Pika Wiya Health Service Aboriginal Corporation is an exciting Aboriginal Community Controlled Health Service which offers comprehensive primary health, social support and training services to Aboriginal people in Port Augusta, with Clinics located at Dartmouth Street in Port Augusta, Davenport, Copley and Nepabunna communities and provides services to other areas within our catchment area. Our health service provides a culturally appropriate preventative and curative health service to all Aboriginal and Torres Strait Islander people.

Type of Appointment:
- [ ] Permanent
- [x] Temporary Contract (up to 3 years)
- [ ] Casual

Job and Person Specification Approval

.......................................................

Chairperson or delegate

...../...../.....

Date

1. Summary of the Broad Purpose of the Position

Responsible to the Board of Directors for the strategic leadership and management of the organisation in accordance with the Mission, Strategic Plans and Action Plans of the Pika Wiya Health Service Aboriginal Corporation.

Provide high level strategic advice and analysis to the Board of Directors for the development and management of key initiatives and programs. Develop and maintain links with other relevant government and non-government organisations to achieve positive health outcomes for the Aboriginal Community.

2. Reporting/Working Relationships

- Responsible to the Pika Wiya Health Service Aboriginal Corporation Board of Directors.
- Responsible and accountable for the overall day to day management of the Pika Wiya Health Service.
- Work closely with senior representatives of other organisations and government agencies.
- Consultation with the Aboriginal community and representatives.
3. Special Conditions

- Must be willing to work out of hours including evenings and weekends if required
- Some intra and interstate travel will be required, which may involve some overnight absences and travel by a light aircraft will be required.
- Possession of a current driver’s license and willingness to drive substantial distances are essential
- Applicants will be required to produce a satisfactory National Police Certificate/National Police History Records Check prior to confirmation of appointment and every 3 years thereafter from the date of issue.
- The incumbent will be required to participate in random drug testing strategies put in place.
- Required to enter into an annual performance agreement for the achievement of outcomes.
- No fixed hours of duty.

4. Statement of Key Outcomes and Associated Activities

4.1 Responsible for the strategic leadership and management of the Pika Wiya Health Service by:

- Contribute knowledge and understanding of Social Issues surrounding Primary Health Care principles in a cross-cultural environment
- Contributes vision and supports the Board in identifying strategic priorities developing plans and designing policies to meet organisational aims and objectives.
- Providing high level strategic advice and analysis to the Board for the management of key initiatives and programs including identifying changes in the external political, social and economic environments, which will affect service provision.
- Maintain thorough and timely communication with the Board of Directors, particularly in matters that fall within the Board of Directors governance responsibilities or that pose a potential risk to the organisation.
- Maintain open dialogue to delineate operational issues for which the Chief Executive Officer is responsible from strategic matters that required Board of Directors direction.
- Consulting in a culturally appropriate manner with the Aboriginal community and their representatives on needs and appropriate service responses.
- Representing the Pika Wiya Health Service on appropriate Government and community working groups and advisory committees.

4.2 Responsible for the effective financial and administrative management of the Pika Wiya Health Service by:

- Providing development, oversight and implementation of the organisation’s budget and ensure effective budgetary control and reporting systems including detailed financial reports to the Board at every meeting in an appropriate and easily understood format.
- Conducting sensitive negotiations with government and other funding bodies to obtain necessary funding
- Responsible for ensuring the overall effective and efficient use of the organisation’s resources, including plant and equipment, buildings, information technology, intellectual property and fleet vehicles.
- Maximise revenue from Medicare, Practice Incentive Payments and other non-grant income sources.
- Authorise expenditure of funds and enters into contracts involving expenditure within limits of delegation approved by the Board of Directors.
- Work with Executive Committee to identify and exploit opportunities for additional funding for service expansion and projects to meet organisational goals and vision.
- Develop, implement and monitor procedure manual and systems for the effective management of the corporation.
- Ensure compliance with the rules of the corporation and report to the Board where they are being or may be breached.

4.3 **Ensure the effective management of Human Resources by:**
- Providing leadership, management and guidance to employees.
- Fostering a culture of mutual respect that recognises the importance of consultation in achieving the Organisation’s goals.
- Ensuring the training and development of employees, including mandatory training, as part of the process of individual skill development and overall human resource development of the organisation.
- Ensuring that appropriate recruitment and selection practices and policies are in place which comply with relevant legislation.
- Ensuring that employees are provided with regular performance appraisals, effective feedback on performance and ongoing support.
- Ensuring that up to date human resource policies and procedures are in place and implemented across the organisation.
- Ensuring the organisation’s compliance with relevant Awards, Agreements, and industrial relations legislation.

4.4 **Ensure the provision, maintenance and enhancement of quality services by:**
- Undertaking ongoing evaluation of programs and services including developing and implementing performance measures.
- Creating within Pika Wiya Health Service a culture of continuous quality improvement.

