

### Position Title

Manager Family Services

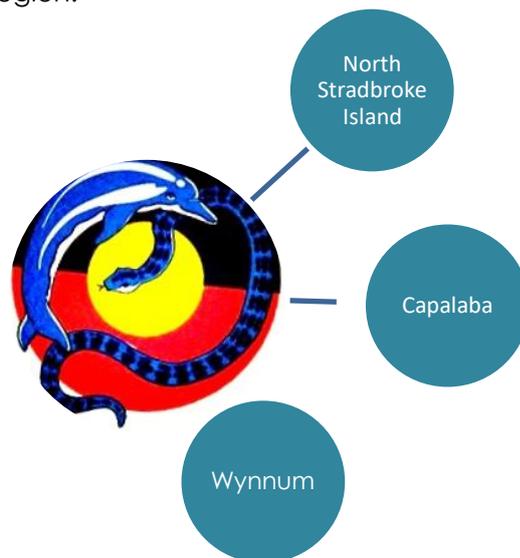
**Yulu-Burri-Ba Aboriginal Corporation for Community Health**  
**ABN 68 372 421 952                      ACN 2034**

### Position Description: Family Services Manager

#### Organisational Context/Environment

The Yulu-Burri-Ba Aboriginal Corporation for Community Health (Yulu-Burri-Ba) is responsible for providing a safe, friendly, confidential and culturally appropriate Aboriginal and Torres Strait Islander primary health care service in line with community needs and consistent with relevant National and State Aboriginal and Torres Strait Islander health frameworks. The public primary health care service Yulu-Burri-Bar provides incorporates a bulk-billing general practice medical clinic; a dental clinic; an individual support and counselling service, health screening and health promotion activities.

The Institute for Urban Indigenous Health is a key stakeholder in the delivery of these services and provides support for Aboriginal and Torres Strait Islander health services in the South East Queensland region.



#### Our values

**Cooperation** – Yulu-Burri-Ba is committed to working in collaboration with our communities and other services providers to identify needs, address gaps and develop community capacity. An important feature of our organisation is our belief in community controlled governance

**Respect** – At Yulu-Burri-Ba we believe in respecting our culture and the individuals within the community, which includes respecting their dignity, individuality and upholding their rights. Our organisation will demonstrate compassion for each individual's concerns and needs and provide services in a non-judgemental and confidential manner

**Quality** – Yulu-Burri-Ba believes in providing the highest quality health care services that meet the expectations of our clients, communities and peers. We will demonstrate our ability to deliver high quality health care and services through continuing to maintain accreditation status across the organisation

**Learning** – The value of continuous learning and ongoing development is important to Yulu-Burri-Ba. Our organisation promotes a culture of learning and innovation among our staff, clients and partners

**Diversity** – The value of incorporating the principles of diversity and equity in our interactions with each other, our clients and community is a significant foundation of Yulu-Burri-Ba

<b>Work Unit</b>	Management
<b>Employment Status</b>	Full Time – 38 hours per week
<b>Position Reports To</b>	Health Services Manager
<b>Positions Responsible For</b>	Social Health, Family and Maternal and Child Health services
<b>Award Classification</b>	Aboriginal Community Controlled Health Service Award 2010
<b>Date of Approval and Amendments</b>	April 2019

### Position Objective

The position is responsible for developing, expanding, monitoring and continually improving the specialised Social Health, Family and Maternal and Child Health services delivered by Yulu-Burri-Ba in Brisbane's Eastern Bayside region, as part of an integrated model of community and family-centered health care.

