



Health

Western NSW Local Health District

ROB POSITION DESCRIPTION TEMPLATE: May 2021

Fields marked with an asterisk () are mandatory.*

Position Description Title: *	Primary and Community Health Manager		
Award: *	Multiple awards?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No please enter 'x' as applicable
	Health Mgr Lvl 2		
Position Classification: *	Health Service Manager - 2		
Job Category: *	<i>This will be completed by Recruitment Unit – dependent on mapping</i>		
Job Classification: *	<i>This will be completed by Recruitment Unit – dependent on mapping</i>		
Does this role manage others? *	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No please enter 'x' as applicable	If yes, how many FTE?	
Does this role supervise others? *	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No please enter 'x' as applicable	If yes, how many FTE?	
Primary purpose of the role: * <i>(Summarise in 1 sentence only. It may be useful to complete the key accountabilities first, then summarise these for the purpose)</i>	Lead and manage the delivery of high quality multi-disciplinary primary and community health services which meet the needs of the community, in alignment with identified strategic directions.		
Key Accountabilities: * <i>5-10, high level summary accountabilities (not specific tasks). These need to be outcome focused- including the intended outcome of the activity. For example: Contribute to quality activities within the department, to ensure ongoing improvement in service provision.</i>	<ul style="list-style-type: none"> • Oversee Primary & Community Health service delivery of high quality, culturally safe, multi-disciplinary clinical and administrative services which are client centred and effectively integrated with other services available to the local community, to promote health and wellbeing outcomes. • Play a lead role in the planning for local health services and workforce, to ensure they are in line with local identified health and community needs. Taking into consideration state and national priorities and oversee the change management required to implement local service and workforce plans. • Manage the efficient use and coordination of physical and financial resources to maximise expenditure toward health outcomes and ensure plans are in place to promote business continuity and avoid potential service disruptions. • Lead and oversee processes which result in quality outcomes, safety and continual improvement which is demonstrated by achievement of a range of performance indicators, outcome measures, surveys and audits. 		

	<ul style="list-style-type: none"> • Provide clinical leadership to the community based team for delivery of evidence based services within contemporary models of care; and ensure effective governance processes are in place, including appropriate response to incidents and complaints. • Oversee the compliance with legislation and policy relevant to the Primary and Community Health service provision, including those related to privacy and records, and ensure local operating protocols are developed and effectively utilised where necessary to assist with communication supporting safety, quality and efficiency. 	
<p>Key Challenges:</p> <p><i>Max 3. Can leave blank if no significant challenges.</i></p> <p><i>Do not put accountabilities here.</i></p> <p><i>For example: Prioritising tasks is an accountability. Prioritising tasks in a high-volume work area or given multiple competing demands is a challenge.</i></p>	<ul style="list-style-type: none"> • Ensuring resources are adequately allocated for health prevention and promotion services when there is significant need for provision and coordination of ongoing care in the community. • Supporting effective collaboration and integration with other health and wellbeing services, despite varying delivery models and structures and traditional independent ways of working. • Managing a multidisciplinary team and aligning priorities when clinicians have professional reporting lines and strategic expectations of them beyond the service. 	
<p>Key Relationships:</p>	<p>Bathurst Health Service Transformation Lead and General Manager (GM)</p>	<p>Reports to the Service Transformation and General Manager</p>
	<p>BHS Executive</p>	<p>Supporting relationship with Executive leadership and heads of department</p>
<p>Selection Criteria: *</p> <p><i>Consistent with the capability framework, where applicable (maximum 8 for individual PDs or 7 for templates, to allow for at least one additional selection criteria with the recruitment process)</i></p> <p><i>Cannot include desirable criteria or willingness to undertake education/ obtain a qualification.</i></p> <p>Additional Selection Criteria: <i>(when added together with above criteria, must not exceed 8)</i></p>	<ol style="list-style-type: none"> 1. Relevant tertiary qualifications including a health discipline or health service management/ administration or equivalent work experience. 2. Demonstrated experience effectively leading and managing services, including People Management and workforce in a health delivery context. 3. Demonstrated understanding of contemporary health service delivery challenges and solutions, especially in relation to community based and rural services. 4. Excellent communication skills, including written and verbal communication, the ability to establish effective working relationships with a wide range of internal and external stakeholders and the ability to respond effectively to team and interpersonal culture matters. 5. Good information and communication technology skills, in the use of standard software packages for purposes including email communication; internet searches; basic data entry, manipulation, analysis and reporting; word processing; 	

	document preparation and compliance with applicable client records and administration requirements.
	6. Problem solving ability, including the ability to seek and analyse relevant information and make and implement decisions which effectively address the matter.
	7. Good organisational skills including the ability to effectively prioritise competing demands and delegate responsibilities as appropriate
	8. Licence to drive in NSW with the ability to travel for work, including rare overnight stays.
Other Requirements: <i>This statement is standard for all templates – do not edit</i>	The role and its responsibilities are to be carried out in a manner that is consistent with all relevant delegations, policies and procedures, at both the WNSWLHD and NSW Health levels. Consistent with this, all employees are: <ol style="list-style-type: none"> Expected to model the NSW Health values and ensure all workplace conduct aligns with these values and the NSW Health Code of Conduct. Required to identify, assess, eliminate/control and monitor hazards and risks within the workplace, to the extent of delegated authority for the role, as per Work Health Safety policy/procedure. Expected to provide safe, high-quality healthcare and services, identify and manage clinical risk as applicable to the role, and participate in continuous improvement activities, in line with WNSWLHD's strong commitment to quality and safety.

Capabilities for the Role

Place an 'x' in the appropriate level for each capability accordingly.

