



Position Description

Centre Manager

PD0090



Program:	Coffs Harbour Women's Health Centre
Location:	45-53 Little Street, Coffs Harbour
Award:	Health Professionals & Support Services Award 2020
Classification:	Support Services Level 9
Reports to:	Chief Executive Officer
Direct employer:	Health Voyage Ltd

OUR VISION: *Healthier people. Stronger communities.*

OUR MISSION: *We provide safe, inclusive, high quality health care and strive for health equity in our community. Empowerment is at the heart of what we do.*

OUR VALUES: *Ethical Integrity Respect Diversity Compassion*

Health Voyage is a Circle Back Initiative Employer <https://circlebackinitiative.com/about/> and commits to respond to every applicant.

ORGANISATION AND PROGRAM SUMMARY

Health Voyage Ltd

Health Voyage is a local for purpose not for profit. As a charity organisation we are strongly guided by our values and work towards a vision of healthier people and stronger communities.

Health Voyage is the Lead Agency for:

- the Coffs Harbour Women's Health Centre
- headspace Coffs Harbour and
- headspace Grafton

We work in partnership with other community organisations and the Local Health Districts and our funders to ensure our services complement and strengthen the public health sector. We provide accessible, cost-efficient and effective health and wellbeing services to prevent or lessen the long-term impact of illness is a vital contribution to the wellbeing of individuals, families and the community.

Our commitment to a safe, inclusive and respectful workplace

Health Voyage is committed to a workplace culture that builds respect, fosters inclusiveness, promotes diversity and embraces the unique skills and qualities of all our workforce and members. Candidates who identify as Aboriginal and Torres Strait Islander, Culturally and Linguistically Diverse, LGBTIQ+, or have a lived experience of mental health are encouraged to apply for Health Voyage positions.

Coffs Harbour Women's Health Centre

The Coffs Harbour Women's Health Centre (CHWHC) is a multi-disciplinary primary health care service servicing Coffs Harbour and surrounding areas. CHWHC is a community-based service providing care to

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women most at risk of ill health (culturally, socially, and economically disadvantaged; disabled, First Nations, carers and victims of domestic and family violence). The Centre team includes General Practitioners, Women's Health Nurses, Psychologist, Physiotherapist, Dietitian, Health Promotion, Administration and Reception.

POSITION SUMMARY

The Centre Manager will lead, develop, implement, oversee and manage the operations, and the future growth and development of CHWHC, ensuring the Centre meets its accountability and reporting requirements. They will be a highly motivated and capable person who will facilitate excellence in integrated, holistic health care, with the goal of improving outcomes for women and girls who seek care from CHWHC and their families.

The Centre Manager will have extensive experience at managing multidisciplinary teams. They will be responsible for the financial management of CHWHC and ensuring the Centre operates in compliance with its legal and contractual obligations, clinical policies and procedures, and accreditation standards.

KEY RESPONSIBILITIES

Leadership and Management

- Provide leadership and support to staff to ensure they carry out their duties in accordance with their position description and organisational and service policies, procedures, and priorities; and oversee the day-to-day operation of CHWHC
- Lead and oversee the recruitment and selection of new staff (including private practitioners if applicable) as per Health Voyage policies and procedures and ensure they are orientated to the policies, procedures and operations of the service and organisation.
- Manage, monitor, and review staff performance and development; conduct annual staff reviews; and address staff performance issues effectively according to documented policies and procedures.
- Work with other key organisations in the Coffs Coast area to promote the work of CHWHC and its objectives
- Liaise with Women's Health NSW and attend state-wide women's health meetings on behalf of CHWHC
- Liaise with Mid North Coast Local Health District (MNCLHD) for contract compliance and service provision integration and enhancements, attend bi-monthly meetings with District Coordinator Women's Health MNCLHD.
- Work with Clinic Coordinator to plan and facilitate regular CHWHC reception/admin staff meetings and follow up on actions as required
- Participate in and support other members of CHWHC to participate in programs, education and training opportunities
- Facilitate a working environment that is conducive to high productivity, where all staff understand what is expected of them and how their efforts contribute to organisational success
- Be an active member and contributor to the Health Voyage Management Committees including, but not limited to the Leadership Team and the Clinical Governance Committee

