

POSITION DESCRIPTION

Summit Health Centre (SHC) Manager 0.5 FTE

Responsible To: SH Chief Executive Officer (CEO)

Reporting To: SH Chief Executive Officer (CEO)

Summit Health (SH) is a charitable health service provider that has been in operation since 1995. With support from the Federal Government in 2014, SH built the Summit Health Centre; a multidisciplinary health centre in Mount Barker.

The SHC has modern clinical, teaching and information technology facilities supporting multidisciplinary care, teaching and links with other clinical and teaching facilities throughout the Adelaide Hills region.

A range of independent medical and allied health specialties work within the SHC including cardiology, paediatrics, dietetics, physiotherapy, mental health professionals, podiatry, diabetics, audiologists and exercise physiology. The facility incorporates cardiologists, pharmacy, and pathology and radiology facilities as long-term tenants.

SUMMARY OF THE BROAD PURPOSE OF THE POSITION AND ITS RESPONSIBILITIES / DUTIES

This position will facilitate the effective operation of the Summit Health Centre as a health centre of choice for new and growing businesses in the region.

This position requires the incumbent to be able to work in an environment of change and ambiguity but with a large degree of flexibility and autonomy.

Reporting / Working Relationships

- Accountable to the SH CEO for achieving the expected outcomes of the position and practising within the philosophy of Summit Health and its aims, policies and protocols.
- The SHC Manager is a member of the Summit Health Senior Management Team (SMT). The SMT is responsible for delivering and championing Summit Health's vision, purpose, and Strategic Plan, ensuring the quality, accountability and effectiveness of Summit Health's work and establishing a professional, encouraging and high-performing organisational culture.
- All roles within the Summit Health Centre Facility Team report to this position.
- Participates in the organisation's Staff Performance Review process which is conducted on a regular basis.
- The SHC Manager incumbent will also be the Summit Universal Health (SUH) Incorporated Manager incumbent-
 - SUH is a collaborative partnership between Summit Health and Community Bridging Services Inc. (the Foundation Members) whose mutual interest is to promote the interface between primary care and disability services.

- The purpose of SUH is to provide access to services to all people, with a focus on those with a disability and those disadvantaged by their health to improve the quality of life through access to quality and tailored primary health care and disability support.
- The two roles are complimentary and there is similarity in both positions. However, each Position Description and Employment Contract is required to be interpreted and performed independently.

Culture – To Do No Harm – To Continuously Improve

All employees are expected to contribute positively to the organisation by displaying the values and expectations contained within our Cultural Framework (Appendix A at the end of this document).

Values and Expectations

Summit Health is a learning organisation that continually evolves and adapts to opportunities. We operate in a high-trust environment. To support this, all employees must promote and adhere to our values and expectations.

Values: integrity, quality, community, collaboration and accountability.

Special Conditions

- Some out of hours work will be required
- Possession of a current valid driver's licence is essential
- Use of own motor vehicle is expected, for which reimbursement of kilometres will be paid according to the AHDGP Enterprise Agreement 2011-2014
- Initial and ongoing employment is subject to a satisfactory Police Clearance check

STATEMENT OF KEY RESPONSIBILITIES / DUTIES

- No surprises! Be across the business and keep relevant people informed.
- Supervise and monitor the effective operation and maintenance of the SHC; evaluate performance and productivity, generate organisational reports and give presentations (as needed).
- Drive SHC revenue growth and performance, develop and implement growth opportunities and strategies.
- Proactively facilitate SHC new tenant uptake (promotional literature, contracts, induction etc.).
- Responsible for tenant contracting process for all tenants.
- Ongoing promotion and marketing of SHC within approved budget including at least annual review of Hills FM advertising content and inclusion of tenants where appropriate.
- Liaison with tenants and service contractors and act as first point of contact for prospective tenants.
- Training and development (including recruitment as required) of the SHC Facility Team to ensure robust back-up and back-fill capacity for all SHC roles, consistent with a health service environment.

- Responsible for development, monitoring and management of SHC budgets, in collaboration with the SH Finance Manager.
- Ensure compliance with prevailing legislation and organisation policy and procedures, including solar and green energy trading compliance requirements.
- Proactively develop and review of SHC policies, practices and procedures.
- Oversight of IMIT infrastructure to ensure high up-time availability and accessibility in collaboration with Summit Health Systems Co-ordinator.
- Familiarity and monitoring of correct operation of electrical, electronic, mechanical, hydraulic, fire services, video-security and other systems and equipment including; electrical switch gear, air conditioning and lighting systems.
- Undertake capital expenditure/life cycle reviews.
- Ensure provision of responsive first line maintenance support and maintaining a Maintenance Schedule for routine activities with a focus on cost-minimisation.
- Represent the SHC and SH in a range of forums with the aim to encourage and develop models of care across different health sectors and agencies.
- Ensure the Room Booking system and invoicing is maintained and appropriate for the needs of the organisation including management of ad-hoc bookings (internal and external).
- Ensuring clinic rooms are stocked and ready at the beginning of each clinical session for SHC tenants; assist with monitoring clinic session times to reduce overlap between sessions; and checking, restocking and oversight of AHCHS rooms and provide inventory list to Corporate Services for invoicing.

