



Njernda Aboriginal Corporation

NJERENDA ABORIGINAL CORPORATION

## POSITION DESCRIPTION

### Health and Ageing Services Manager

#### PURPOSE OF THE ROLE

The Health and Ageing Services (HA) Manager is responsible for the day-to-day running of Njernda Medical Centre operations and the below mentioned programs and services managed by the Health and Ageing department. The HA manager manages the department staff and trainees to successfully implement the policies and procedures of Njernda Aboriginal Corporation and is responsible for maintaining an effective and efficient service delivery meeting program objectives and delivery of positive outcomes working in close partnership with Aboriginal and mainstream agencies to better support the community. The position reports to the Chief Executive Officer.

<b>Services / Programs (not an exhaustive list):</b>	
GP, Specialist, Medical and Locum Services	Home and Community Care – Program for Younger People (HACC PYP)
Indigenous Australians Health Program (IAHP)	Aboriginal Development Officer (ADO)
Elder Care support program	Commonwealth Home Support Program (CHSP)
Massage Services	Indigenous Employment Initiative (IEI)
Koori Maternity Services (KMS)	Primary Health Network - The Integrated Team Care (PHN - ITC) Program
Loddon Children's Health and Well-being Local (LCHWL)	Loddon Mallee Aboriginal Reference Group
MCH Initiative	Primary Health Network (PHN) - Psychological Therapy Services (PTS) Mental Health.
Chronic Disease Management	Vaccination uptake Support Program
Allied Health Services	First Nations Early Intervention
Maternal and Child Health	Njernda Medical Centre Operations
Specialist and Support Services - Podiatry, Paediatrics, Optometry, Audiology, Diabetes Education, Endocrinology, and Dietician	Medicare Billing Services
Clinical and GP Registrar training and management	LMARG Health Promotion
Nursing Workforce	



<b>Position Details</b>	
Position Title:	Health and Ageing Services Manager
Location / Department / Division:	Njernda Medical Centre, 84 Hare Street, Echuca VIC 3564
Reports to:	Chief Executive Officer (CEO)
Positions reporting to this role:	30 currently
Hours:	37.5 per week, full time
Budget / Funding:	Health and Ageing
Award and Pay Grade / Level:	Award: SCHADS 2010      Level / Grade: 7-8
Pay Point classification (if applicable)	1-3 (depending on qualifications and experience)
Position Description last reviewed:	30 March 2026




<b>Key Accountabilities</b>
<ul style="list-style-type: none"> <li>• This position will, under the direction of the CEO, lead the strategic and day to day operational management of Njernda Medical Centre and the above-mentioned programs and services within the Health and Ageing services department, and ensure the services are provided within the program guidelines, budgeted funding and staffing FTE, ensuring compliance with clinical, governance, legislation, regulatory, funding, and accreditation standards.</li> </ul>
<ul style="list-style-type: none"> <li>• Develop, and maintain a constructive, and positive workplace culture which facilitates employee collaboration / engagement, team spirit and support staff training and upskilling and provides an excellent service to the Aboriginal and Torres Strait community.</li> </ul>
<ul style="list-style-type: none"> <li>• Oversee clinical governance, including management of clinical support, incident reporting, risk management, and consumer feedback management.</li> </ul>
<ul style="list-style-type: none"> <li>• Actively participate and contribute to the overall development, and implementation of strategic and business plans for the health and ageing services.</li> </ul>
<ul style="list-style-type: none"> <li>• Responsible for implementing culturally safe/appropriate, evidence based, trauma-aware embedded service delivery practices in the health and ageing services.</li> </ul>
<ul style="list-style-type: none"> <li>• Develop and implement relevant policies and procedures for the department operations and outcomes, in coordination with stakeholders, and in line with Njernda's objectives and strategic priorities.</li> </ul>
<ul style="list-style-type: none"> <li>• Responsible for implementing and monitoring the department's operational service delivery and reporting outcomes against all program specific key performance indicators and identifying viable opportunities to enhance service utilisation, and delivery; and revenue maximisation consistent with policy, legislation, available business opportunities and incentive payments.</li> </ul>
<ul style="list-style-type: none"> <li>• Actively participate and present activity reports at the monthly accountability meetings (MAM) held with CEO (and key internal stakeholders as required), on all of the department's program activities, including the: utilisation patterns of various services, Medicare billing data, compliance with set outcomes, meeting reporting standards, challenges / issues identified in service delivery, budget compliance, performance indicators, staffing / employee management issues, new funding opportunities, and other program deliverables.</li> </ul>
<ul style="list-style-type: none"> <li>• Engage with clinical staff to ensure delivery of timely, safe, and high-quality clinical services to clients, in line with relevant legislation and accreditation standards.</li> </ul>
<ul style="list-style-type: none"> <li>• Responsible for ensuring services provided are appropriately, timely and accurately billed to Medicare, to maximise revenue in compliance with Medicare billing standards/practices.</li> </ul>
<ul style="list-style-type: none"> <li>• Collaborate, liaise, participate, and convene regular meetings with various internal and external stakeholders individually to ensure positive outcomes.</li> </ul>
<ul style="list-style-type: none"> <li>• Hiring of suitable candidates to fill the department staff budgeted FTE to assist in the program delivery and ensuring periodic update of all budgeted FTE employee position descriptions.</li> </ul>