Financial Management and Business Services

- Monitor, and review budgets and ensure the Centre operates within its allocated resources
- Work with the Health Voyage CEO to develop funding submissions, expressions of interest, and research additional funding sources as opportunities arise.
- Ensure all reporting requirements are completed regularly to meet deadlines
- Approve staff timesheets and leave applications, ensuring the Outlook Leave Calendar is up to date, and authorise payment of wages, accounts, insurances etc as relevant
- Manage business planning and the improvement of administrative processes for efficiency and effectiveness of practices and encompassing feedback from clients of the service
- Manage Medicare payment processes, requirements for the registration of new practitioners and associated Practice Incentives
- Provide efficient and medico-legally compliant administration

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- Oversee medical software administration for CHWHC, ensuring updates are applied as required, and provide basic IT support within scope of the role that is outside the contracted service provider's responsibilities
- Coordinate and manage GoFax/eFax as applicable for CHWHC including ensuring billing details are up to date and responding to queries from staff.
- Ensure the Centre is following best practice in terms of billing and explore billing opportunities to strengthen the service's business model that may be shared across all Health Voyage services
- Oversee the ordering of medical supplies by Clinic Coordinator, including medical consumables and office supplies as required
- Oversee the Collection of statistical data as prescribed by our funders

Accreditation and Quality Improvement

- Monitor service performance against KPIs and develop, implement and communicate strategies to address any service performance concerns
- Ensure continuous quality improvement and compliance with the RACGP standards, including the identification of training and skills needs within the Centre and coordinating the delivery of training and skill development to appropriate staff
- Lead and coordinate accreditation renewal with GPA, including development and annual review of clinical practices manual in coordination with other Health Voyage services
- Review research proposals (internal and external), coordinate with the Clinical Governance Committee, and support engagement in research aligned to the objectives of the service and values of the organisation

Strategic Direction

- Lead the Centre's strategic and other planning for the purposes of service improvement, and explore opportunities to improve services for those who access CHWHC services

Policies and Procedures

- Maintain a register of Incidents (including near misses) and rectify where appropriate any possible safety hazards, as noted or notified by other staff
- Maintain a register of Complaints and Feedback, and address any complaints as they arise in accordance with policies and procedures
- Maintain a register of medical equipment, ensure staff are trained in use of appropriate medical equipment, and manage the maintenance schedule and self-audits records in the register
- Maintain a safe, supportive and fair environment for the women and girls who seek our care and their families, carers and friends
- Review, develop and implement new Health Voyage and CHWHC policies and procedures on an ongoing basis, and support the improvement of organisational policies, procedures and protocols
- Develop and maintain systems to support productive and medico-legally compliant reception procedures and processes

Privacy and Confidentiality

- Access confidential data and information in a secure and discreet manner
- Follow policies and procedures to ensure the security of organisational data and information
- Ensure the integrity of client records is maintained
- Ensure the privacy and confidentiality of clients is respected

Quality and Safety Commitment

All Health Voyage employees are expected to actively contribute to a safe, high-quality and continuously improving workplace. This includes:

- Complying with relevant standards, guidelines, and organisational policies
- Participating in safety and quality improvement activities
- Supporting a culture of safety, quality, accountability and continuous learning
- Identifying and reporting risks or areas for improvement
- Partnering with clients in the provision of care
- Ensuring services are delivered in a way that promotes safety and quality, dignity, respect and positive outcomes for clients

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RELATIONSHIPS

The position holder will be required to develop and maintain positive and effective working relationships with a broad range of people and organisations. They must positively represent CHWHC and Health Voyage to the public, community, government and other organisations.

