

POSITION DESCRIPTION

Position:	Manager - Aboriginal Health Unit
Directorate	Clinical Operations and Chief Nursing and Midwifery Officer
Division:	Aboriginal Health
Business Unit:	Aboriginal Health
Enterprise Agreement	ALLIED HEALTH PROFESSIONALS (VICTORIAN PUBLIC HEALTH SECTOR) SINGLE INTEREST ENTERPRISE AGREEMENT 2016-2020
Reports to:	Director - Aboriginal Health
Special Condition	This position is exempt under the Special Measures Provision, Section 12 (1) of the Equal Opportunity Act and Indigenous Australian's are eligible to apply.



MILDURA BASE PUBLIC HOSPITAL

Mildura Base Public Hospital (MBPH) was established as a new entity in September 2020. From day one, MBPH has aspired to provide exceptional patient care and be a leading healthcare provider in the north west of Victoria, known for its high level of professionalism, quality care and community engagement and positive and aligned workplace culture.

MBPH employs over 1250 staff and has 172 beds and provides a range of acute services in emergency, maternity, intensive care, rehabilitation, community services, psychiatric in and out patient care, palliative care, renal dialysis and chemotherapy service to the people of North West Victoria. The hospital also provides medical imaging and pathology services.

VISION

Mildura Base Public Hospital – providing exceptional care.

PURPOSE

To improve health outcomes for our tri-state communities by creating partnerships, leading culture and building our team to deliver sustainable services.

VALUES

All employees of the Mildura Base Public Hospital are required to uphold the HEART values of our organisation. For information on our **HEART** values and the expectations to uphold the values, please refer to page 6 of this document.

INCLUSION

At MBPH, we firmly believe that fostering diversity, equity, and inclusion is essential to the success of our health service, our employees, our patients, and the wider community. We wholeheartedly embrace diversity and highly value the diverse experiences of individuals from all ethnicities, faiths, ages, disabilities, cultures, languages, gender identities, sexes, and sexual orientations.

We extend a warm welcome to lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) individuals, inviting them to be a part of our inclusive health service.

Aligned with our HEART Values, we are dedicated to further enhancing accessibility and promoting inclusive practices across all aspects of our workplace.

STRATEGIC OBJECTIVES



POSITION SUMMARY

The Manager – Aboriginal Health Unit (AHU) holds a key leadership role within the Mildura Base Public Hospital (MBPH), accountable for the efficient and effective management of the Aboriginal Health Unit. The Manager – AHU will be responsible for providing daily support and regular direct line supervision to the Aboriginal Liaison Officers (ALO's), overseeing the planning, implementation and evaluation of practices, processes and services within MBPH to ensure high quality-care and cultural support for Aboriginal patients.

Acting as a subject matter expert, the Manager – AHU will provide advice across the entire organisation, including clinical, acute inpatient, mental health services as well as community outreach programs to deliver culturally appropriate training, advice and resources.

The Manager will have a primary focus on patient access, care delivery and discharge planning as described in the ICAP (Improving Care for Aboriginal and Torres Strait Islander Patients) guidelines, to provide guidance, data and report on improved services delivery.

Reporting to the Director – Aboriginal Health, the Manager – AHU will work interdepartmentally to shape organisational strategy, improve procedural service provision and achieve departmental and hospital-wide strategic objectives.

KEY RESPONSIBILITIES AND DUTIES

- Provide leadership, guidance and support to the Aboriginal Liaison Officers, ensuring high-quality care and support for Aboriginal Patients.
- Manage Daily operations of the Aboriginal Health Unit, ensuring the effective coordination of services and resources.
- Establish and foster strong relationships with Aboriginal communities and services, ensuring cultural appropriateness in all interactions.
- Develop, deliver and coordinate ongoing cross-cultural training for hospital staff, medical students and where appropriate, external stakeholders.
- Develop, deliver and monitor the orientation process of newly employed ALO's.
- Undertake patient facing duties and functions of an ALO for staff orientation and training purposes and attend to ALO duties to provide coverage during staff shortages.
- Facilitate family meetings, complex and multi-disciplinary team care meetings and network with key stakeholders as required for best health outcomes for Aboriginal patients.
- Facilitate objectives in line with MBPH Northern Mallee Aboriginal Health Services Memorandum of Understanding (MOU) and key stakeholders.

