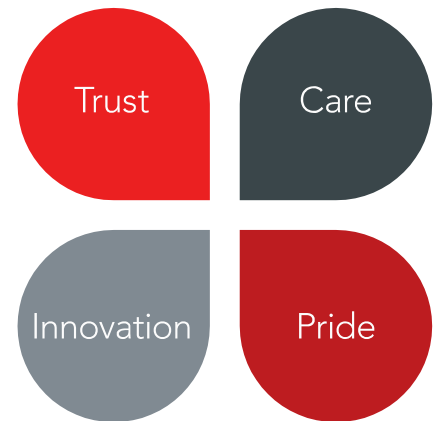


Health Services Manager

Success Profile

Reporting to	General Manager, Clarence Correctional Centre Deputy Director Health Services - Justice
Division / Function	Justice
Base location	Lavadia, approximately 12.5 kilometres south-east of Grafton, Northern New South Wales
Date	06AUG20_SMT-005_V2
Job ID	-
Job family	Management
Band / Level	-
Serco Leadership Tier	Managing a team within a business or function



Section 1: Role and organisational context

Key purpose	The Health Services Manager is responsible for the overall management of health services delivered at the Clarence Correctional Centre by providing effective leadership and management, embedding Serco's key operating principles and ensuring the primary health services provided to prisoners are efficient, safe, progressive and evidence based.
Reason for role	<p>The role of the Health Services Manager is responsible for the overall management and effective operations of the health services unit. This includes leading and managing specialist human resources, effective budget management, embedding both clinical and corporate governance frameworks and the implementation of systems, processes and effective risk management to ensure an efficient functioning practice to deliver appropriate standards of care to inmates from diverse backgrounds and cultures.</p> <p>This role is responsible for embedding Serco's key operating principles across the facility within a multi-functional correctional centre.</p> <ul style="list-style-type: none"> ▪ Promoting the rehabilitation and reintegration of inmates ▪ Ensuring the safety and security of inmates and the community, and ▪ Providing a decent and respectful environment to employees, inmates and visitors. <p>The Clarence Correctional Centre commenced operation mid-2020. The 1,700 bed state-of-the-art facility housing both male and female inmates will be the largest correctional centre in Australia. This Centre services the northern part of NSW and is the primary correctional centre for all corrections operations from the Queensland boarder in the north to Kempsey in the south east, and Tamworth in the southwest and beyond.</p>
Structure and reporting relationship	<p>Reports to:</p> <ul style="list-style-type: none"> ▪ General Manager, Clarence Correctional Centre and ▪ Dotted line Deputy Health Services Director – Justice (professional standards, clinical governance, clinical operations)

Direct Reports:

- Nursing Unit Manager – Maximum (NUM)
- Nursing Unit Manager – Minimum (NUM)
- Nursing Unit Manager – Female (NUM)
- Doctor(s)
- Nurse Practitioner(s)
 - Clinical Governance Coordinator
 - Clinical Applications Coordinator

Indirect Reports:

- Registered Nurses (Day/Night)
- Registered Nurses (Specialists – Mental Health, Drug & Alcohol, Public Sexual Health Chronic Disease)
- Enrolled Nurses
- Administration Assistants – Health
- Clinical Team Leaders (Male & Female)

Member of the Clarence Senior Management Team.**Based on the specific requirement of the role****Key accountabilities**

The following responsibilities are provided as a general guide in relation to the requirements and objectives of this position and are based on the Serco's Vales and Code of Conduct and the RACGP Prison Health Standards, National Safety & Quality Health Service Standards (NSQHS) Primary and Community:

