



## POSITION DESCRIPTION AND SELECTION CRITERIA

<b>Position title:</b>	Health Services Manager
<b>Location:</b>	
<b>Reports to:</b>	Chief Nursing Officer
<b>Functional Relationships</b>	GEO Care Head Office staff Health Centre clinical staff Health Services Managers Justice Health Corrections Victoria Healthcare providers

### 1. ROLE OVERVIEW

The Health Services Manager (HSM) provides leadership to and is responsible for the management of the primary healthcare team at the correctional facility.

The Health Service Manager is responsible for the management of the primary healthcare services provided to prisoners. The Health Services Manager oversees the operations of the Health Centre and is responsible for ensuring the Health Centre meets its contractual and compliance requirements and for fostering an environment of continuous quality improvement.

The HSM maintains exceptional working relationships with management and staff, which includes other stakeholders within and outside GEO Care, Corrections Victoria and Justice Health. The HSM acts in accordance with legislation, the policies of GEO Australia Pty. Ltd. and GEO Care and the correctional facility's local operating procedures.

### 2. ORGANISATIONAL ENVIRONMENT

GEO Care is contracted to provide primary healthcare (and arrange secondary and tertiary healthcare) to Corrections Victoria correctional centres as set out in its Agreement with Justice Health Unit (Department of Justice). These services are provided at 12 Correctional Facilities across the State of Victoria, including: Barwon, Beechworth, Dame Phyllis Frost (female), Dhurringile, Hopkins, Judy Lazarus Training Centre, Langi Kal Kal, Loddon, Marngoneet, Melbourne Assessment Prison, Metropolitan Remand Centre and Tarrengower (female).

Challenges faced in correctional health settings include;

- high and/or complex prisoner health needs.
- demands associated with the institutional nature of the prison environment.
- the custody ethos of prisons.
- required use of prisoner transportation.
- significant numbers of prisoner transfers across the prison system.
- prisoners may also enter prison detoxifying, disturbed, disaffected or fragile and may have a history of poor compliance with treatment, a reduced recognition of behavioral boundaries and inadequate cognitive skills.

Prisoners are also more limited in their ability to assume self care and independent action in comparison with the rest of the community, because of the restrictions placed upon them within a correctional setting. Correctional settings provide a unique opportunity to address a range of health issues and to meet the

health needs of a population that is normally hard to reach. The health of prisoners is important for the occupational health and safety of the staff of correctional facilities and the wider community.

### **3. PERSONAL COMPETENCIES REQUIRED**

- Well developed leadership and management skills.
- Excellent interpersonal, communication, organisational and time management skills.
- Embraces change as an opportunity for renewal and improvement and encourages creativity and diversity.
- Consistently shows respect and compassion to all.
- Practices with a high level of integrity and professionalism.
- Able to approach conflict openly and with a solution focused approach.

### **4. DUTIES AND RESPONSIBILITIES**

#### **4.1 Provision of primary health care services to prisoners**

- 4.1.1 Lead, support, direct and motivate nursing staff to provide the highest level of primary healthcare in accordance with contractual obligations.
- 4.1.2 Facilitate and perform nursing interventions in accordance best nursing practice and GEO Care's policies and procedures and ensure staff adhere to the same standards.
- 4.1.3 Ensuring all Health Centre staff are aware of their role and responsibilities in relation to responding to clinical emergencies in accordance with the GEO Care policy manual and correctional facility's local operating procedures.
- 4.1.4 Liaising with contracted healthcare providers regarding service provision and operational issues.
- 4.1.5 Ensuring all Health Centre staff deliver an equitable standard of care regardless of patient's differing values, beliefs, culture or social context.
- 4.1.6 Ensuring appropriate education resources are available for staff and patients.
- 4.1.7 Developing rosters, in consultation with staff, to ensure all shifts are filled with appropriately qualified staff and in compliance with GEO policies.
- 4.1.8 Supervise and mentor staff in relation to their portfolio management.
- 4.1.9 Identify areas of practice that need improvement and implement strategies including initiating changes to policies, procedures and protocols to improve practice.
- 4.1.10 Ensure appropriate processes are in place to ensure confidentiality of patient information.

#### **4.2 Human resource management**

- 4.2.1 Ensuring the recruitment of suitably skilled and qualified staff.
- 4.2.2 Ensure all Health Centre staff and contractors complete GEO Care and Corrections Victoria's orientation program within their probationary period.
- 4.2.3 Conduct annual performance appraisal of staff, identify skill gaps and develop individual plans of action.
- 4.2.4 Provide feedback to staff on their performance, including performance management and disciplinary processes.
- 4.2.5 Ensure all Health Centre staff obtain compulsory education competencies on an annual basis and encourage and facilitate staff to participate in professional development activities, in-services, education and training sessions.

