



## Position Description

### Position Details

Position Title	Clinical Systems and Quality Manager
Position number	035
Department / Division	Clinical services/Nursing
Classification	Nurse (5)
Salary Range (Optional)	Negotiated Contract
Employment Type	Ongoing Full Time
Work Location	Darwin base - servicing West Arnhem region, Northern Territory
Reports to	PHC Director
Reporting lines	Outreach Team
Organisation link	<a href="https://redlily.org.au/">https://redlily.org.au/</a>

### Primary Objective/s

The role is responsible for supporting best practice service provision and includes the review and development of clinical system/s that support coordinated approaches to service delivery that address regional priorities, and implementing the key priorities identified through the organisations business planning, and that influences the management of chronic disease and SEWB in the West Arnhem region under Red Lily.

This work will be supported by regular monitoring, reporting, interpretation and review of key health data. The role will have a key function in monitoring and maintaining relevant accreditation standards.

The role will have a key role in coordinating activities by the Red Lily Outreach services, including services operated by external and/or third-party providers. The position will have a key responsibility for supporting the function of clinical operations and the Director Primary Health Care. This will include the development of the Red Lily outreach services team, and line management responsibilities

### About The Team

The position will be part of the Red Lily Primary Health Care team and will assist remote community-based staff to deliver services that maximise approaches in primary and secondary prevention of disease. This will be achieved through a combination of capacity building and management of caseloads where relevant. Coordination with other communities and teams within Red Lily and beyond will be necessary to ensure that the communities receive high quality services and achieve optimal outcomes.

### Position Responsibilities

1. Drive quality management systems as it relates to primary care and clinical service provision, utilising benchmarking, clinical systems, data and review.
2. Co-ordinate and promote health programs across the region to provide & promote a comprehensive Primary Health Care (PHC) service based on community priorities and KPI data, using a multidisciplinary approach.



3. Provide line management, for identified staff delivering outreach staff, and coordination of the RLHS outreach services.
4. Ensure all documentation, records and health information systems are maintained to ensure continuity of care.
5. Coordinate the development of clinical systems that support and maximise efforts in health screening and chronic disease management.
6. Identify opportunities to develop best practice clinical systems, processes and programs that address key service delivery priorities.
7. Coordinate and support the development and delivery of outreach services in addressing key priority areas, adding capacity to local health centre teams.
8. Facilitate and provide culturally acceptable health education supporting a community participative approach to local level decision-making.
9. Promote and support Aboriginal Health Practitioners (AHPs) to be first line providers of health care in the community to facilitate the delivery of culturally appropriate health care.
10. Participate in the development, implementation, and review of the Organisational plans.
11. Ensure the orientation of new staff to the Organisation's philosophy, policies and procedures and Health Centre functions to promote effective teamwork.
12. Participate in and encourage education and professional development of self, team members and learners.
13. Ensure all team members participate in Quality and Safety programs including development and evaluation of policies, procedures and protocols (including Work Health & Safety).
14. Manage human and physical resources within an allocated budget for the health centre.
15. Lead best practice implementation and Medicare claiming arrangements.
16. Ensure the health centres are adequately & appropriately stocked, and all equipment, facilities & assets are properly maintained, according to established policy.

### Organisational Responsibilities

1. Adhere to all organisational policies, procedures, standards and practices e.g., Information and records management, confidentiality.
2. Complete and participate in regular formal and informal performance feedback and improvement sessions.
3. Represent and promote Red Lily Health's vision values.
4. Act as a role model for staff and clients.
5. Other duties as required, consistent with skills and experience, as directed by the Line Manager.

### Quality and Workplace Health and Safety

1. Support and participate in the development of continuous quality improvement activities within Red Lily Health.
2. Ensure your personal health and safety and that of others in the workplace.



3. Report all accidents, incidents, near misses and hazards immediately.

### Selection Criteria

#### Essential

1. Eligible for registration with the Australian Health Practitioner Regulation Agency as a general registered nurse and relevant post basic qualification.
2. Extensive experience and demonstrated skills in Remote Area Nursing with an understanding of all roles within a multidisciplinary primary health care team model in Australian indigenous communities.
3. Demonstrated ability and experience in the management of a multidisciplinary team.
4. An ability to interact effectively with people of different cultures with a demonstrated understanding of issues affecting Aboriginal health: cultural issues; cultural safety and determinants issues.
5. Knowledge and experience in implementation of Primary Health Care programs and relevant legislation governing work practice in the remote setting.
6. Demonstrated commitment to quality improvement, research, education and professional development.
7. Demonstrated skills and knowledge in interpreting population data and identifying successes, opportunities for improvement, and identifying service gaps.
8. Highly developed interpersonal, complex problem solving, written, verbal and IT communication skills.
9. Preparedness to relieve other nursing positions by arrangement.
10. Willingness to travel by air and road to remote communities.
11. A satisfactorily Police check (through Safe NT website). A criminal history will not exclude an applicant from this position unless it is relevant to the role.
12. Current Working with Children's Card (OCHRE card) or ability to obtain.
13. Full rights to work in Australia.

#### Desirable

1. Understanding of issues affecting Aboriginal health, drivers of health inequality, principles of primary health care and relevant legislation governing work practice in the Northern Territory.
2. Appropriate post graduate qualification in Public Health / Primary Health Care or additional certificates in Child Health, Emergency, Midwifery, or Mental Health.
3. Business-related qualification.