- Working closely with the People, Culture and Strategy Team, manage ALO recruitment and onboarding as well as other HR processes, including probation reviews, annual performance reviews, performance management etc.
- Working with the Director - Aboriginal Health, co-facilitate the MBPH Aboriginal Advisory Committee (AAC) meetings.
- Conduct monthly AHU team meetings, daily huddles and patient handovers, with the Director - Aboriginal Health and facilitate strategic planning and implementation.
- Support and monitor the emotional and social wellbeing of ALO staff by facilitating regular debriefs and wellness checks. Provide administration support to the Director - Aboriginal Health as required.
- Maintain and update own professional development portfolio to demonstrate ongoing commitment to learning and best practice.
- Manage department mandatory training requirements and facilitate access to applicable training to ensure staff are up-to-date with relevant skills and competencies.
- Ensure the cultural needs of Aboriginal patients are addressed when referrals and service needs are being considered, particularly in regard to discharge planning.
- Oversee ALO patient documentation, support and advocacy ensuring legal and ethical compliance.
- Monitor and observe the completion of ALO daily reports and data entry.
- Ensure effective coordination of primary care referrals to support all hospital staff and the involvement of Aboriginal employees and agencies.
- Act in a consultative role in reviewing MBPH policies and procedures, delivery of services to staff and community groups and organise and assist in the planning and implementation of care and other programs, providing a cultural lens.
- Ensure appropriate confidentiality is maintained at all times by all staff within the AHU.
- Contribute to relevant reports to state bodies and MBPH
- Create a team environment which promotes engagement, a positive workplace culture, opportunity for learning and development and safety and welfare of employees.
- Participate in relevant committee processes, attend relevant meetings and prepare and submit reports as required
- Communicate a positive vision for change and support the team through the change process.
- Effectively deal with challenging behaviours and the resolution of conflict within own unit/department
- Manage personal administration, filing systems, email communication, record keeping and HR files

GENERAL RESPONSIBILITIES

Employees are required to comply with the **Victorian Government's Code of Conduct**. All staff must ensure they comply with **policies, procedures** and standard ways of work practices when carrying out their work.

Employees are responsible to take reasonable care of their own **health and safety** and the safety of others, to cooperate with the group's OH&S policies and to participate in appropriate safety education and evaluation activities. All staff are expected to participate in reporting any health, safety and wellbeing issues. All staff must adhere to the policies and procedures as set out in the hospital's **infection control** manuals.

All information concerning Mildura Base Public Hospital, its patients, clients, residents and staff should remain strictly **confidential**. Any unauthorised disclosure of such information may result in disciplinary action. As a Mildura Base Public Hospital employee, you have a responsibility to participate in and commit to ongoing **quality improvement** activities using the framework of the NSQHSS (National Safety and Quality Health Service Standards).

Any breach in compliance to any of the above general responsibilities may result in disciplinary action.

KEY SELECTION CRITERIA

Essential:

- Previous management qualification and experience
- A sound knowledge and understanding of Aboriginal culture, society and kinship networks, as well as the ability to communicate with, and be accepted by the local Aboriginal community currently living in
- The ability to develop and maintain communications with Aboriginal communities, other hospital staff, other mainstream agencies, and government departments and work within the MBPH Northern Mallee Aboriginal Health Services MOU
- Ability to assist in the development of strategies and guidelines for programs that could improve access to Aboriginal and mainstream services by the Aboriginal community.
- Demonstrated ability to capture and work with statistical data and information, in particular patient statistics
- The ability to work as a member of a team with a range of community and professional groups
- An understanding of Aboriginal health and wellbeing issues.
- Have a sound knowledge of your current profession including policies and practices and be able to initiate, manage and nurture a culture that embraces change in accordance with best practice, organisational policies and procedures and state legislation.
- Effective communication & interpersonal skills; ability to deal with a diverse range of stakeholders.
- Proven ability to work effectively in a team environment and independently as required.
- Ability to effectively plan and manage financial, workforce and material resources.
- Ability to plan, develop, implement and evaluate a continuous improvement program.
- Ability to apply research findings to best practice.
- Sound Computer skills in MS Office suite including Excel.

Desirables:

- Knowledge and understanding of hospital protocols and procedures.
- Understanding of Occupation Health and Safety.
- Knowledge and understanding of best practice in patient referral and discharge planning.
- Previous Aboriginal health related employment or experience.
- Be willing and able to undertake training if needed.

Specialist Expertise

- An understanding of the issues affecting Aboriginal and Torres Strait Islander peoples
- An ability to communicate sensitively and effectively with Aboriginal and/or Torres Strait Islander people.
- Demonstrated knowledge of Aboriginal and Torres Strait Islander Health, Wellbeing, cultural and social determinants of health.
- Ability to implement new models of care, lead and support change and develop a dynamic and cohesive team culture across the Aboriginal Health Unit.
- Proven ability to successfully lead and motivate a team providing strong strategic direction and positive leadership.
- Demonstrates management and operational skills including key principles of financial and workforce management with necessary ability to navigate the required systems and documentation.
- Demonstrated ability to establish and maintain professional relationships at all levels within the organisation through the use of excellent interpersonal and communication skills.

MANDATORY REQUIREMENTS

National Police Record Check

A current and satisfactory National Police Record Check must be presented to the Division of People and Culture by all new staff prior to commencement at Mildura Base Public Hospital.

Working with Children Check:

Mildura Base Public Hospital has a responsibility to provide a child safe environment. This position is a defined “child-related role” at Mildura Base Public Hospital. As such you must maintain a valid working with children check. In addition, you will be required to assist Mildura Base Public Hospital in providing a child safe environment by participating in any training or reporting required to ensure the protection of children in our care.

