

Eastern Health

POSITION DESCRIPTION

Position Title:	Manager – GP Clinic
Award Classification:	HS5 (Grade 5)
Award / Agreement Name:	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021 - 2025
Position Reports to:	Deputy Director Operations, Community & Integrated Care

EASTERN HEALTH – HEALTHIER TOGETHER

Eastern Health is one of Melbourne’s largest metropolitan public health services. We provide a comprehensive range of high quality acute, sub-acute, palliative care, mental health, drug and alcohol, residential care, community health and statewide services to people and communities that are diverse in culture, age and socio-economic status, population and healthcare needs



1. POSITION PURPOSE

The Manager will lead the GP Clinic and advise the Deputy Director of Operations in matters pertaining to the delivery of the GP Clinic. The Manager will provide efficient operational management and effective coordination of the service, including human and financial aspects. The Manager will demonstrate expert knowledge in general practice management, ensuring safe, effective, contemporary and efficient clinical service delivery and will understand the essential role of effective clinical and professional governance. They will collaborate with all relevant stakeholders to achieve these objectives. The Manager is expected to possess highly developed skills in operational management, leadership, quality assurance, and improvement to deliver service excellence in their portfolio.

2. MAJOR DUTIES AND/OR RESPONSIBILITIES

2.1 Leadership

- 2.1.1 **Operational Management:** Lead the development of systems, processes and projects required to ensure efficient, effective and responsive operation of the GP Clinic.
- 2.1.2 **Representation of the GP Clinic:** Provides an expert resource for the GP Clinic service delivery at Eastern Health and advises and represents the Deputy Director Operations, as required, on matters relating to these services.
- 2.1.3 **Efficiency:** Leads and implements measures that assist with the operational and financial management of the GP Clinic in line with agreed budgetary parameters and performance targets.
- 2.1.4 **Change management:** Utilises the Eastern Health change management framework to deliver change successfully in an inclusive and holistic manner.
- 2.1.5 **Communication:** Ensures appropriate communication to promote regular and transparent communication within the department and with other key stakeholders and timely escalation of clinical and operational risks.
- 2.1.6 **Compliance:** Ensures that the GP Clinic complies with relevant Acts, Accreditation Standards, Agreements, Commonwealth and State Government Guidelines and Eastern Health Directions, Policies, Procedures, Staff Handbook and Code of Conduct.

2.2 Clinical Practice and Sector Expertise

- 2.2.1 **Sector Expertise:** Possesses extensive, current, sector knowledge and skills – or relationships with relevant stakeholders & resources - to lead and ensure the ongoing development of individuals and teams within service portfolio.
- 2.2.2 **Clinical Practice:** Via engagement with relevant professional stakeholders including the Clinical Director, ensures that all staff have, retain, and continuously develop contemporary

skills to ensure exemplary clinical practice across the GP Clinic.

- 2.2.1 **Governance:** In collaboration with relevant professional stakeholders, ensures that clinical practices are consistent with best practice, evidence-based care, and relevant Eastern Health policy and procedures, as well as relevant national and state guidelines.
- 2.2.2 **Management of Risks:** Undertakes investigation of incidents, complaints and risks that occur within the GP Clinic and provides timely completion of necessary reports against actions to minimise further events or risks.
- 2.2.3 **Service Access and Flow:** Drives effective and timely patient flow through the GP Clinic by working collaboratively with all departments to optimise patient access initiatives.

2.3 People and Culture Management

- 2.3.1 **Workforce Management:** Manages staff recruitment and retention strategies for the GP Clinic (in partnership with the Clinical Lead for medical staff) in accordance with Eastern Health policies and professional standards. Ensures work practices are in accordance with industrial agreements (EBA), including but not limited to staff skill mix within the program matched to clinical need.
- 2.3.1 **Leave Management:** Proactively manage leave levels within the program with consideration of service demand and capacity. Manage category 4 and 5 annual leave and ADO hours and ensure all staff members with excessive leave have leave plans. Manage sick leave as a designated percentage of the program's total EFT as per the scorecard.
- 2.3.2 **Workplace Safety:** Ensure staff are able to work in a safe and non-discriminatory and harassment free environment. Employ the skills of timely and effective communication with health service and community partner personnel to guide and achieve optimal patient/performance outcomes.
- 2.3.3 **Workforce Development:** Ensure all staff participate in regular, effective performance appraisal conversations per organisational guidelines and that position descriptions are reviewed annually with updated centralised records. Collaborate with the professions to ensure that all staff are registered and/or credentialed and provide evidence on an annual basis to that effect. Actively participate in workforce planning and implement strategies appropriate to Eastern Health Care@Home and Acute Specialist Clinics services that align with Eastern Health objectives.
- 2.3.4 **Performance Management:** Proactively address individual performance concerns in accordance with Eastern Health policies and standards.
- 2.3.5 **Workplace Culture:** Role model and drive a values-based culture within the GP Clinic aligned with Eastern Health's values that foster respect, collaboration, innovation and patient-centred care.

