



right care
right place
right time

phn
WESTERN NSW
An Australian Government Initiative

Information Pack for Advertised Positions

Thank you for your enquiry. This pack contains:

- information about the role and our organisation,
- guidelines for applying and
- the selection criteria we will be using to select the right candidates.

Manager Aboriginal Health and Wellbeing – 2 positions Location: Dubbo, Orange, Bathurst, Broken Hill or Bourke

**Full time maximum term contract to 30 June 2025
(with possibility of further extension)**

PLEASE NOTE: *This is an identified position in accordance with Section 14 of the Anti-Discrimination Act 1977. Applicants must be able to demonstrate their Aboriginality. *While WNSW PHN recognises that there are people of both Aboriginal and/or Torres Strait Islander descent living across the region, reference within this document is made to Aboriginal people in recognition of Aboriginal people being the first people of NSW.*

Western NSW Primary Health Network (WNSW PHN) is currently seeking motivated individuals who have a passion for primary healthcare and community wellbeing.

The Western NSW Primary Health Network (WNSW PHN) funds a range of health services and programs to improve access to care and better health for our communities.

The Manager Aboriginal Health and Wellbeing will be responsible for providing management, operational management and implementation of Aboriginal Health procedures, programs, projects, and activities within the Aboriginal Health and Wellbeing Directorate. The role will provide advice and strategic direction to all directorates within the Western NSW Primary Health Network (WNSW PHN).

The position can be based in any one of our offices including, Dubbo, Orange, Bathurst, Broken Hill or Bourke.

If you have any questions about this position after you have read this document, please contact **Donna Stanley** on **0437 227 627**.

Applications should be submitted via email by 11.59pm 12 May 2024 to:
hr@wnswphn.org.au

Selection Criteria

Essential

- Identify as being Aboriginal and/or Torres Strait Islander and be an active member within your community.
- A tertiary qualification in health/business/administration/law or related discipline and/or relevant experience.
- Demonstrated success in management of stakeholder relationships including Aboriginal community-controlled health sector, local communities, clinical and non-clinical partners, and government agencies.
- Demonstrated understanding of Aboriginal culture including a commitment to cultural awareness and safety, particularly supporting a culturally safe and inclusive workplace.
- High level administrative skills with strong attention to detail and accuracy.
- Pro-active approach to work tasks, with a demonstrated ability to multi-task and manage various project elements simultaneously.
- Capacity to travel within western NSW; hold a current driver's licence.

Desirable

- Highly developed skills in the use of Microsoft office products.
- High level information communication technology skills.
- Proven experience in managing/mentoring staff, ability to support a constructive and collaborative environment for team building and managing competing demands.
- Experience working in the health, NGO or community services sectors
- Experience in working with Aboriginal people, organisations and communities in view of planning and implementing services and achieving outcomes for Aboriginal people.

About Western Health Alliance Ltd (WHAL) trading as Western NSW Primary Health Network (WNSW PHN)

The Western NSW PHN (WNSW PHN) is one of 31 Primary Health Networks across Australia. We are an independent, not-for-profit organisation funded by the Commonwealth Department of Health, established to support frontline health and wellbeing services. Our focus is to increase the efficiency and effectiveness of primary health care, ensuring people receive the right care in the right place at the right time.

WNSW PHN is an agile and high performing organisation that responds to the identified needs of the community, Commonwealth and State health policy, and the development needs of primary health care providers. We work closely with general practice, Aboriginal Medical Services and other health care providers, Local Health Districts, non-government organisations and the broader community to plan and fund programs that support local health services to meet the health needs of our communities.

Benefits to working with WHAL

We pride ourselves on being supportive and flexible and offer a great range of benefits including:

- Generous salary packaging options up to \$18,450 per year
- Professional development allowance and leave
- Family friendly and flexible working arrangements (including Hybrid model)
- Collaboration with passionate likeminded professionals
- 5 weeks annual leave
- Option to purchase an additional 2 weeks leave or cash out 2 weeks
- Additional leave between the Christmas and New Year period
- Fitness Passport
- 6 weeks paid parental leave
- Free Employment Assistance Program

Guidelines for applicants

These guidelines aim to assist you in submitting applications for advertised vacancies with the Western NSW PHN.