<ul style="list-style-type: none"> <li>• Coordinate with Human Resources in recruitment, onboarding, employee management, offboarding, including participation in new employee orientation and ensure staff's strict adherence to Njernda's Human Resources policies and procedures.</li> </ul>
<ul style="list-style-type: none"> <li>• Ensure all clinical staff are appropriately credentialed, and registered, and have appropriate scope of clinical practice is defined at all times, in compliance with Njernda's clinical governance policy and government legislation.</li> </ul>
<ul style="list-style-type: none"> <li>• Manage department staff, trainees, and placement students to ensure that they work within the organisation's policy and procedure in the service delivery.</li> </ul>
<ul style="list-style-type: none"> <li>• Create and maintain a culture and systems that support learning to facilitate clinical, student and GP Registrar rotations/placements at Njernda Medical Centre.</li> </ul>
<ul style="list-style-type: none"> <li>• Maintain and manage staff rosters and staffing structure that ensures optimal workforce coverage and operational efficiency, and is consistent and in compliance with the budget, client support needs and relevant Awards.</li> </ul>
<ul style="list-style-type: none"> <li>• Ensure regular staff professional supervision is conducted and timely &amp; appropriate support is provided to department staff as required and facilitate their ongoing training and development.</li> </ul>
<ul style="list-style-type: none"> <li>• Accurately complete, maintain and approve employee weekly timesheets timely, ensuring compliance with payroll and HR policies.</li> </ul>
<ul style="list-style-type: none"> <li>• Process and manage employee leave requests accurately and timely, including annual, personal, and other leave types as per delegation of authority, while monitoring leave balances and entitlements for all of department's staff in coordination with payroll. Make recommendations to CEO/HR manager on family services' staff study/conference/professional development/training leave and leave without pay requests.</li> </ul>
<ul style="list-style-type: none"> <li>• Ensure department staff appraisals / periodic performance reviews are completed on time and recorded on the employee HR files, and provide feedback and support to employees, as required.</li> </ul>
<ul style="list-style-type: none"> <li>• Manage staff workflows, department budgets, and regulating expenses, to ensure there are sufficient funds, equipment, materials, and other resources necessary to deliver the operational outcomes.</li> </ul>
<ul style="list-style-type: none"> <li>• Support staff appropriately following critical incidents, by ensuring compliance with reporting processes and the affected staff and clients are offered, have access to formal debriefing and EAP assistance.</li> </ul>
<ul style="list-style-type: none"> <li>• Coordinate with Njernda's OHS Coordinator to ensure compliance with OHS standards and conduct periodic OHS audits and promptly attend to OHS issues and timely escalation to your Line manager.</li> </ul>
<ul style="list-style-type: none"> <li>• Responsible for maintaining accurate, and up-to-date patient medical record information in line with applicable data privacy and storage laws.</li> </ul>
<ul style="list-style-type: none"> <li>• Accountable for the expenditure and management of WEEL Card spending and petty cash floats, and relevant record keeping of receipts.</li> </ul>
<ul style="list-style-type: none"> <li>• Prepare program / project briefings, business cases, funding proposals, federal and state Government submissions and reports as required by funding bodies, government agencies, and the CEO, within designated time limits.</li> </ul>
<ul style="list-style-type: none"> <li>• Assist the CEO to develop, monitor, manage, analyse program related data, and strive to develop strategies to continually improve the quality of services delivered.</li> </ul>
<ul style="list-style-type: none"> <li>• Assist and coordinate with Chief Financial Officer (CFO) in the preparation of staffing and program budget, and for reporting requirements.</li> </ul>
<ul style="list-style-type: none"> <li>• Actively assist in the accreditation, assessment, review, and evaluation of models of care, program costs, best practice guidelines, program focus, to ensure provision of an efficient and effective service to our clients/community members.</li> </ul>
<ul style="list-style-type: none"> <li>• Organise periodic community meetings to gain feedback from the community on programs and services.</li> </ul>
<ul style="list-style-type: none"> <li>• Represent where directed by the CEO, to sit on committees and attend in forums outside the agency (e.g., on panels, on committees etc).</li> </ul>
<ul style="list-style-type: none"> <li>• Participate in research and development activities and keeping up to date with trends and advancement in health and ageing areas.</li> </ul>

<b>Aged Care Governance Responsibilities:</b>
• Ensure compliance with the Aged Care Act 2024, Aged Care Rules 2025, and Strengthened Aged Care Quality Standards as applicable to Njernda's CHSP services.
• Oversee CHSP program compliance including care planning, service agreements, My Aged Care referrals, and service reporting.
• Ensure compliance with the Serious Incident Response Scheme (SIRS) including timely reporting to the Aged Care Quality and Safety Commission.
• Monitor aged care workforce compliance including worker screening, mandatory training, and code of conduct obligations.
• Oversee aged care complaints management and continuous improvement activities specific to the elder cohort.
• Maintain oversight of aged care risk registers and quality indicators.
• Prepare for and lead aged care audits, performance assessments, and regulatory engagement.
• Any other relevant duties, within scope of skill level and training, as required by the CEO from time to time.