4.5 **Ensure the effective management of Pika Wiya’s physical resources by:**
- Monitoring the use and condition of property and assets.
- Ensure the co-ordination and management of the asset register including regular audits.
- Ensure that a preventative maintenance program is implemented and maintained.
- Ensure adherence to the relevant policies on the use of assets.

5. **Work Health & Safety**

**Corporate Responsibilities:**
- Responsible for ensuring an effective WHS Risk and Injury Management System is developed and implemented in the workplace, in line with current WHS and Return to Work legislation.
- Ensure System is monitored and reviewed by Management on a regular basis.
- Responsible for ensuring all managers/supervisors adhere to PWHSAC’s WHS policies and procedures and that they enforce them in their respective departments.
- Responsible for ensuring all managers/supervisors are provided with adequate training in WHS issues, relevant to the workplace and their positions.

**Individual Responsibilities:**
- Responsible for reporting all incidents or ‘near misses’ that are witnessed.
- Responsible for reporting for work in a fit and healthy state to commence duties.
- Responsible for not putting self and others at risk as a result of your action, or inaction.
- Adhere to all WHS policies and procedures during the course of your work, and attend team tool box meetings.
6. **Key Performance Measures**

The performance of the Chief Executive Officer will include measurement against the following:

- See attachment.

---

**PERSON SPECIFICATION**

---

**Essential Minimum Requirements**  **MUST be addressed in Application for the position**

**Educational/Vocational Qualifications**

- An appropriate degree/diploma qualification in business management, finance, health administration, or similar is required; and/or
- Experience and proven management performance and professional outcomes in a similar role.

**Personal Abilities/Aptitudes/Skills**

- Strategic planning skills including the ability to initiate plans, set priorities and meet deadlines. Demonstrated high level of written and oral communication skills including the ability to represent Pika Wiya Health Service to relevant bodies in a positive and dynamic way.
- Highly developed negotiation and conflict resolution skills.
- Proven ability to create and manage change and operate effectively in an environment of complexity, uncertainty and rapid change.
- A proven track record and extensive experience in the effective leadership and management of staff including the ability to make competent decisions, motivate others in achieving results and to participate in collective decision making.
- Proven ability to negotiate with senior officers of the government, non government sector, private and community organisations.
- Extensive experience and ability in organisational and financial management.
- Ability to plan and evaluate services and procedures against industry standards and identify improvements.
- Computing and IT skills adequate to the position and in particular the ability to use Microsoft Word, Excel, internet and email applications and an understanding of systems to ensure their adequate management.
Experience

- Experience in strategic planning, action planning, policy development and implementation.
- Experience in the development and implementation of financial policies, procedures and systems.
- Extensive experience in working with Aboriginal people, organisations and communities.
- Experience in dealing with and negotiating with people at high levels in government and non-government organisations.
- Extensive experience in effectively managing financial and human resources

Knowledge

- Knowledge and understanding of Social Issues surrounding Primary Health Care principles.
- Sound knowledge and understanding of working with Aboriginal & Torres Strait Islander people and communities.

Desirable Characteristics

Experience

- Experience in providing services and / or working with Aboriginal communities.

Knowledge

- An awareness of the significance of current government Aboriginal health policies, health strategies and initiatives and their implications.
- A knowledge of contemporary approaches to health care delivery.
COMMITMENT TO ORGANISATIONAL VALUES

Pika Wiya Health Service Aboriginal Corporations’ (PWHSAC) Strategic Plan identifies the values that guide our behaviours and form the Organisation’s performance and behavioural expectations of employees. These behaviours and expectations apply to all employees and govern the way people in the organisation are treated, the way decisions are made and how we provide our services.

Organisational Values:

- Honouring our Heritage, Culture and Community
- Honesty, Openness, Transparency and Accountability
- Integrity
- Professionalism
- Respect
- Compassion

AGREED & ACKNOWLEDGED

The incumbent and immediate manager both agree and acknowledge the relevance of this Job & Person Specification to the actual position described herein. The incumbent agrees to undertake this position in accordance with the J&P Specification, understanding that it may be reviewed from time to time and altered by agreement between the parties.

SIGNED BY:

<table>
<thead>
<tr>
<th>Incumbent:</th>
<th>Date:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chairperson, PWHSAC Board of Directors:</td>
<td>Date:</td>
</tr>
</tbody>
</table>

Filing Instruction:
Make TWO copies of signed J&PS – ORIGINAL to HR Office for employee’s file; 1 copy to employee; 1 copy for Manager.
Key Performance Indicators
for the Chief Executive Officer

To be used as the basis for annual Performance Review, to be conducted July of each year.