Capabilities are the underlying skills, knowledge and behaviours which are necessary to perform a particular type or level of work. The NSW Public Sector Capability Framework has been used identify the capabilities required for this role and the level descriptors have been provided for the focus capabilities. The **focus** capabilities are those for which an employee assigned to the role must demonstrate immediate competence, that is, from day one of engagement. Please refer to www.psc.nsw.gov.au/CapabilityFramework

The focus capabilities and capability levels must be applied in alignment with the Comparison Guide. If you are not familiar with the Capability Framework, please complete this section in collaboration with your HR Partner or Working Group Lead.

Capabilities <i>(Make focus capabilities bold below. There must be at least one focus capability from each of the 4 or 5 sections) HM2:5-8</i>	Foundational HM2: 2-6	Intermediate HM2: 8-14	Adept HM2: 1-7	Advanced
Display resilience and courage		X		
Act with integrity		X		
Manage self			X	
Value diversity		X		
Communicate effectively			X	
Commit to customer Service			X	

Work collaboratively		X		
Influence and negotiate		X		
Deliver results			X	
Plan and prioritise		X		
Think and solve problems			X	
Demonstrate Accountability		X		
Finance		X		
Technology		X		
Procurement and Contract Management	X			
Project Management	X			

The following capabilities are only required for roles which supervise/manage others

Manage and Develop People			X	
Inspire Direction and Purpose			X	
Optimise Business Outcomes		X		
Manage Reform and Change		X		

Job Demands Checklist

Physical Demands	Frequency (Infrequent, Occasionally, Frequent, Constant, Repetitive, Not Applicable)
Sitting - remaining in a seated position to perform tasks	Frequent
Standing - remaining standing without moving about to perform tasks	Infrequent
Walking - Floor type: even / uneven / slippery, indoors / outdoors, slopes	Occasionally
Running - Floor type: even / uneven / slippery, indoors / outdoors, slopes	Not Applicable
Bend/Lean Forward from Waist - Forward bending from the waist to perform tasks	Infrequent
Trunk Twisting - Turning from the waist while sitting or standing to perform tasks	Infrequent
Kneeling - remaining in a kneeling posture to perform tasks	Not Applicable
Squatting / Crouching - Adopting a squatting or crouching posture to perform tasks	Not Applicable
Leg / Foot Movement - Use of leg and / or foot to operate machinery	Infrequent
Climbing (stairs/ladders) - Ascend / descend stairs, ladders, steps	Infrequent
Lifting / Carrying - Light lifting & carrying: 0 - 9 kg	Infrequent
Lifting / Carrying - Moderate lifting & carrying: 10 - 15 kg	Infrequent
Lifting / Carrying - Heavy lifting & carrying: 16kg & above	Not Applicable
Reaching - Arms fully extended forward or raised above shoulder	Infrequent
Pushing / Pulling / Restraining - Using force to hold / restrain or move objects toward or away from the body	Not Applicable
Head / Neck Postures - Holding head in a position other than neutral (facing forward)	Not Applicable
Hand & Arm Movements - Repetitive movements of hands and arms	Frequent
Grasping / Fine Manipulation - Gripping, holding, clasping with fingers or hands	Infrequent
Work At Heights - Using ladders, footstools, scaffolding, or other objects to perform work	Not Applicable
Driving - operating any motor-powered vehicle	Frequent

Sensory Demands	Frequency (Infrequent, Occasionally, Frequent, Constant, Repetitive, Not Applicable)
Sight - Use of sight is an integral part of work performance e.g. Viewing of X-Rays, computer screens	Frequent
Hearing - Use of hearing is an integral part of work performance e.g. Telephone enquiries	Frequent
Smell - Use of smell is an integral part of work performance e.g. Working with chemicals	Not Applicable
Taste - Use of taste is an integral part of work performance e.g. Food preparation	Not Applicable
Touch - Use of touch is an integral part of work performance	Not Applicable
Psychosocial Demands	Frequency (Infrequent, Occasionally, Frequent, Constant, Repetitive, Not Applicable)
Distressed People - e.g. Emergency or grief situations	Infrequent
Aggressive & Uncooperative People - e.g. drug / alcohol, dementia, mental illness	Infrequent
Unpredictable People - e.g. Dementia, mental illness, head injuries	Infrequent
Restraining - involvement in physical containment of patients / clients	Not Applicable
Exposure to Distressing Situations - e.g. Child abuse, viewing dead / mutilated bodies	Not Applicable
Environmental Demands	Frequency (Infrequent, Occasionally, Frequent, Constant, Repetitive, Not Applicable)
Dust - Exposure to atmospheric dust	Infrequent
Gases - Working with explosive or flammable gases requiring precautionary measures	Infrequent
Fumes - Exposure to noxious or toxic fumes	Infrequent
Liquids - Working with corrosive, toxic or poisonous liquids or chemicals requiring PPE	Not Applicable
Hazardous substances - e.g. Dry chemicals, glues	Not Applicable
Noise - Environmental / background noise necessitates people raise their voice to be heard	Not Applicable
Inadequate Lighting - Risk of trips, falls or eyestrain	Not Applicable
Sunlight - Risk of sunburn exists from spending more than 10 minutes per day in sunlight	Not Applicable
Extreme Temperatures - Environmental temperatures are less than 15c or more than 35c	Not Applicable
Confined Spaces - areas where only one egress (escape route) exists	Occasionally
Slippery or Uneven Surfaces - Greasy or wet floor surfaces, ramps, uneven ground	Not Applicable
Inadequate Housekeeping - Obstructions to walkways and work areas cause trips and falls	Not Applicable
Working At Heights - Ladders / stepladders / scaffolding are required to perform tasks	Not Applicable
Biological Hazards - e.g. exposure to body fluids, bacteria, infectious diseases	Not Applicable