Management

- In partnership with the General Manager and members of the Senior Management Team develop and commit to the vision, philosophy and objectives for the facilities Strategic and annual business plan in line with contract requirements.
- Provide effective leadership for direct reports.
- Manages contracted health service providers reviewing cost effectiveness and value.
- Develops operating plans for health services aligned to the strategic goals of the Clarence Correctional Centre and contract requirements.
- Ensures the integrity of patient management systems and records are maintained.
- Aligns people and projects to achieve initiatives.
- Works with direct reports to establish performance standards for work assignments, monitors work status and progress including goals and objectives.
- Reviews and improves practice systems to ensure smooth and efficient functioning, high quality services and continuous improvement of Health Services.
- Maintains awareness of current and new legislation and relevant regulations to ensure business is complying with all statutory and regulatory obligations.
- Maintains a broad understanding of the principles of financial management, applying cost benefit thinking to set priorities and monitors all financial expenditures.

Continuing Quality Improvement

- Contributes to Clarence Correctional Centre's continuous improvement plan and other audits and programs to meet industry accreditation standards and compliance.

- Leads the practice in risk management and quality improvement processes.
- Ensures clinical indicators and audits are reported in accordance with agreed timetables, developing a plan of action for areas of poor or declining compliance.
- Provides oversight and governance of daily incident reporting regimes.
- Manages compliance with the At-Risk Management System (ARMS) process.
- Manages compliance with the Prisoner Grievance Process.
- Ensures quality of work performed by direct reports across the Health Services function.

Leadership and Teamwork

- Provide oversight and assist where necessary in the recruitment, induction, orientation, development and management of clinical and non-clinical staff to ensure high performance and continuing professional improvement.
- Promotes positive relations with patients, colleagues, medical staff, external health stakeholders and consumers.
- Develops employees through coaching, mentoring, rewarding, training and guiding.
- Empowers employees and recognises and rewards their contributions.
- Manages employee issues and resolves grievances.
- Completes performance reviews for direct reports in accordance with policy.
- Assesses current and future staffing needs in accordance with the Health Services Plan, objectives and goals.

Ethical Behaviour

- Demonstrates and manages ethical behaviour in accordance with relevant standards, values and policies.

Equity, Diversity and Occupational Safety and Health

- Applies and promotes the principles of equity, diversity, occupational safety and health in the workplace and behaves and manages employees in accordance with relevant standards, Serco's Values, Code of Conduct and policies.

General

- Attends meetings participates on committees, and reports to the Senior Management Team as needed.
- Continues to develop skills and increase knowledge in current best, evidence-based practice and developments by regularly reviewing literature and attending training sessions and seminars applicable to the field of Justice Health.
- Ensures adherence to contract requirements and relevant legislation.
- Develop high levels of pro-social employee/prisoner interactions.
- Ensures quality, effective and efficient operations of the Health Services function across the facility.
- Assists with the development and maintenance of the General Manager Rules and Post Orders related to Accommodation.
- Ensures compliance with departmental procurement and budgetary requirements.
- Initial management of Performance Linked Measures relating to specific areas of responsibility.
- Develops and maintains new and existing Accommodation Initiatives through active participation in relevant committees.

Essential technical
and professional

Qualifications

- Bachelor's degree in Nursing or health related discipline.