#### **4.3 Financial Management**

- 4.3.1 Manage the budget for the Health Centre, actively seeking to work within the agreed budget.
- 4.3.2 Monitor budget on a monthly basis and develop and implement strategies to manage variations in the budget.
- 4.3.3 Develop and implement strategies for the efficient utilisation of consumable and non-consumable resources and waste generation.

- 4.3.4 Initiate and monitor strategies to effectively manage leave allocation and absenteeism.
- 4.3.5 Considers budget constraints and exercises financial responsibility when compiling rosters and replacing staff shortfalls.
- 4.3.6 Ensure accuracy of Health Centre staff timesheets and authorise accordingly.

#### **4.4 Safe practice and environment**

- 4.4.1 Initiates appropriate procedures, follow up and reporting in the occurrence of an adverse event or incident.
- 4.4.2 Identify OH&S training needs and coordinate OH&S education for staff e.g. infection control
- 4.4.3 Proactively identifies and resolves potential risks or hazards in the workplace
- 4.4.4 Supports employees returning to work following a workplace injury.
- 4.4.5 Provides a safe environment for patients and staff by ensuring OH&S, infection control and equipment safety standards are maintained.
- 4.4.6 Ensuring all Health Centre staff are aware of their role and responsibilities in relation to responding to non-clinical emergencies in accordance with specific roles and responsibilities outlined in the GEO Care Policy Manual and correctional facility's local operating procedures.
- 4.4.7 Ensures all staff of the Health Centre comply with Occupational Health and Safety and Equal Employment Opportunity legislative requirements.

#### **4.5 Quality improvement, clinical incident and complaints management and reporting**

- 4.5.1 Leading the investigation and successful resolution of complaints within the determined timeframes.
- 4.5.2 Ensuring compliance with the procedures for reporting notifiable incidents including the utilisation of the electronic incident reporting system (RiskMan).
- 4.5.3 Leading the implementation of quality improvement initiatives and accreditation activities.
- 4.5.4 Ensuring routine and other clinical data collection, reporting and analysis in a timely and accurate manner.
- 4.5.5 Leading the Health Centre's participation in Justice Health quarterly quality audit activities and other audit and research activities being undertaken.

#### **4.6 Stakeholder relationship management**

- 4.6.1 Builds and maintains affiliations with Hospitals and Community Services.
- 4.6.2 Build and maintain positive working relationships with key stakeholders internal and external to GEO Care.

#### **4.7 Ongoing professional development and team work**

- 4.7.1 Achieves annual clinical competency certifications.
- 4.7.2 Further develops competence by participating in professional development activities and groups, attending in-services, education and training sessions and when appropriate and share knowledge gained with colleagues and staff of the Health Centre.
- 4.7.3 Convening healthcare team meetings, case review meetings and attending other meetings as required.
- 4.7.4 Actively participating in own performance review and development.
- 4.7.5 Demonstrating a high standard of professional conduct and appearance at all times.

### **5. SELECTION CRITERIA - QUALIFICATIONS, SKILLS AND EXPERIENCE**

#### **5.1 Essential**

- 5.1.1 Registered General Nurse qualification.
- 5.1.2 Registration with the Australian Health Practitioner Regulation Agency.
- 5.1.3 A minimum of five years post graduate experience.

- 5.1.4 Recent nursing experience in an acute and/or primary healthcare setting.
- 5.1.5 Demonstrated capacity to meet the above accountabilities.
- 5.1.6 Demonstrated experience leading and managing a team within a multidisciplinary environment
- 5.1.7 Superior communication, interpersonal and organisational skills.
- 5.1.8 An understanding of financial management including budget development and monitoring.
- 5.1.9 Demonstrated negotiation and influencing skills and ability to manage a wide range of stakeholders (.e.g. prisoners, GEO Care employees, GEO Care contractors, Corrections Victoria and Justice Health) to achieve desired outcomes.
- 5.1.10 Proven experience dealing with complaints and incident management and achieving successful outcomes.
- 5.1.11 Relevant knowledge of and experience contributing to quality improvement processes OH&S and compliance
- 5.1.12 Advanced reporting and writing skills
- 5.1.13 Proficiency in all Microsoft Office packages and other data bases as required.
- 5.1.14 Police check clearance.
- 5.1.15 Working with children's check clearance.
- 5.1.16 An ability to provide an on-call service as rostered.

**5.2 Desirable**

- 5.2.1 Experience working in a correctional health environment.
- 5.2.2 Experience in both general and psychiatric nursing.
- 5.2.3 Psychiatric endorsement with the AHPRA.
- 5.2.4 Experience managing and/or participating in a change management process.
- 5.2.5 Postgraduate qualification in nursing management or health administration or working towards same.

APPROVED BY	NAME	SIGNATURE	DATE
Health Services Manager			
General Manager-GEO Care			