<table>
<thead>
<tr>
<th>PERFORMANCE GOALS</th>
<th>STANDARD OR MEASURE OF ACHIEVEMENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Promotion &amp; Delivery and operations:</td>
<td>- Service/program deadlines and budgets have been met.</td>
</tr>
<tr>
<td>- Oversee the delivery of the Health Services programs.</td>
<td>- Program outcomes are positive.</td>
</tr>
<tr>
<td>- Promotion of services offered; awareness of the Community.</td>
<td>- Services are well utilised, and/or increasing.</td>
</tr>
<tr>
<td>- ICT Platform</td>
<td>- Regular performance reports by line managers for presentation at all Board meetings</td>
</tr>
<tr>
<td></td>
<td>- Face to face meeting with funding agencies at least once per quarter</td>
</tr>
<tr>
<td></td>
<td>- Quarterly review of patient visits and medicare billings/Processes to ensure medicare and related revenue is maximised</td>
</tr>
<tr>
<td></td>
<td>- Engagement with ICT JV partners as required under JV agreement</td>
</tr>
<tr>
<td>Leadership:</td>
<td>- Good working rapport and mutual respect is being demonstrated.</td>
</tr>
<tr>
<td>- Including as a role model, develop appropriate relationships with staff and key individuals within the organisation and other key stakeholders.</td>
<td>- No significant or substantiated negative feedback has been received.</td>
</tr>
<tr>
<td>Regulatory and HR &amp; WHS Management:</td>
<td>- Initiative has been demonstrated in obtaining knowledge and skills, eg Award interpretation; knowledge of Acts and NES.</td>
</tr>
<tr>
<td>- Demonstrate an increase in knowledge and understanding of HR/IR/WHS issues and legislation.</td>
<td>- Policies and procedures are being implemented, and are legislatively compliant.</td>
</tr>
<tr>
<td>- Commence development and/or update of HR/WHS policies and procedures.</td>
<td>- Issues are resolved quickly, fairly and effectively, and in compliance with legal requirements.</td>
</tr>
<tr>
<td>- Demonstrate ability in dealing with HR/WHS issues as they arise.</td>
<td>- Oversee operations to ensure compliance with Rule Book and CATSI Act – eg Board meetings held at intervals as set out in Rule Book</td>
</tr>
<tr>
<td>- Compliance with Rule Book and CATSI Act</td>
<td></td>
</tr>
<tr>
<td>Finance/Budgeting/Reporting &amp; Submissions:</td>
<td>- No over-budget spending recorded, and/or areas of savings are demonstrated.</td>
</tr>
<tr>
<td>- Monitor and control organisation’s expenditure.</td>
<td>- Reporting to funding agencies (both financial and performance) are completed and presented on time, and provide all relevant information.</td>
</tr>
<tr>
<td>- Identify opportunities for savings where possible.</td>
<td>- Written report to be presented to Board at each Board meeting</td>
</tr>
<tr>
<td>- Ensuring program funds are utilised to the fullest.</td>
<td>- Finance reports prepared monthly and presented at each board meeting</td>
</tr>
<tr>
<td>- Reporting to Board and external authorities.</td>
<td>- Preparation (and Board approval) of annual operating budget by 31 May each year</td>
</tr>
<tr>
<td>Strategic Plans:</td>
<td>- Strategic plan to be reviewed and prepared within 6 months of appointment and then reviewed annually by 30 September each year</td>
</tr>
<tr>
<td>- Develop a solid understanding of the Health Service’s strategic direction.</td>
<td>- Strategic Plan is being delivered and new projects have been identified and discussed or proposed.</td>
</tr>
<tr>
<td>- Manage and drive the Health Service’s current strategic plan and identify further initiatives.</td>
<td></td>
</tr>
</tbody>
</table>
### Networking & Communication:
- Maintain and/or further enhance liaisons and collaborations with relevant external peak bodies, funding agents, and other Health Services.
- Maintain and/or develop partnerships with other external service providers.
- Consultation is sought with Aboriginal communities to ensure needs are being met.

- The Health Service’s profile as an effective advocate for the social and health issues relating to indigenous people and communities remains strong, or has been strengthened.
- Key liaisons and channels of communication remain strong and active.

### Member relations and reporting
- AGM
- Newsletters
- Information Session
- Clinical services

- Presentation to members at each AGM and each SGM
- Newsletter issued to members at least quarterly
- Hold community information session twice annually
- Clinic promotion day at least once per quarter to raise community awareness and participation

### BEHAVIOURS & VALUES

#### People – Staff Management
- Offers encouragement & support
- Communicate expectations & provide positive feedback
- Foster an environment that encourages initiative
- Lead by example
- Hold staff accountable for performance, meeting corporate goals, values and any bad behaviour.

- Attendance at all staff meetings when in Port Augusta
- Staff turnover and unexpected leave taken.
- General morale
- Site visit to all locations where services are delivered outside Port Augusta at least once per quarter
- Staff reviews undertaken annually
- Management meeting held at least once each week
- Corporate reputation high with funding agencies and clients.

#### Integrity
- Maintain business ethics that are beyond reproach

- Systems and practices are investigated, reported and actioned, where there are official complaints
- No official complaints are lodged and upheld where no reasonable preventative action was taken.

#### Performance
- Demonstrates a high level of commitment to work
- Strives to deliver the best at all times
- Demonstrates initiative and dependability

- Deadlines are met
- Reports are comprehensive and relevant