General

- Work closely with the SMT to establish a collaborative culture, shared understanding and effective working relationships.
- Maintain high professional and ethical standards.
- Nurture a culture of organisational learning and evidence-based decision making.
- Share best practice across the organisation, working with colleagues to develop their skills and capability to continually improve performance.
- Demonstrate commitment to the principles of operation contained in the Summit Health Quality Manual.
- Advocate the Summit Health vision to all stakeholders.
- Operate within the delegated boundaries of the position.
- Attendance at staff / unit meetings.
- Identify opportunities and participate in own professional development.

Work Health Safety (WHS)

- The employee has a responsibility, under the Work Health and Safety Act (SA 2012) to ensure their own health and safety and that of their fellow employees, at work.
- The employee has a responsibility to abide by the organisation's WHS policies and direction as set out in the Quality Manual.

PERSON SPECIFICATION

ESSENTIAL REQUIREMENTS, Education and Experience

- Relevant tertiary qualification or relevant experience
- Minimum 3 years' experience in a similar role
- Experience in project management

ESSENTIAL REQUIREMENTS, Knowledge and Skills

- Comprehensive knowledge of facility operations and asset management, gained over several years
- Demonstrable familiarity and experience monitoring correct operation of electrical, electronic, mechanical, hydraulic, fire services and other systems and equipment including; electrical systems, chiller plant, air conditioning, and lighting systems
- Strong leadership qualities, preferably within a small team environment
- Meticulous attention to detail
- Excellent computer literacy
- Experience in contractor management and performance reviews
- High-level strategic thinking to enable review of complex processes and systems and to facilitate corporate decision making - evidence based when possible
- Ability and commitment to form positive, collaborative and productive working relationships based on trust with colleagues, managers and line reports
- Outstanding verbal and written skills, and experience working with stakeholders on all levels
- Proven ability to participate in a multidisciplinary team environment, prioritise workloads, set goals, achieve outcomes, work to targets and manage multiple deadlines
- Ability to be innovative and self-directed with drive and commitment
- Proven commitment to the principles and practice of customer orientated service and quality management
- Flexible schedule and capacity to meet the needs of the organisation e.g. undertake intermittent travel and work outside standard business hours (reasonably)

DESIRABLE REQUIREMENTS, General

- Diploma in Real Estate or Cert IV in Property Management (with willingness to undertake study to achieve the Diploma)
- Health related qualifications, experience or equivalent
- Knowledge of and experience within the health sector
- Knowledge of and experience within General Practice
- Knowledge of ISO 9001:2015 principles



Summit Health Cultural Framework
TO DO NO HARM – TO CONTINUOUSLY IMPROVE

Appendix A

	EXPECTATIONS							
	Be Customer Centric	Be Accountable	Be an Engaging Communicator	Problem Solve	Be Collaborative	Be Adaptable and Resilient	Inspire Leadership	Strategic Innovation
INDICATORS	- Wanting to deliver value - Striving to ensure customer satisfaction - Deliver on your 'promise' - Anticipate customer needs - Build relationships at every opportunity - CONTINUOUSLY IMPROVE	- Offer and embrace innovative solutions - Take ownership - its ok to make mistakes if we learn from them - Celebrate the achievements! - Be open and transparent - Communicate all progress to your manager and peers - Encourage a solutions-oriented culture - DO NO HARM	- Ask questions and listen to understand - Use positive language - Acknowledge other viewpoints - Understand the views of others before acting - Be clear and concise with your intent, ideas and feelings - Shape the opinions of others by applying these traits	- Analyse the problem not just from your perspective - Consider the options - If you've thought it through, back yourself to make the decision - Make the decision consistent with our values and Strategic Plan - Be creative - think outside the square - Proactively address potential problems - Anticipate - Become the expert in your domain	- Be a team player - Embrace diversity - Acknowledge other viewpoints - Be consultative - Seek consensus where possible - Encourage 'we' language - Be a custodian of team culture - Identify gaps in team culture - Appreciate our great culture, colleagues and opportunities to work and grow	- Accept change and embrace challenges - Be calm under pressure - Take annual leave - recharge batteries - See feedback as an opportunity to grow yourself - Take up prof. development opportunities - Be persistent - Recover quickly from setbacks - Demonstrate emotional agility - Enjoy your work	- Foster and support teamwork - eliminate silos - Lead by example - Develop engaged people and teams - Navigate issues calmly - Cultivate trust - Create an environment for people to thrive in - Inspire discretionary effort - Read the emotional context of a situation - Acknowledge effort not just outcomes	- Innovate in line with the big picture - Be agile in adapting to changes - Always consider other options - Factor in our future goals

February 2020