### GENERAL RESPONSIBILITIES

The roles and responsibilities of this position include, but are not limited to:

#### Management and Leadership

- Manage and lead the Family Services teams to provide quality, value-added services in all aspects of children, youth, family and recovery management services in accordance with community needs, Council priorities and State/Commonwealth funding and policy guidelines.
- Provide leadership in the workplace by modeling high standards of work performance, positively influencing teams and individuals, negotiating, mediating and resolving conflict and clearly communicating Yulu-Burri-Ba's vision and values
- Develop, implement and promote effective communication and linkages between managers, staff, and external stakeholders
- Encourage and facilitate a team-based approach to program coordination and service provision
- Ensure effective implementation of human resources policies and procedures including risk management and occupational health and safety
- Manage the Family Services budget and implement strategies to optimize income generation for reinvestment, including efficient generation of MBS income where applicable, as well as identification of new sources for relevant grant or other funding opportunities
- Provide expert and timely advice to the Yulu-Burri-Ba Senior Management Team on policies, recommendations, legislation, programs and current issues impacting Aboriginal and Torres Strait Islander health and family services
- Provide timely and comprehensive reports to Yulu-Burri-Ba Senior Management for purposes of compliance against funding criteria as well as for purposes of feedback and internal communication of key information

#### Service planning and development

- Work closely with Yulu-Burri-Ba stakeholders to collect and collate data on need, access patterns, existing service update and response, and service gaps, to ensure the ongoing development of Family Services is informed by best available evidence
- Working closely with senior colleagues within the ATSI CCHS network, and with the Family Services Teams, and continue to review and refine the Model of Care for specialised integrated Family Services
- Oversee the ongoing development and refinement of community engagement activities aimed at increasing promotion, awareness, access and uptake of Family Services by Aboriginal and Torres Strait Islander individuals and families
- Develop strategic and high level links with Indigenous and mainstream health, education, community and family support agencies and services to improve access for Indigenous clients and families
- Review current internal information systems and contribute to ongoing refinement and improvement of system use and capability to best support delivery of Family Services
- Identify and build on opportunities to improve communication systems to ensure information is

mutually shared between agencies to enhance the support Indigenous clients and families receive; Strengthen referral pathways informed by local networks and research

- Oversee implementation of enhanced case management/coordination and referral systems for Indigenous clients and families

### **Clinical Governance and Continuous Quality Improvement**

- Review, consolidate and where required, oversee the development of new clinical policies and procedures, ensuring both documentation and practices are in line with accepted standards
- Actively support the implementation of Yulu-Burri-Ba Clinical Governance Framework, providing an environment of transparency, and ensuring that staff within the Family Services Team share responsibility and accountability for the safety and quality of client care; ensuring the Family Services team regularly monitors and reviews progress against all key areas of the framework toolkit; participate as in regular meetings of the Yulu-Burri-Ba Clinical Governance Committee
- Support implementation of regular monthly Clinical Quality Improvement meetings engaging staff at all levels of the team, and encourage a service ethos of routine reflection and improvement
- Implement strategies to improve reporting and data quality within the Yulu-Burri-Ba/ATICHS Family Services program areas
- Develop and refine existing Key Performance Indicators (KPIs) to monitor progress and performance Yulu-Burri-Ba Family Services
- Support maintenance of AGPAL and ISO accreditation across the organisation

### **Workforce Development**

- Manage and develop staff to ensure that individual skills are recognized and enhanced, and timely opportunity is given to identify and address skills gaps
- Facilitate access to professional mentoring and support for clinical staff
- Monitor and manage staff performance to ensure that issues are addressed in a fair, timely and effective manner
- Develop/deliver in-services and up-skilling for staff – including those working across other areas of comprehensive health care in Yulu-Burri-Ba - across key areas of Family Services relevant to their job roles
- Facilitate training and up-skilling in use of new systems and referral mechanisms

### **Relationships and Linkages**

- Work to foster productive relationships with key staff and managers across Yulu-Burri-Ba
- Work with key members of the Senior Management Team to ensure Yulu-Burri-Ba and member services are collaborating to enable best practice and outcomes for clients in the area of Family Services
- Develop and maintain effective collaborative partnerships and strategic alliances with key external stakeholders, in particular funding organisations, other health service providers, suppliers and non-health family service agencies
- Build and maintain relationships with local service providers, establishing an appropriate network of services and supports available for responding to client needs

### **Legal Obligation:**

All relevant health professionals (including registered nurses and medical officers) who, in the course of their duties, formulate a reasonable suspicion that a child or young person has been abused or neglected in their home/community environment, have a legislative and a duty of care obligation to immediately report such concerns to the Department of Child Safety.

