsibilities and other requirements as detailed in this document.



Name

Signature

Date

Job and Person Description Approval

Date approved: / /

MIDDLE MANAGER Name: VIRGINIA HEALY Signature: 	CHIEF EXECUTIVE OFFICER Name: Vicki Holmes Signature: 
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