For an outline of responsibilities, position description, selection criteria and information on how to apply, please refer to the Employment tab in the 'About Us' section of our website www.wnswphn.org.au/about-us/employment

WNSW PHN is an Equal Employment Opportunity employer. Aboriginal and Torres Strait Islander people are encouraged to apply.

PLEASE NOTE:

As part of your application, you must provide a separate statement addressing each of the selection criteria as well as your resume. If you do not provide these two documents, your application will automatically not be accepted.

Applying for a position

- Obtain and carefully read the information pack for the position of interest.
- Conduct some initial research on the organisation by browsing the website and reading key resources.
- If you need to seek clarification or additional information on the organisation and/or the position, contact the appropriate person identified in the pack.
- Decide whether you possess, and can demonstrate your skills, experience, knowledge and ability against the selection criteria.
- When addressing the selection criteria, provide examples to demonstrate and substantiate your claims. Examples should outline a situation, identify the action you took and summarise the subsequent result. Keep your response to no more than two pages, plus your Resume/Curriculum Vitae (CV).

- Be aware of the closing date and where and how to lodge your application. If, for any reason you cannot submit your application by the closing date, you should ring the contact officer to see if a late application will be accepted.
- If you require any special arrangements (e.g. wheelchair access, hearing or visual aids, etc.) to assist you to attend an interview, please discuss these with the contact officer when the interview is being arranged.

Include in your application

- A cover letter introducing yourself and outlining your interest in the position
- Statement addressing each of the selection criteria (as listed on the last page of this document)
- Resume/Curriculum Vitae (CV) that should include information about:
 - a. contact details including telephone number and email address
 - b. education/qualifications
 - c. an employment history summary including (for each position):
 - i. the employer
 - ii. start and finish dates
 - iii. your position/title
 - iv. your responsibilities and achievements in the position
 - d. a summary of your skills
 - e. professional memberships
 - f. the names of two work related referees (must be work related and senior to the position you hold), and other relevant information that will support your application not covered elsewhere.

Submit your application

Applications should be submitted via email hr@wnswphn.org.au

Position Description

Position Title:	Manager Aboriginal Health and Wellbeing
Position Location:	1 located Orange/Bathurst 1 located Dubbo/Broken Hill/Bourke
Position Reports To:	Executive Manager Aboriginal Health and Wellbeing
Portfolio:	Aboriginal Health and Wellbeing
Contract Type:	Maximum Term Full-time Contract
Industrial Instrument:	Western Health Alliance Ltd Enterprise Agreement 2021
Position Classification:	Team Leaders & Managers – Level 4, Grade 4
Delegated Authority:	Level 3 - As defined in the Delegations Procedure

Position Purpose

The Manager Aboriginal Health and Wellbeing will be responsible for providing management, operational management and implementation of Aboriginal Health procedures, programs, projects, and activities within the Aboriginal Health and Wellbeing Directorate. The role will provide advice and strategic direction to all directorates within the Western NSW Primary Health Network (WNSW PHN).

WNSW PHN considers that being Aboriginal is a genuine occupational qualification under s14 of the Anti-Discrimination Act 1977 (NSW).

**While WNSW PHN recognises that there are people of both Aboriginal and/or Torres Strait Islander descent living across the region, reference is made to Aboriginal in recognition of Aboriginal people being the first people of NSW.*

Key Responsibilities:

Collaborate and engage with communities and key stakeholders.

- Engage with communities including consumers, patients, carers, people with lived experience, priority populations to assist in the development of innovative solutions to improve access and health outcomes.
- Build and maintain strong relationships with the Aboriginal health stakeholders and communities to support genuine and effective consultation for the planning, design and implementation of services for Aboriginal people.
- Actively support culturally appropriate consultation processes and facilitate as required.
- Engage with remote communities to develop solutions to improve access and health outcomes.

- Develop strategies in partnership with communities and ACHOOs to improve access to primary care and specialist services for Aboriginal people and communities.
- Partner with local health organisations, local government, universities, service providers, not-for-profits and the private sector to support a joint approach across the health care system.
- Develop and maintain effective relationships with internal, external, individual and group stakeholder partners e.g. Regional Assemblies, Aboriginal Community Controlled Health Organisations (ACCHOs), Local Health Districts, Regional Alliances, to achieve outcomes of improving Aboriginal Health in Western NSW.