Immunisation Requirements

As part of your employment conditions, you will be asked to provide documented evidence of healthcare worker immunisation or immunity to communicable vaccine-preventable diseases prior to commencing employment with MBPH. If you do not provide satisfactory evidence that you have the required immunisation and you have commenced employment, consideration will be given to your ongoing employment and termination may result.

Drivers Licence

A current driver's licence is desired for this position but not essential

All Mildura Base Public Hospital sites, workplaces and vehicles are smoke free.

This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Any elements of this document may be changed at Mildura Base Public Hospital's discretion and activities may be added, removed or amended at any time.

ACKNOWLEDGEMENT BY EMPLOYEE

I acknowledge having received and read the content of this position description (including but not limited to aspects of the role contained within) and understand the requirements of the position.

Employee Name: _____

Employee Signature: _____ Date: _____



Happy

WE ARE POSITIVE

As an organisation

We aspire to be happy in all our dealings with people. Everyday we strive to be the best version of ourselves, and we seek to continuously improve our organisation, ourselves and each other through personal and professional growth. We believe that happy people do their best work. We know that joy in our journey is invaluable to a sustainable and lasting success.

Individually

- Use positive language in interactions with staff, patients and community
- Honour the work we do and choose candour, respect and kindness everyday
- Focus on the positive aspects of a situation, what is going well and what can be learned
- Share in moments of joy
- Welcome others to MBPH
- Bring an energy to work that is infectious to others
- Provide growth opportunities and effective feedback to staff to ensure they are supported to achieve their best



Empathetic

WE ARE CARING

As an organisation

We put our patients first, and we listen and deal with their needs. We are compassionate people who make MBPH a place for healing, growth and success for patients, their families and our staff.

Individually

- Make time to actively listen and understand one another
- Walk in others' shoes
- Consider an individual person's needs when making decisions and recommendations
- Treat others how I would like to be treated
- Recognise and support one another
- Make decisions based on patient's needs and in consultation with others involved in care



Accountable

WE ARE COMMITTED

As an organisation

We take ownership of the actions and decisions made. We do the right thing in all our interactions. We reward based on great outcomes, and we are transparent in both our successes and failures. We use good judgement and everyday we make our patients' journey better.

Individually

- Be courageous in challenging the process to get a better result
- Ensure the project is clear on roles, responsibilities and timeframes
- Be engaged throughout
- Keep a 'whole of life' picture
- Comply with Code of Conduct; company policies and procedures; industry standards and legislation
- Be responsible for monitoring the right way to do things.



Respectful

WE ARE OPEN TO OTHERS

As an organisation

We build effective relationships and emphasise the importance of diversity and inclusion in our workplace. We recognise and value the views and the experiences our staff and patients bring to our organisation.

Individually

- Show pride in our roles and our workplace
- Recognise and understanding the influence of a person's situation, background and beliefs and how they can be shown due respect
- Include all backgrounds – gender/ age/sex/abilities/race/religion/sexual orientation/culture
- Be aware of assumptions and biases when making decisions
- Take care of and sustain our workplace, equipment and environment
- Embrace awareness for other perspectives and experiences



Team-based

WE ARE ONE TEAM

As an organisation

We do our best work when we collaborate within and across teams. Everyday we strive to be our best selves. We know that individual differences can strengthen teams and we trust and respect each others' contribution. We make sure we have the right people in the right jobs with the right tools, resources and equipment. And we know, no single person is bigger than the team.

Individually

- Acknowledge contributions of team members
- Seek to understand the bigger picture, collaborate with others openly and honestly
- Lend a hand, always
- Encourage connections with relevant internal and external stakeholders to meet patients' needs
- Collaborate and share knowledge within and across teams
- Connect with exceptional industry leaders to build capabilities
- Recognise and foster talents in others

LANGUAGE WE USE

- | | |
|-------------------------------------|---|
| "I choose..." | "Can we explore that more so I can understand it better?" |
| "I care..." | "We will...us...we can..." |
| "I prefer..." | |
| "I will..." | |
| "I can..." | |
| "Is there a better way to do this?" | |

LANGUAGE WE DON'T USE

- | | |
|--------------------------------------|---|
| "I have to..." | "Things have always been done this way" |
| "I must ..." | "Them and us" |
| "If only..." | |
| "Ah well, that is because of XYZ..." | |
| "Our processes do not let us do it" | |

THINGS WE DON'T DO

- Negativity, sledging, rumours or gossip
- Unprofessional, inconsistent or showing lack pride in our work
- See only problems, block progress
- Wait for others to do the work
- Do nothing
- Find fault, see obstacles
- Victim mentality
- Lack of understanding for others' needs
- Emphasis on status, hierarchy, egos
- Ignore, disregard and show lack of appreciation for a person's situation, background and experience when making decisions and reacting to situations
- We will not waste others' time or keep people waiting
- Dismiss the efforts of others to achieve an outcome

