



GP SUPPORT SERVICES MANAGER

JOB & PERSON SPECIFICATION

SEPTEMBER 2018



JOB SPECIFICATION

Position:	GP Support Services Manager	Reports to:	Director Medical Workforce
Full-time equivalent:	1.0 FTE	Direct Reports:	Services Coordinators
Special conditions:	Must hold a Current SA driver's licence and be prepared to travel within country SA		
Rural Doctors Workforce Agency	RDWA's charter is to provide the workforce to enhance the health and wellbeing of rural communities in South Australia (SA). RDWA is a not for profit organisation funded by the State and Commonwealth to deliver a comprehensive range of health workforce services to SA's rural workforce and to contribute to policy, planning and research.		

This position is responsible for delivering locum services and General Practitioner (GP) clinical placements in rural South Australia as well as providing continuing professional development and other retention support services that enable rural communities to continue to access high quality, sustainable local health services in accordance with RDWA's priorities.

The position ideally requires demonstrated understanding of rural health workforce policy, incentive, support and legislated programs, management skills in delivering service outcomes through the effective planning, use of guidelines, contingency execution, leadership of staff, identifying and realising opportunities for synergies to achieve innovation, and health workforce knowledge and expertise that enables the position to contribute to RDWA's planning, objectives and culture.

The position is required to produce and use data effectively, and to analyse and report on services for performance, promotion and quality improvement.

Responsibilities

Service Delivery

- Lead the Rural SA Locum Program directly supporting the retention of resident rural GP's through locum relief services.
- Provide and establish the full suite of GP workforce retention services offered by RDWA including but not limited to:
 - professional development to satisfy practicing requirements;
 - tailored education services for individual GP's and practices;
 - skill building to enable diverse career pathways;
 - tailoring bespoke programs for internationally sourced candidates to assist them in achieving Australian certification.
- Ensure service planning and delivery incorporates quality improvement, safety, business and data management, and protection risk assessment.
- Manage employees to deliver the approved service plans, ensuring efficient and effective services within budget.
- Monitor and manage expenses within budget.
- Analyse real time and historical information impacting performance, adjusting workloads or escalating issues to achieve agreed outcomes, and identify anomalies or barriers to service performance and propose solutions.



- In the annual cycle and as required, develop effective service plans that demonstrate how services will achieve the objectives and ensure compliance with health and safety, legislative and quality practices.
- Actively identify opportunities to promote and market the services provided by RDWA and produce materials to further facilitate this.
- Ensure employees effectively use RDWA's software systems to manage information.
- Meet the service and organisational reporting requirements including regular management and services reports for funders.
- Work collaboratively to identify opportunities with other manager level positions within RDWA which have potential for positive interactions leading to organisation-wide improvement.

Service Development

- Identify opportunities for service enhancement, including opportunities that may arise from new or changed Commonwealth, State or other workforce program or policy.
- Analyse the success of service delivery to be able to promote constant improvement.
- Measure outcomes from RDWA events to determine how best to engage with RDWA's GP, and medical professional base networks.
- Provide significant input to RDWA's service planning processes.
- Identify and implement succession planning strategies to retain practitioners in the workforce and ensure that transitional periods are managed to achieve the targeted outcomes.

Employees

- Ensure employees delivering services develop and maintain relevant skill sets for the services they deliver, and identify training as required.
- Manage employee performance, provide feedback, coaching and if necessary disciplinary action in accordance with the organisation's policies.
- Ensure employees are trained in and understand the RDWA's Child Safe Environment requirements.
- Manage employee timesheet, penalty and leave in accordance with the organisation timeframes and delegations of authority.
- Ensure safe systems of work are established and maintained, and that employees are trained in the safe use of equipment and systems.

Safety and Compliance

- Integrate organisational risk and compliance requirements, including reporting, in all aspects of service delivery.
- Integrate organisational quality requirements in all aspects of service delivery.
- Ensures employees are aware of the legal requirements and that work processes are adapted to meet the requirements.
- Where legal obligations require, ensure employees have the relevant and current credentials and training to perform the work.
- Deliver management reports in accordance with the reporting schedule.
- Encourage a culture of reporting and participation in workplace health and safety.



Expectations of all employees

All RDWA employees are expected to:

- meet all KPIs allocated to their position;
- support the constantly changing business environment;
- be aware of their health and safety obligations at all times, including taking reasonable care for their own health and safety and the health and safety of people who are at RDWA's places of work;
- comply with RDWA's policies and procedures;
- have an annual performance agreement with the CEO;
- comply with Commonwealth and State legislation relevant to the organisation's operations;
- act in accordance with RDWA values and principles to uphold and enhance RDWA's reputation;
- develop and maintain effective working relationships with RDWA's stakeholders and employees; and
- undertake other duties as determined by the Chief Executive Officer.

Delegation

- The Position has delegated responsibilities in accordance with the RDWA Delegation of Authority Policy, as amended from time to time.



PERSON SPECIFICATION

Essential Competencies

- Demonstrated understanding of rural health workforce policy, incentive, support and legislated programs.
- Demonstrated track record for the delivery of well planned and executed human services programs.
- Extensive experience in managing service outcomes through effective planning and contingency execution.
- Long term planning and strategy skills.
- Highly skilled in the leadership and development of employees.
- High level of integrity and professionalism.
- Initiative to take action and develop programs with the collaborative support of other managers.
- Demonstrated ability to identify and realise opportunities to achieve innovation.
- Extensive industry knowledge and experience of using that knowledge to contribute to organisational planning and the achievement of objectives.
- Highly skilled in positive culture development around an organisation's key purpose.
- Highly developed communication and interpersonal skills.
- The ability to engage with key stakeholders and foster positive, constructive relationships.
- Demonstrated high level performance reporting ability.



HOW TO APPLY

Applications in Word format only should be forwarded to Julie Brennan by email to 23698@hender.com.au

Telephone enquiries are welcome and may be directed to Julie Brennan or Christian Gaszner on (08) 8100 8827.

Please Note

Your application will be automatically acknowledged by a return email.