Project Management

- Manage the project cycle, including developing project plans, identifying and coordinating resources, managing budgets, and meeting reporting requirements to ensure project outcomes are achieved on time, on budget, to quality standards and within agreed scope.
- Monitor and review the completion of project milestones against goals and initiate amendments where necessary to ensure timely achievement of deliverables and performance targets.
- Manage the development and implementation of the Aboriginal Health projects including implementation of the:
 - Cultural Safety initiatives.
 - Aboriginal Health Engagement Framework.
 - Reconciliation Action Plan.
 - Aboriginal Employment Strategies (in collaboration with Manager People and Culture).

Commissioning

- Support and work with ACCHOs to support commissioned services to ensure improved equity and access to culturally safe place-based services.
- Provide advice and direction in Aboriginal health and engagement to ensure that service design and delivery is aligned to evidence based best practice and community needs as identified through the WNSW PHN needs assessment.
- Work closely with the commissioning services team to ensure Aboriginal Health is embedded in the design of commissioned services. This will involve providing timely advice, support and knowledge-sharing across the organisation.
- Contribute and support co-design activities with Portfolio Leads to inform services for Aboriginal people, taking a lead role in engagement with Aboriginal stakeholders for these activities.
- Support the implementation of the WNSW PHN Cultural Safety Framework in commissioned services.

General Practice Support

Provide support and cultural guidance to general practices across the region including:

- Assist in developing and implementing strategies to improve the capacity of mainstream primary care providers to deliver culturally appropriate primary care services to Aboriginal people, including taking an advocacy role in:
 - self-identification;
 - uptake of Aboriginal specific MBS items including item 715 - Health Assessments for Aboriginal people, care planning and follow up items;
 - increasing awareness of and maximising links between services for Aboriginal and Torres Strait Islander people, including those provided by Commonwealth and state/territory governments, AMSs, and other organisations.
- Support general practice visits as required.
- Support cultural safety education events.
- Promote the importance of culturally safe accessibility and building links between General Practice and local Aboriginal communities.
- Identifying barriers for Aboriginal people in accessing health services and work with practices to address these barriers.

Administration Support

- Provide a high level of administration support to Executive Manager Aboriginal Health Wellbeing as required.
- Coordinate all necessary administrative tasks and complete all project deliverables as required.
- Prepare work plans, progress reports management/board reports and budgets statements as required.

Team Management & Leadership (as required)

- Completion of team individual talent management plans and reviews as required.
- Support opportunities for continuous improvement through mentoring team members and Aboriginal staff within WNSW PHN.
- Coordinate and support team members to deliver client-focused results.
- Engage with staff to optimise staff performance through the sharing of WNSW PHN values and providing open communication networks and effective performance management.

Work Health and Safety

- Take reasonable care of their own health and safety and take reasonable care that their acts or omissions do not adversely affect the health and safety of other persons.
- Comply with WNSW PHN policies and procedures relating to health and safety.
- Be aware of individual responsibilities under the relevant Workplace Health and Safety legislation and report as necessary any untoward accident, incident or potentially hazardous environment.

Statement of Organisational Commitment

The WNSW PHN is strategically focused on improving health outcomes for Aboriginal and Torres Strait Islander people living and connected to our region and plays a leadership role in transitioning the primary health care system through the development of culturally safe and aware models of care, ensuring access to quality health care and commissioned services. WNSW PHN recognises Aboriginal people as the original inhabitants of Australia and as the Traditional Custodians of the land. We encourage and promote a culture of diversity within our workforce. To continue to improve the way we work with Aboriginal communities, we encourage recruitment of local Aboriginal and Torres Strait Islander people within the region to add their voice to achieve health goals and priorities for our communities.

General Responsibilities:

- Demonstrate a commitment to [WNSW PHN's vision and values](#).
- Respect confidentiality in line with the Privacy Act 1988 and related policies and procedures.
- Be aware of and adhere to WNSW PHN's policies and procedures.
- Ensure WNSW PHN health literacy principles and practices are known and applied.
- Undertake continuing professional development as required to ensure job skills remain current.
- Attend and participate in out-of-hours meetings and functions as required.
- Actively participate in staff development activities.
- Identify and participate in continuous quality improvement opportunities.
- Actively participate in annual performance planning and review activities.
- Maintain a working knowledge of all equipment utilised in the office.
- Undertake other duties commensurate with the role as required.
- Demonstrate and embed culturally safe practices into all work outputs and the workplace.
- Demonstrate and embed Corporate Social Responsibility in our business operations and interactions with their stakeholders.
- This role is a non-clinical support role and will not involve the diagnosis, treatment or provision of direct patient care of any type.

