

Inclusive Health and Wellness Hub Manager

Inclusive Health Partnerships



Who we are

Micah Projects is a community based, not-for-profit organisation with a vision to create justice and respond to injustice at the personal, social, and structural levels in church, government, business, and society.

Micah Projects subscribes to the principle of non-discrimination that seeks to guarantee that human rights are exercised without discrimination of any kind based on race, colour, sex, language, religion, political or other opinion, national or social origin, property, birth, or other status such as disability, age, marital and family status, sexual orientation and gender identity, health status, place of residence, economic and social situation.

We believe that every adult and child has the right to a home, an income, healthcare, education, safety, dignity, and connection with their community of choice.

Work Health and Safety

Everyone has a right to feel safe at work, and Micah Projects is committed to minimising the risk to any staff member, student, volunteer, contractor, consultant, and Board Member within the organisation. We work collectively to comply with the *Work Health and Safety Act 2011*.

What we do

Micah Projects works to break down barriers that exclude people from housing, healthcare, employment, and meaningful connections, and to give people a voice.

We support individuals and families including children to resolve crisis, break social isolation, have a home, access health and community services, and build a community.

We provide a range of support and advocacy services to individuals and families according to their needs. We ensure the immediate needs of participants are met in a supportive, informed, safe, and respectful manner.

Equal Opportunity

Micah Projects is an equal opportunity employer and promotes access to employment to individuals from a diverse range of social and cultural groups. We acknowledge the First Peoples of Australia as the traditional owners of this land and support their right to self-determination and cultural expression. We recognise that Brisbane is a diverse community and acknowledge the needs of individuals, families and communities relating to age, gender, disability, sexuality, and economic status.

Working together

It is important to Micah Projects that people feel welcome, have choices, and do not experience discrimination when working with Micah Projects.

It is our aim to work with participants, each other, and our partners to respectfully share knowledge, ideas, resources, and skills in order to improve the service for the people we support, and the people who work as part of Micah Projects.

Child Safe and Vulnerable Adult Safeguarding

Children and young people are entitled to live in a caring and nurturing environment and to be protected from harm and exploitation. Micah Projects is a child-safe and child-friendly organisation that prioritises the safety and wellbeing of children and young people. We actively provide guidance for management, staff, and others in identifying and responding to concerns about the abuse or neglect of a child or young person in contact with the organisation.

We extend these principles to create safe services for all participants we work with.

Position Overview

Position Title

Inclusive Health and Wellness Hub Manager

Team

Inclusive Health and Wellness Hub/ Inclusive Health Partnerships

Reports to

Inclusive Health Partnerships Cluster Lead

Line Manages

GPs, Nurses and Administration staff

Employment Status

Full time

Hours of Work (per week)

76 per fortnight

Classification/Award

SHCADS 7

Talkin

Inclusive Health Partnerships Cluster Lead

Based at

Hope Street, South Brisbane, and other Micah Projects Sites

Backup when absent?

Inclusive Health Partnerships Cluster Lead

Inclusive Health and Wellness Hub/ Health and Services Integration

Inclusive Health Partnerships has two components:

- The Inclusive Health and Wellness Hub – a partnership between Micah Projects and Tzu Chi Foundation
- Outreach Integrated Care Team

The Inclusive Health and Wellness Hub ('Hub') is dedicated to accommodating diversity and ensuring people experiencing disadvantage in Brisbane have access to quality physical, dental, mental health and wellness and holistic healthcare services irrespective of their ability to pay. The Inclusive Health Clinic (IHC) refers to the general practice services of the 'Hub'.

Delivering high quality health services that are integrated with other social services, allied health and alternative therapies is an important part of our Hub's vision through a range of partnerships

Position Description

As an Inclusive Health and Wellness Hub Manager you will...

Co-ordinate and manage an integrated primary healthcare team to ensure excellence in clinical service delivery by the GP, dentistry and wellness teams. The Manager ensures that Inclusive Health Clinic (IHC) is administered and managed well so that it meets all safety and quality standards and all legislative requirements for a primary healthcare clinic that is consistent with the vision and mission of Inclusive Health Partnerships. The Manager also works as part of the clinical team that provides primary health services at IHC.

Interactions and Relationships

External

- Queensland Health Hospitals
- Suppliers
- Contractors

Internal

- Micah Projects
- Tzu Chi Foundation
- Governance Boards

Partnerships

- Organisations with whom we collaborate and operate satellite clinics

Key Responsibilities

General Description:

This role:

- in liaison with the GP Clinical Lead (GP-CL) facilitates clinical service initiatives and sets the priorities of the clinic in response to direction from the Inclusive Health Partnerships Board
- Provides the overall co-ordination and management of administrative support for effective and efficient delivery of clinical services
- Responsible for the operation of the clinic on a day-to-day basis
- fosters strategic and collaborative partnerships to promote effective service delivery
- is responsible for the implementation and of IHC policies, procedures and templates which promote excellence in the standard of clinical care including the clinic's patient recall and reminder system
- Monitors clinical risk, and with the GP-CL is responsible for risk management reporting to the Clinical Governance Committee
- With the GP-CL, ensures that IHC meets RACGP accreditation standards
- provides clinical nursing care to patients of IHC in accordance with best practice and the policies and procedures of the clinic
- is part of an integrated primary healthcare team and works collaboratively with the clinical and administration staff to meet patients' needs

- Accountable and responsible for making sure that organisational data and records are accurate, complete, and consistent, and used in accordance with policies and procedures.
- Commitment to child and vulnerable adult safeguarding.
- Perform other duties as assigned by Supervisors.
- Commitment and contribution to a safe workplace as per the Work Health and Safety Act 2011.