2.4 Improving Performance, Research and Education

- 2.4.1 **Continuous Improvement:** Monitor standards of service and practice through the Care@Home and Acute Specialist Clinics Innovation and improvement Plan (IIP) and

Improving Performance Together boards. Promote a culture of continuous improvement utilising appropriate performance improvement and innovation tools, underpinned by Lean Methodology adapted for healthcare and partnership with consumers.

2.4.2 **Key Performance Indicators:** Monitor relevant KPI's for the GP Clinic and report as required on variance. Proactively manage service performance so that KPI's are met.

2.4.3 **Training:** Ensure staff comply with training requirements specified by relevant Government Programs and Eastern Health and that accurate documentation to provide evidence of this training is maintained.

2.4.4 **Education and Research:** Promote research and critical analysis in order to ensure service and practice benchmarks are achieved. Engage with professions and the Learning & Teaching Program to facilitate and participate in the delivery of models of education to staff and students.

2.4.5 **Service Performance:** Undertake and lead service improvement projects as delegated by the Deputy Director Operations.

2.5 Other

2.5.1 All other duties and responsibilities as responsibly delegated by the Deputy Director of Operations.

3 SAFE PRACTICE AND ENVIRONMENT

Occupational Health and Safety

Eastern Health is committed to provide and maintain a working environment for all staff that is safe and without risk to health. All staff are to take care of their own health and safety and the health and safety of any other person who may be affected by your acts or omissions at the workplace. Understand responsibilities and accountabilities to yourself and others in accordance with OH&S legislation and Eastern Health policies and promote a working environment that is congruent with these guidelines. This includes staff reporting of all clinical and OHS incidents and near misses, in particular those related to Occupational Violence, Manual Handling and Slips, trips and falls.

Staff are required to comply with all state legislative requirements in respect to the Occupational Health and Safety Act 2004 and the Workplace Injury Rehabilitation and Compensations (WIRC) Act 2013.

4 TRAINING AND DEVELOPMENT

Relevant, practical and timely education should direct, facilitate, enhance and support the professional growth and practice of employees in a health environment characterised by change. All programs should endeavour to promote evidence-based practice, a problem solving approach and to be competency based.

You are expected to participate in the personal development process on an annual basis.

5 QUALITY

As a staff member of Eastern Health staff are required to comply with Eastern Health performance standards and participate in continuous monitoring and improvement as part of your role. You are also required to comply with legislation, professional standards and accreditation standards.

As a staff member employed by Eastern Health services you must have and maintain the appropriate skills and knowledge required to fulfil your role and responsibilities within the organisation. In addition, you must ensure that you practice within the specifications of this position description, and where applicable within the agreed scope of practice.

You are responsible for ensuring safe high quality care in your work. This will include complying with best practice standards, identifying and reporting any variance to expected standards and minimising the risk of adverse outcomes and patient harm. In addition, you will ensure that service and care is consistent with the Eastern Health approach to patient and family centered care.

6. CONFIDENTIALITY

Any information obtained in the course of employment is confidential and should not be used for any purpose other than the performance of the duties for which the person was employed. Staff are bound by the Information Privacy Act 2000 and the Health Records Act 2001.

7. EQUAL EMPLOYMENT OPPORTUNITY

You agree to adhere to the Equal Employment Opportunity policies and practices of the Health Service. Discriminatory practices, including sexual harassment, are unlawful. The Health Service will not tolerate discriminatory behaviour and any such conduct may lead to the invoking of the Disciplinary Policy and Procedure, which may result in termination of employment.