### **Other Responsibilities**

- Description Responsibilities for all Staff Appendix 1

**Please note that the duties outlined in this position description are not exhaustive, and only an indication of the work of the role. The organisation can direct you to carry out duties which it**

considers are within your level of skill, competence and training

### SELECTION CRITERIA

#### Essential

#### SELECTION CRITERIA

- Demonstrated ability to manage, motivate and lead a multidisciplinary team
- Demonstrated understanding and application of theoretical frameworks and relevant experience in the delivery of Family Services
- Demonstrated understanding of working with individuals, families and communities who have experienced trauma, including acute, ongoing and intergenerational
- Demonstrated knowledge of, and commitment to, the philosophy and practice of Aboriginal and Torres Strait Islander Community Controlled Health services
- Demonstrated ability to work as part of an inter-professional team including knowledge and understanding of the roles and contributions of other professionals
- Ability to communicate sensitivity and effectively with Aboriginal and Torres Strait Islander people
- Effective verbal, written skills and multi-mode communication skills

#### QUALIFICATIONS AND EXPERIENCE

- Bachelor of Business, Health and/or Nursing and/or other relevant tertiary qualifications, and/or equivalent relevant experience that demonstrates your ability to lead primary health care service delivery
- Current health practitioner registration through AHPRA or eligible for registration with AHPRA, if relevant to your qualification.
- Practical experience working in Aboriginal and Torres Strait Islander health
- Successful leadership of health and / or family service programs and management of staff

#### PRACTICAL REQUIREMENTS

- Current C Class Drivers Licence (Qld) and the ability to travel across south east Queensland as required.
- Current Blue Card (working with children and young people) or willingness to apply for a Blue Card.

### Appendix 1

All employees of Yulu-Burri-Ba are expected to undertake the following responsibilities in addition to Specific Position Descriptions.

#### Commitment to Organisation

- Adhere to organisations Quality Co-ordinator program. Participate in learning and continual use of program
- Prepare an annual work plan in consultation with the position's supervisor and produce regular performance reports in accordance with the requirements of the Organisations Individual Work Plans, performance management, and reporting systems
- Contribute to various projects as required
- Collect and prepare reports and statistics as required by relevant Manager and other service reporting requirements (e.g. Operational Plan Development).
- Undertake regular Information Technology (IT) training to ensure useful and accurate data entry relevant to whole of service reporting requirements
- Participate in quality improvement processes to improve patient and service outcomes
- Adhere to the Organisations Policies and Procedures, including Corporate, HR and Clinical
- Ability to be flexible and adapt to a changing environment

#### Teamwork

- Contribute to a team environment, working collaboratively in sharing and generating ideas
- Contribute to regular staff meetings
- Communicate effectively and openly in the workplace
- Complete tasks in a timely manner and meet strict deadlines
- Contribute to the development of service documents e.g. annual Operational Plan.
- Participate in professional development including self-directed learning and required training
- Report knowledge, understanding and skills gained from attending training, workshops and conferences back to team meetings
- Participate in professional development including self-directed learning and required training
- Demonstrate knowledge of occupational health & safety, and equal employment opportunity and comply with associated organisational policies.

#### Work Health and Safety Obligations

- Comply with instructions given for work health and safety
- Use provided personal protective equipment (PPE)
- Not wilfully or recklessly interfere with or misuse anything provided for work health and safety at the workplace
- Not wilfully place others at risk
- Not wilfully injure yourself

## Position Description

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I have read and understand the Position Description for the role and will carry out the duties of this position to the best of my ability.

Staff Member print name \_\_\_\_\_

Staff member signature \_\_\_\_\_

Date \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_