skills, knowledge and qualifications	<ul style="list-style-type: none"> ▪ Post graduate qualification in HealthCare Management, Business Administration, Practice Management or related disciplines. ▪ Current registration with the Australian Health Practitioner Regulation Agency (AHPRA) where applicable to the health discipline. <p>Experience</p> <ul style="list-style-type: none"> ▪ Experience in a senior line management role in a Healthcare Centre or Clinical Practice within an institutional environment or equivalent. ▪ Experience planning, co-ordinating, directing and supervising health care services. ▪ Managing the professional standards of clinical care, preferably within a correctional or institutional facility (preferable but not essential). ▪ Understanding the needs of providing appropriate health care services within a correctional environment and adapting services where appropriate to support patients' needs from different ethnic, cultural, lifestyle backgrounds and gender. <p>Knowledge</p> <ul style="list-style-type: none"> ▪ Sound knowledge of health accreditation frameworks. ▪ Sound knowledge of legislation and policy applicable to clinical service delivery, health care management and areas of speciality. ▪ Proficiency with Electronic health and software applications. ▪ Advanced knowledge and skills in the of healthcare management. <p>Ability</p> <ul style="list-style-type: none"> ▪ You demonstrated the highest levels of personal integrity and ethical behaviour. ▪ Leads and manages a multi-disciplinary and diverse team within an institutional environment whilst executing the highest standards and practices. ▪ Manages human, financial and physical resources and capability ▪ High level consultation, communication and negotiation skills. ▪ Ensures policies, legislation requirements, codes of practice and/or other relevant instruments are embedded and adhered to. ▪ Manages ethical behaviours to ensure high professional standards in accordance with relevant values and policies.
Additional / special features of the role	<p>Personal Attributes</p> <ul style="list-style-type: none"> ▪ Leadership disposition ▪ Sound judgement ▪ High level of personal drive and integrity ▪ Strong interpersonal skills including managing critical external stakeholder relationships ▪ Commitment to human rights obligations and principles <p>Other – Compliance</p> <ul style="list-style-type: none"> ▪ National Police Criminal History Check (annual) ▪ State Approval – authorisation and clearance by Corrective Services NSW

Section 3: Leadership essentials

Based on the Serco Leadership Tier – Managing a team within a business unit or function

Tick the most critical capabilities

Winning good business	Delivers Customer Service Sees those they interact with as customers and seeks to identify and meet needs, taking swift action to resolve issues with integrity. Always alert to the customer's point of view and demonstrates a sense of urgency.	<input checked="" type="radio"/>
	Makes Decisions Identifies and understands issues, problems and opportunities and takes action that is consistent with available facts, constraints and probable consequences.	<input type="radio"/>
	Supports Innovation and Continuous Improvement Actively supports team members who initiate change or take risks and seeks ways to increase the delivery of services, being mindful of key financial indicators.	<input type="radio"/>
	Delivers Against Team Objectives Sets clear team objectives and establishes courses of action for self and others to ensure that work is completed on time.	<input type="radio"/>
	Drives to Deliver Through own Team Sets challenging goals for both self and team and works to achieve or exceed goals. Shows drive to make a difference to individuals, team and local community.	<input checked="" type="radio"/>
Executing brilliantly	Builds Trust with Others Interacts with others in a way that gives them confidence in own intentions and those of the organisation. Role models the Serco Values.	<input type="radio"/>
	Engaging Communication Engages and influences others by using a wide range of communication methods and styles. Facilitates understanding and encourages communication both within own team and more broadly.	<input checked="" type="radio"/>
	Builds Collaborative Relationships Establishes effective relationship with a wide range of stakeholders inside and outside their immediate working environment, valuing the contributions from others and leveraging networks across the whole of Serco.	<input type="radio"/>
	Facilitates Transformational Change Facilitates the implementation and acceptance of change and transformation within the workplace by guiding others and helping them adapt.	<input checked="" type="radio"/>
A place people are proud to work	Supports Difference Works effectively with individuals of diverse cultures, interpersonal styles, abilities, motivations or background.	<input checked="" type="radio"/>
	Delegates Responsibility Effectively and appropriately allocates responsibility to others to maximise the organisation's and individual's effectiveness.	<input type="radio"/>
	Coaching and Developing Others Sets clear objectives and regularly provides feedback, instruction and developmental guidance to help others excel in their current or future job responsibilities.	<input checked="" type="radio"/>
	Maintains Composure Remains calm in uncertain or challenging situations and consistently behaves in a manner acceptable to others.	<input type="radio"/>
	Demonstrates Self Development Takes responsibility for one's own personal impact and development, focusing on increasing self-awareness as well as identifying new areas for learning and professional development and creating learning opportunities.	<input type="radio"/>
Any other role specific leadership attributes		