



## Position Description

### Clinical Services Manager

Location: 1a Badger Creek Rd, Healesville

Reports to: Oonah Program Manager

## Oonah Health & Community Services Aboriginal Corporation

---

### BACKGROUND

Oonah Health & Community Services Aboriginal Corporation (Oonah), previously known as Healesville Indigenous Community Services Association Inc was established in 2009. Its purpose is to establish and operate a base from which an integrated program of health, wellbeing, education and employment services for the Aboriginal community is delivered within a cultural framework of respect, caring and sharing.

The Healesville region of the Yarra Ranges is a stronghold of Aboriginal history and culture, which pervades its beautiful hills, lush valleys and bushland. However, the recent history of Aboriginal settlement in the area is not so positive. The fate of Coranderrk Reserve, and the history of government treatment of its people, left a legacy that is still felt today.

The Indigenous population of Healesville and the surrounding area is about 2,500 people, many of whom are from distinct Indigenous language and cultural population groups from across Australia. The number is expected to increase to over 5,000 by 2021 (*Profile of Indigenous Representation in Eastern Metro Melbourne, Department of Justice, 2009*). Such a broad representation of different Aboriginal nationalities, aided by the legacy of Coranderrk, has created a great diversity among the local Indigenous population.

Whilst Healesville already has a number of Aboriginal facilities, they serve different purposes and are not integrated. Above all, the local Indigenous community lacks a place that they can call their own.

The establishment of the Oonah Belonging Place is the key project of Oonah Health & Community Services Aboriginal Corporation

The following vision was developed by local Indigenous people and service providers through a series of community forums:

*“To establish a welcoming and culturally affirming place in Healesville that provides a central point of contact for community members, both Indigenous and non-Indigenous, for information, services and programs that are focused on building a healthy, strong and skilled community”.*

The primary need has been identified as being for Indigenous youth, but not to the exclusion of elders. In fact, a facility that brings together the knowledge and guidance of elders with the vitality of youth is an ideal combination.

## **POSITION SUMMARY/OBJECTIVES**

The Clinical Services Manager is responsible for providing leadership and coordination of all aspects of clinical care. The Manager will work with a team of in-house clinicians and outsourced service providers, Community members and their families to deliver high quality clinical care and lifestyle services.

The Clinical Services Manager will use their clinical expertise to coach, mentor and support clinical staff to deliver clinical care in accordance with Oonah policies, procedures and processes.

## **POSITION RESPONSIBILITIES**

### **Key Responsibilities**

- Provide leadership and ensure delivery of quality clinical and personal care that actively promotes a person-centred approach.
- Coordination of client's clinical care needs by:
  - Assessing new clients, including the review and development of care plans in consultation with clinical staff, external service providers, allied health professionals, and the client's family or authorised representative
  - Supporting clients and their family during the delivery of clinical care plans
  - Ensuring appropriate follow up / resolution of clinical issues, incidents and developing trends
  - Ensuring any clinical care needs are managed and communicated in a professional, understandable and timely manner
- Coordinate / participate in meetings of clinical and personal care professionals and ensure all issues raised are acted upon according to guidelines
- Coach, mentor and support clinical staff regarding client care issues, and determine and implement appropriate clinical interventions / management strategies and evaluation of same
- Organise and liaise with external health care professionals related to client needs
- Actively participate in QIP accreditation visits, support staff through this process and be responsible for ensuring compliance with the Standards.
- Record and report client or community enquiries and feedback on Oonah client management system
- Work collaboratively with the Oonah team

## **REQUIRED EXPERIENCE, SKILLS AND COMPETENCIES**

- Demonstrated commitment to the care and support of Aboriginal Community
- This position requires substantial knowledge and experience in the Community and Health services fields including demonstrated in depth knowledge of social issues that impact on Aboriginal people, particularly families
- Demonstrated experience of working with knowledge and understanding of Aboriginal culture and how to effectively communicate with Aboriginal people is essential
- Demonstrated experience working effectively and sensitively with Aboriginal young people, families, Communities and service providers

- Understanding of quality and risk management systems and the QIC Health and Community Standards Framework
- Demonstrated ability to be organised and effectively manage responsibilities and own priorities and assist others in this
- Ability to mentor other clinical staff and liaise with external service providers
- A good understanding of local service providers and a strong ability to work in partnership with local service providers to aid in achieving Community aspirations.
- Demonstrated strong interpersonal, communication and presentation skills and ability to liaise with key stakeholders.
- High level relationship management skills and the ability to deal with a diverse, and often competing, range of expectations and Community needs.
- Demonstrated sound organisational and administrative skills, including the ability to prepare submissions and reports
- Demonstrated competency in using databases, Microsoft Office programs and communication tools, such as social and other emerging media

**Must have:**

- 5+ years prior experience working in a clinical or healthcare setting
- 2+ years of proven success in leadership roles is required
- Tertiary qualification in Health, Social, or Behavioural Science
- Current Working With Children's Check or commitment to complete
- Current First Aid Certificate or commitment to complete
- Experience working with Aboriginal and/or Torres Strait Islander Communities

**General Conditions**

All Oonah Board members, staff and volunteers are required to:

- Model the Oonah values of Respect, Caring & Sharing
- Act at all times in accordance with the Oonah Code of Conduct
- Comply with the Work Health and Safety management system
- Undertake a police check prior to commencement and every 3 years thereafter
- Support a child safe organisation by undertaking screening for suitability to work with children, youth and people experiencing vulnerability and to comply with relevant state legislative requirements
- Ensure that all program initiatives operate in accordance with the Oonah Protecting Children policy and other core policy and legislative frameworks
- Ensure budgets are met by monitoring program budgets and managing program costs/expenses

**Part time 3 days per week**

**Aboriginal and Torres Strait Islander applicants are strongly encouraged to apply. Applicants must address the selection criteria contained in the position description.**

Email to [admin@hicsa.org.au](mailto:admin@hicsa.org.au).