1. Practice Management

- Manage administration and reception team to create a welcoming environment for diverse populations attending the clinic
- Ensure that administration duties of the clinic are performed in an efficient and effect manner
- Manage staffing rosters including leave requests
- Monitor the appointments schedule and develop clinical pathways to maximise efficiency in patient flow
- Implement and monitor optimal billing policy and practice within the Medicare Benefits System
- With the Finance Officer (FO) ensure that IHC meets its financial obligations including taxation, GST, Fringe Benefits and BAS.
- With the FO insure that invoices are paid promptly, a record of assets is maintained, insurances are up to date budgetary restraints are observed.
- Monitor staff adherence to IHC policies and procedures and workplace health and safety requirements
- Ensure clinic compliance with infection control standards
- Oversee the monitoring, maintenance, cost and servicing of clinic equipment including the storage of vaccinations, the ordering of medications, medical supplies and consumables.
- Is responsible for the implementation, monitoring, co-ordination and review of the clinic's vaccine and cold chain management policy and procedure

2. Leadership

- Promote IHC's values and culture, and influence other staff members to follow these
- Cultivate and manage positive working relationships and partnerships with key external organisations
- Represent IHC at clinical meetings, committees or advisory groups where appropriate
- Participate as a member of the IHC Clinical Governance Committee and report to the Inclusive Health Partnerships Board as required
- Maintain clinical governance within IHC with the assistance and support of the of the GP-CL
- With the GP-CL work towards and achieve RACGP accreditation for IHC
- Assist non-clinicians with patient triage and care as required

3. Clinical Services

- Abide by the policies and procedures of IHC
- Work collaboratively with GPs to ensure effective and timely clinical service provision
- Maintain own professional development
- Maintain AHPRA registration and participate in the required Continuing Professional Development program if applicable
- Maintain current medico-legal indemnity commensurate with the duties of the position

4. Service development and management

- In collaboration with the GP-CL, monitor agreed Governance requirements within the clinic including the risk management framework and reporting process
- Facilitate any improvements in clinical service delivery to ensure that RACGP standards are being met and work with GP-CL and clinic staff to co-ordinate and implement any necessary changes
- Contribute to website content and other methods of communication regarding clinical services including flyers, brochures and patient information leaflets
- With the GP-CL, make recommendations to the Inclusive Health Partnerships Board on decisions for clinical equipment purchases and professional development
- Facilitate staff training and development including clinic meetings
- In conjunction with the GP-CL, participate in the planning and delivery of in-service education for IHC staff
- Plan and attend staff meetings as required
- Lead quality improvement in the clinic and identify opportunities that enhance and improve clinical services including conducting clinical audits as required

5. Human resources/staffing

- Co-ordinate and contribute from a professional manager perspective to recruitment of clinicians and administrative staff
- Co-ordinate the induction and orientation of all new staff to the clinic
- Maintain HR records for all staff members
- Manage performance issues associated with all IHC staff and undertake performance appraisals as required

6. Information and Technology

- Utilise Best Practice software and the IT systems adopted by IHC to record and maintain up to date patient health records
- Establish, co-ordinate and participate in IHC patient recall and reminder systems
- Identify areas of improvement in the use of IT systems that would benefit IHC service delivery
- Assume the role of the clinic's Computer Security Coordinator
- Co-ordinate the induction of new staff members in relation to Computer and Information security requirements and provide staff training and monitor computer security awareness in the clinic
- Coordinate IT for the clinic and liaise with the IT Manager, Micah Projects in relation to IT and system requirements and performance
- Assume the role of Responsible Officer for the national eHealth record system

7. Workplace health & safety

- Contribute to the development and monitor staff adherence to IHC Workplace Health and Safety policies and protocols
- In collaboration with other IHC staff, maintain a safe working environment for staff and patients in accordance with the relevant Workplace, Health and Safety policies and guidelines
- Follow up all Risk Management incidents to conclusion in conjunction with Clinical Lead GP, reporting to clinical governance meetings and board.

8. Privacy and Confidentiality

Maintain patient confidentiality and privacy always by:

- Ensuring that confidential patient information is not visible to non-staff members, other patients or visitors to the clinic
- Recognising and reporting any potential data breach as per the IHC Risk Management Policy
- Monitoring staff adherence to IHC policies and procedures concerning patient privacy and confidentiality

Leadership Responsibilities

Shared Leadership

As a member of the Leadership Team, you are required to operate under a shared leadership management structure. The vision of shared leadership is to create a collaborative organisational system that provides the opportunity for employees, the people we support and community members to participate in creating justice and responding to injustice in our community. This is outlined in the 'Micah Projects Shared Leadership Charter'.