Competency Framework Key behaviours (refer to WHAL Competency Framework)

Core Competencies	Role Requirement Level
Analytical Thinking	(4) Undertakes broader, complex analyses
Initiative	(3) Is decisive and takes accountability in situations that call for prompt direction: Acts quickly and decisively when it is difficult to make a decision, typically has confidence in decision making gained through experience.

Customer Focus	(4) Delivers best practice customer service: Takes practical steps to add value and improve things for the customer.
Learning Orientation	(3) Implements plans to ensure long-term knowledge and capability.
Results Focus	(3) Improves overall team performance: Focuses on setting challenging goals for self and team that are most critical to work area performance and that are in line with the overall vision/strategy of the organisation.
Teamwork and Co-operation	(4) Builds team effectiveness: Acts to promote a positive work environment to maximise performance of a team.
Direction Setting	(3) Aligns the strategy with broader/future organisational goals: Understands overall future business needs and develops a strategy that aligns their work area/s with the objectives of the wider organisation.
Influencing & Negotiation	(3) Focuses on areas of interest to influence and adapts approach to fit audience: Understands the knowledge and levels of interest of others and adapts the style or content of approach to suit.
Conceptual Thinking	(3) Thinks creatively to pursue unique solutions
Judgement & Decisiveness	(3) Makes quality decisions without complete information: When all possible channels have been explored, yet the picture still appears incomplete, does not procrastinate.
Planning & Co-ordinating	(4) Manages competing organisational priorities
Developing Others	(3) Provides broad on-the-job coaching and support including soft skill development to achieve short to medium term goals: Allows people to learn from their mistakes in a structured and safe environment or by identifying additional training requirements, providing additional resources etc.
Leading the Team	(4) Provides highly detailed feedback to encourage longer term career development

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Essential

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- Demonstrated understanding of Aboriginal culture including a commitment to cultural awareness and safety, particularly supporting a culturally safe and inclusive workplace.
- High level administrative skills with strong attention to detail and accuracy.
- Pro-active approach to work tasks, with a demonstrated ability to multi-task and manage various project elements simultaneously.
- Capacity to travel within western NSW; hold a current driver's licence.

Desirable

- Highly developed skills in the use of Microsoft office products.
- High level information communication technology skills.
- Proven experience in managing/mentoring staff, ability to support a constructive and collaborative environment for team building and managing competing demands.
- Experience working in the health, NGO or community services sectors
- Experience in working with Aboriginal people, organisations and communities in view of planning and implementing services and achieving outcomes for Aboriginal people.

Special Conditions:

- An understanding and commitment to [Cultural Safety](#) in the workplace.
- Conditions of employment are governed by the industrial instrument specified in the first table, the Fair Work Act 2009, National Employment Standards, Western Health Alliance Limited Employment Contract and WNSW PHN policies and procedures.
- Out of hours work, on evenings and/or weekends, may be required from time to time for which flexible working hours may be negotiated with your Manager.
- Travel, including overnight stays, across the region within the WNSW PHN's boundary may be necessary from time to time. Occasional intrastate and/or interstate travel may also be required.

Appointment Prerequisites:

- Based on our assessments for operating a safe workplace in compliance with our WHS obligations, an inherent requirement of this role is that you will need to provide confirmation and supporting proof that you have been fully vaccinated against COVID-19 or any comparable future virus. This ensures that you, employees and community's safety and wellbeing is at the forefront of our site-based work.

- Verification of eligibility to lawfully work in Australia. You must be an Australian or New Zealand Citizen, a Permanent Resident of Australia or possess a valid Australian Working Visa to be employed by WNSW PHN.
- Certification of tertiary qualifications and professional membership (if applicable to role).
- AHPRA Registration verification (where applicable to role).
- Verification of current NSW Drivers Licence.
- Verification of comprehensively insured motor vehicle (if applicable to role).
- National Police check.
- Working with Children check (if applicable to role).