8. PERFORMANCE DEVELOPMENT

A Performance Review, that includes agreed targets, will occur three (3) months from commencement and then annually on the basis of the duties and responsibilities outlined in this position description. This is an opportunity to review personal and the allocated work unit's service performance, facilitated by the setting of objectives/goals and ongoing evaluation of performance and achievement. Objectives will be developed annually, documented, discussed and agreed with the immediate line manager, who will act as the assessor. The incumbent is expected to demonstrate and show evidence annually of on-going self and allocated work unit's service development.

9. EASTERN HEALTH'S PROMISE

Our promise to our communities, patients, consumers and staff is that we will be **HEALTHIER TOGETHER**. Bolder than a vision for the future, our promise calls us to action. We know that working together is the only way we can achieve what is necessary for a healthier future.

Our values are ones in action and are the behaviours that matter most.

- Respect for all
- Safe always
- Partnering in care
- Learning and improving everyday

Learning from the challenges of the past and looking to the future, we understand that we are building towards a more engaged, more reliable, always safe health service in partnership with our people to improve every day.

10. ATTACHMENTS

- Attachment 1 Key Selection Criteria

11. NOTE

Statements included in this position description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all-inclusive.

Prior to accepting any offer of employment, prospective employees will be required to read and commit to the Eastern Health Code of Conduct, including (but not limited to) issues of Occupational Health and Safety, Equal Opportunity and Confidentiality.

Vaccination against infectious disease is a mandatory requirement of this role. An offer of employment is conditional on you providing evidence that you are currently vaccinated against COVID-19, prior to commencing employment.

Signed: _____

Date: ____/____/____

INCUMBENT STATEMENT

I _____ (Incumbent Name) have read, understood and accepted the above Position Description and associated Attachments.

Signed: _____

Date: ____/____/____

ATTACHMENT 1

KEY SELECTION CRITERIA

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Essential:

- At least 3 years experience as a Practice Manager within a large or multi-site General Practice operational footprint.
- Knowledgeable in Medicare billing, RACGP standards, and primary care workflows.
- Previous experience leading high performing teams within complex healthcare environments, including coaching, training and mentoring.
- Demonstrated budget management skills.
- Demonstrated ability to lead and effect significant change in the healthcare environment.
- Demonstrated success in leading and working in high performing teams, facilitating sustainable changes with an emotionally intelligent approach.
- Demonstrated high level of analytical thinking and investigative skills involving research, service activity data, benchmarking and resource identification, including innovative service delivery model.
- Demonstrated ability to leverage operational functions to identify and deliver strategic opportunities and outcomes at a local level.
- Demonstrated experience in leading and facilitating continuous improvement using a variety of performance improvement and innovation tools.
- Demonstrated initiative, resourcefulness and commitment to ongoing self-development and learning.
- Demonstrated commitment to service co-design and continuous improvement in partnership with consumers, clinicians and a wide variety of stakeholders along the care continuum.

- Demonstrated capacity to conduct effective operational supervision and performance management discussions with staff; to provide coaching, mentoring or peer support; and collaborate with professional stakeholders on matters of clinical performance.
- Demonstrated ability, knowledge and experience to lead the professional development and growth of others in collaboration with professional leads.
- Demonstrated ability to manage financial resources to ensure long-term service sustainability.
- Demonstrated ability to collaboratively lead, manage and innovate large interdisciplinary services.
- Demonstrated ability to be a professional role model for staff and champion Eastern Health values at all times.

Desirable:

- Tertiary level qualification in health administration, business or a related field (or working towards).
- Broad health sector expertise and exposure to public health and hospital services, as well as primary care knowledge.
- Skills in using relevant software tools (e.g. Medical Director/Pracsoft, HotDoc, POLAR, Microsoft Office suite).

Aboriginal & Torres Strait Islander Candidates

Eastern Health's Aboriginal Workforce Plan 2023 – 2026 has recently been released. With a strong focus on cultural safety and belonging, actions included in the Workforce Plan provide practical supports for all Aboriginal and/or Torres Strait Islander staff.

An Aboriginal Employment Coordinator is available to ensure each person has culturally safe and positive employee experiences which foster belonging and access to diverse experiences and career pathways.

Should you require further information regarding this position or support to complete an application, please contact the Recruitment Manager for this position or Eastern Health's Aboriginal Employment Coordinator at Aboriginal.Workforce@easternhealth.org.au