This includes demonstrating collaborative Leadership behaviour that results in a cooperative and supportive workplace.

Data Governance

Accountability/ Responsibility for organisational data is accurate, complete, consistent, managed and used in accordance with policies and procedures.

Essential Attendance

Organisational Coordination Team meetings (if required), Leadership Forums, Service Area Cluster meetings, Board/Finance, Audit and Risk Management (FARM), etc. when/if required, shared responsibility for networking events and community engagement and education requests.

Flexible Hours

Flexibility in relation to working hours is required to meet the requirements of leadership roles. Any work completed outside of standard hours should be managed within flexible work hours in the span of a fortnight, without the accrual of TOIL.

Holiday Periods

Micah Projects is a 365 day a year organisation, which may require members of leadership to be available to work over holiday periods such as Christmas, Easter, and/or other significant cultural periods.

Key Challenges of the role includes....

- While performing the duties of the role, you may be working with people with varying degrees of trauma and/or under the influence of substances which may result in signs and symptoms of frustration, distress, and elevated behaviour responses.
- Ability to negotiate with emotionally heightened people, using de-escalation skills.
- Exposure to distressing or sensitive information.
- Ability to navigate shiftwork.
- Managing a workload with deadlines and competing commitments and priorities which require negotiating and re-prioritising own work.
- Managing a multidisciplinary team, each with competing needs and priorities, while being able to meet operational requirements.
- Ability to undertake physical activities involved in a community-based environment including lifting, bending, squatting, pushing, pulling, trunk twisting, kneeling, standing, driving, and sitting for a duration.
- Biological Hazards – contact with body fluids, bacteria, infectious diseases.

Criteria and Conditions

Criminal History Screening

- ☐ National Police Certificate ☐ Blue Card
☐ Yellow Card ☒ APHRA Registration

Driver's License

- ☒ Essential ☐ Desirable

Travel

- ☒ Essential ☐ Desirable

Assets Provided

- ☒ Work Computer ☒ Work Phone ☒ Pool Vehicle ☐ Packaged Vehicle

Essential

- Degree in Nursing, Social Work or Psychology
- Extensive experience in managing multi disciplinary teams
- Current medical indemnity commensurate with clinical duties at IHC
- Experience working in a General Practice
- Ability to contribute to strategic planning and lead a team in a multi-disciplinary environment
- Demonstrated experience in practice management preferably in general practice
- Demonstrated high level expertise in the management of clinical incidents and risk management framework
- Ability to contribute to the clinic accreditation process
- Ability to work as part of a clinical team and develop and maintain positive relationships with colleagues
- Demonstrated high level interpersonal, oral and written communication skills including the ability to work with multi-disciplinary teams, consult, negotiate and resolve conflict
- Ability to develop and maintain positive and productive partnerships with external organisations
- Experience in the organisation and conduction of staff training
- Demonstrated effective time management and organizational skills
- Literacy in Microsoft Office Suite and clinical management systems including Best Practice

- Awareness of key issues in supporting an effective and safe working environment including antidiscrimination, occupational health and safety and ethical behavior
- Evidence of immunity or vaccination to Hepatitis B
- Alignment with Inclusive Health Clinic vision, mission and values
- Demonstrated commitment to upholding child and vulnerable adult safeguarding principles.
- Demonstrated knowledge and use of IT systems including personal information and case management systems, data collection, Microsoft products.
- A positive attitude, and the ability to work flexibly and proactively in a team environment and autonomously within program guidelines with a commitment to the values and principles of Micah Projects to meet community needs.
- Demonstrated commitment to cultural diversity and a working knowledge of equity and WHS principles in the workplace.

Desirable

- Development and delivery of educational and/or treatment programs.
- Project management experience.
- Qualifications in Practice Management

General Conditions

- All employees are to practice the values of Micah Projects, as outlined in the Code of Conduct.
- Appointment to this position will be subject to a criminal history check, as outlined in the organisational Criminal History Screening Policy. All employees are required to cover the cost of this.
- All employees are to have valid working rights in Australia.
- All employees must utilise Micah Projects systems to facilitate the quality of the organisation's work and services. This includes, but is not limited to, Microsoft Office suite, Quality, Human Resource, Finance, Data and Case Management Systems.
- Employment in this position is subject to continued funding.
- Employment may involve work or training outside of normal business hours.
- All employees will comply with Workplace Health and Safety legislation as outlined in organisational policy and procedures.
- All employees are required to engage in support and coaching through the organisational performance development system.

Acknowledgement

I have read this Position Description and understand the requirements and responsibilities of this position as part of my employment with Micah Projects

Employees Name _____

Signed _____ Date _____

Document History

Version Number 01

Original Date October 2017

Revised Date March 2023