



**Central Australian Aboriginal Congress  
Aboriginal Corporation  
Position Description**

*Equity and Social Justice • Respect • Recognition • Resourceful • Responsibility • Relationships*



<b>Position:</b>	<b>Clinic Manager – Remote (PN601-R)</b>
<b>Division:</b>	Health Services Division
<b>Section:</b>	Remote Services
<b>Salary Level:</b>	NL 5/ AHPL 5
<b>Position Reports to:</b>	Senior Manager - Remote Services
<b>Location:</b>	Remote community as directed
<b>Last Review:</b>	November 2022

**Role Description**

The Clinic Manager (CM) provides operational and clinical leadership, management and coordination of the Health Service in the delivery of culturally appropriate comprehensive primary health care and emergency care to the community.

**Team Description**

The CM leads a multidisciplinary team and is integral to ensuring cultural integrity and high standards of clinical care within the remote community health service.

Congress is an Aboriginal community controlled health service providing comprehensive primary health care services to Aboriginal people in Alice Springs and across seven remote Aboriginal communities in Central Australia. For more information on Congress visit [www.caac.org.au](http://www.caac.org.au).

**Responsibilities**

<p><b>MAIN DUTIES</b></p> <p>(This is not a comprehensive list of all duties required of the position)</p>	<ul style="list-style-type: none"> <li>• Leading the health service ensuring primary health care services are delivered in line with Congress strategic priorities, relevant policies, procedures and best practice within allocated budget/s</li> <li>• Respond to the needs of the residents and visitors with sensitivity to the current community and cultural situations</li> <li>• Responsible for the management of all aspects of human and material resources within the clinic, including managing multidisciplinary team</li> <li>• Manage an afterhours on-call roster for medical emergencies in accordance with Congress’ policies</li> <li>• Participate in developing relevant policies and procedures</li> <li>• Implement quality improvement initiatives, including AGPAL and ISO accreditation outcomes</li> <li>• Participate in Clinical Services Management team meetings and other meetings as required</li> <li>• Accountable for infection control processes within clinic in line with RACGP standards</li> <li>• Maintain cold chain management for vaccinations in line with relevant National Vaccine Storage Guidelines</li> <li>• Optimise the claiming of all eligible Medicare items and other clinical related income in accordance with the Workload and Billing Policy</li> </ul>
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	<ul style="list-style-type: none"> <li>• Work in partnership with Congress Services and specialised providers to ensure accessible and optimal comprehensive Primary Health Care</li> <li>• Provide regular clinical sessions in accordance to the CARPA suite of manuals and participate in the after-hours on-call roster and attend after-hours medical emergencies where required.</li> </ul>
<b>WORK ORGANISATION</b>  (Planning and coordination)	<ul style="list-style-type: none"> <li>• Provide effective leadership to direct reports as per relevant clinic structure to achieve business outcomes and personal/ professional development goals</li> <li>• An understanding that from time to time, there may be a requirement for deployment to other Congress Clinics</li> <li>• Develop a strong team and workplace culture committed to the organisation's strategy, mission, vision and values outlined by the board.</li> <li>• Be an active team member and support a service based work culture showing commitment to the organisation's strategy, mission, vision and values outlined by the board</li> <li>• Take all reasonable steps, through sound recruitment and professional development, to ensure that Congress employs, develops and promotes Aboriginal people across all parts of Congress</li> </ul>
<b>WORK HEALTH AND SAFETY</b>	<ul style="list-style-type: none"> <li>• Take reasonable care for your own health and safety and for the health and safety of anyone else who may be affected by your acts and omissions in the workplace;</li> <li>• Work in accordance with Congress' WHS policy, the WHS Act, Regulations and Code of Practices, including, ensuring that all staff under their control carry out their roles and responsibilities in accordance with these policies, including compliance with workplace inspections, audits and conducting risk assessments.</li> <li>• Ensure identified WHS non-conformances are rectified.</li> <li>• Investigate all reported incidents within area of responsibility and report actions to prevent similar occurrences.</li> </ul>
<b>VALUES AND BEHAVIOURS</b>	<ul style="list-style-type: none"> <li>• Conduct all work in line with Congress values and the Congress Code of Conduct</li> <li>• Apply the cultural framework and adhere to community specific protocols in all aspects of work with Congress.</li> <li>• Apply strict confidentiality practices and guidelines to all patient, clients, personal and commercially sensitive information.</li> <li>• Uphold Congress' commitment to integrating Culturally Responsive Trauma Informed Care approaches across all aspects of service delivery in our communities.</li> </ul>

### Person Requirements (Qualifications & Attributes)

#### ESSENTIAL

1. Registration as a Registered Nurse or Aboriginal Health Practitioner with the Australian Health Practitioner Regulation Agency (AHPRA).
2. Demonstrated recent experience in providing a broad range of clinical interventions with at least 3 years in a remote clinical practice.
3. Demonstrated understanding of the principles of comprehensive primary health care and Aboriginal community controlled health services as well as an understanding of the issues affecting the health and well-being of Aboriginal people in Central Australia.
4. Demonstrated experience in the effective management of a clinical team, including skills in conflict resolution, performance management and staff development.
5. Highly developed interpersonal and communication skills including the ability to communicate effectively and sensitively with people from diverse cultures and professions.
6. Proven computer skills, including the ability to use and manage electronic patient records, word processing, e-mails and to learn new programs.
7. Willingness, ability and appropriate levels of health and fitness to travel to and work from remote locations.