Reports to:	Chief Executive Officer
Direct Reports:	All CHWHC staff (in collaboration with the Clinical Leads, Health Promotions Manager and Clinic Coordinator.)
Indirect Reports:	Private Practitioners (if applicable)
Accountable to:	Health Voyage CEO and Governance Board
Internal Relationships:	headspace Coffs Harbour and Grafton Centre Staff and Contractors Health Voyage Staff and Contractors
External Relationships:	Mid North Coast Local Health District Staff Healthy North Coast Staff Co-located partner organisations General Practices and Specialist Services in the community Other external partners, vendors, providers and key stakeholders

SELECTION CRITERIA

Essential

1. Female – *being female is a genuine occupational qualification for this position in accordance with Section 31 of the Anti-Discrimination Act 1977 (NSW)*
2. Tertiary qualifications in a relevant discipline – Practice Management, Health Administration etc.
3. Demonstrated experience (5 years +) in managing a medical practice or community-based health or welfare organisation including financial, HR, and office management
4. Demonstrated experience at managing all aspects of staff and team performance, including recruitment, staff orientation, supervision, performance reviews, staff disciplinary action, performance development and team building
5. Demonstrated experience at managing and developing operational systems for a health or community services organisation, including effectively planning and allocating resources in order to maximise operational efficiency and meet funding deliverables
6. Demonstrated understanding of the principles of accountability systems and continuous quality improvement processes, including the utilisation of data systems, the development and implementation of policies and procedures, and the use of evaluation and risk management tools
7. Understanding/knowledge of the social view of women's health and women's rights to self-determination, and the ability to work from a feminist perspective
8. Ability to negotiate and liaise with Medical Practitioners, Allied Health Clinicians and community support services
9. Strong understanding of the Medicare system, Practice Incentives Programs and PRODA.
10. Proficiency in electronic practice and health record management systems and sound knowledge of medical terminology

Desirable

1. Experience in Best Practice software

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2. Experience in the not for profit/non-government sector.

Foundational skills required

- Exceptional interpersonal skills with the ability to establish and maintain effective relationships with a diverse range of people and professionals.
- Highly developed verbal and written communication skills.
- Advanced computer skills including word processing, data entry, spreadsheets and database applications.
- Proven track record in building and maintaining effective working relationships with a range of internal and external stakeholders.

Personal attributes

- High levels of professionalism, confidentiality and discretion.
- Ability and commitment to continuous learning.
- Strong work ethic.
- Adaptability and flexibility to changing work environments and requirements.
- Reliable and results focussed.

WORKPLACE POLICIES AND PRACTICES

All Health Voyage employees and contractors are required to familiarise themselves with the organisation's code of conduct and policies and procedures and to abide by them at all times.

It is expected that at all times employees and contractors will:

- Be respectful towards the organisation, colleagues, clients and the general public.
- Support the Health Voyage vision and objectives and demonstrate the values of Health Voyage.
- Take reasonable care for their own health and safety, and that of others in the workplace.

The position holder must also:

- Maintain a current check for working with young people, as per the relevant state legislation.
- Maintain a current and satisfactory criminal record check.
- Maintain a current driver's licence and have access to their own registered and comprehensively insured vehicle.
- Maintain eligibility to work in Australia.
- Participate in a 6-month probationary period, with continuing employment subject to satisfactory performance.
- Participate in annual individual performance reviews and professional development planning.
- Have some flexibility to travel, and to work after hours (including weekends and evenings).

OTHER INFORMATION

Fringe Benefits: Salary Sacrifice (Packaging) is available to eligible employees. Health Voyage Ltd is a Registered Charity

Superannuation: Employer contribution will be paid in accordance with the applicable current Superannuation Guarantee Legislation to a complying super fund.

Leave: Annual leave as per the National Employment Standards with 17.5% loading (not applicable for casual employment)

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Sick Leave as per the National Employment Standards (not applicable for casual employment)

Public Holidays: All official National and NSW Public Holidays that occur on regular days of work (not applicable for casual employment)

Position status: This position is subject to and conditional upon continuing grant funding

Please note:

It is an offence under the NSW Child Protection (Prohibited Employment) Act 1998 for a person convicted of a serious sex offence to apply for this position. Successful applicant(s) will be subject to Working with Children Check and Police Check prior to Employment.

Approved by:

Tazmyn Jewell, Chief Executive Officer, Health Voyage

Date approved:

Feb 2026