<b>Organisational Responsibilities</b>
Positively promote Njernda within and externally to the organisation
Comply with the Njernda Code of Conduct
Each employee has a responsibility to comply and promote practices with all Njernda policies and procedures and familiarise themselves with those relevant to their position
Comply with relevant registration bodies mandatory continuing professional development requirements as applicable, but not limited to case reviews, staff meetings, planning forums, service reviews and the integration of client feedback
Carry out all work and interactions in alignment with Njernda values
Apply the highest level of confidentiality, understanding that confidentiality is an imperative for clients, their families, fellow employees, and Njernda Aboriginal Corporation.
Commitment to ensuring a culture of child safety, preventing child abuse, and abiding by the child safety principles
Each employee has a responsibility to comply with and promote relevant legislation and professional standards in relation to safety, quality, and risk relevant to their position
Each employee has a responsibility to comply with and promote compliance with their industry standards and relevant regulatory requirements
Participate in performance appraisal and supervision processes
Follow all work / occupational health and safety policies and procedures associated with conducting activities on or offsite

<b>Njernda Values</b>	
All staff are expected to behave in a way that is in alignment with our values:	
<b>Respect</b> 	Establish relationships based on respect and trust. Treats people with dignity, fairly and openly. Demonstrates personal standards of consistency, tolerance, and patience.
<b>Accountability</b> 	Taking ownership and initiative of Njernda values to ensure trusted collaborations are formed. Be thoughtful of the impact of one's own behaviour on others.

<b>Resilience</b> 	Encouraging cultural and spiritual growth to enable personal growth
<b>Advocacy</b> 	Working to transform the disadvantaged and challenge the causes that impact on our community.
<b>Cultural Sensitivity</b> 	Welcoming and serving our community with understanding and without judgement.

Key Relationships	
Internal	External
Medical Services Coordinator	Other ACCOs, VACCHO and mainstream services
Staff, Trainees and Students of Health and Ageing	Federal and State Government funding and reporting agencies and other Government bodies
Chief Executive officer	External agencies
Corporate Services Team	Healthcare service providers, and other similar service providers locally and in the Loddon Mallee region
Human Resources Team	Community members
Department managers and other Njernda Staff	Murray primary Health Network
Policy officer	Accreditation Bodies
CFO and the Finance Team	Training providers (VACCHO, RACGP etc)
	Locum Agencies
	Service providers

Selection Criteria
<b>Essential:</b>
<b>Qualifications</b> <ul style="list-style-type: none"> <li>Tertiary qualifications in the fields - Healthcare or Business Management or related discipline, or equivalent significant experience in practice/operations/medical services/health and ageing services management.</li> </ul>
<b>Skills</b> <ul style="list-style-type: none"> <li>Demonstrated experience in managing a busy, accredited medical centre / practice.</li> <li>Demonstrated knowledge and understanding Aboriginal culture and challenges in delivering trauma informed care practices in an Aboriginal community controlled general practice.</li> <li>Sound knowledge of clinical governance framework, Health and Ageing Acts, including Aged care Act 2024, Aged Care Rules 2025, Code of Conduct for Aged Care, Worker screening / banning orders, Serious Incident Response Scheme (SIRS) and Strengthened Aged Care Quality Standards.</li> <li>Demonstrated experience in managing or overseeing Commonwealth-funded aged care programs (CHSP or equivalent).</li> <li>Demonstrated experience in managing diverse and multi-disciplinary workforce consisting of clinical, medical (GPs, Specialists, GP Registrars, Contractors), allied health, nursing, students, trainees, GP registrars, specialist services and locum staff.</li> </ul>

- Comprehensive understanding of relevant funding, policies, regulations, and reforms including client led funding models and their implications.
- Extensive knowledge of strategies to maximise operational performance, for long term sustainability in a primary health care setting and demonstrated experience in implementing them.
- Sound knowledge of MBS billing items, practice incentive grants, practice management software, and other information technology that relates to medical centre management.
- Excellent written, oral communication and conflict resolution skills, and ability to work collaboratively
- Working experience in budgeting, financial control, revenue maximization, management reporting, and preparation and interpretation of statistical data reports.
- Demonstrated experience in managing accreditation, regulatory compliance and standards in health and ageing service delivery.

**Experience**

- 5 years of experience in a similar role

**Satisfactory evidence of:**

Pre-employment checks not limited to at least two professional referees, proof of identity and qualifications, National police check, Working with Children’s Check, full Victorian driver’s license, disclosure of any pre-existing illness / injury and vaccination status in line with Njernda’s current policy and procedure, and as applicable – eligibility to work in Australia, professional/regulatory licenses, registration and current good standing, and clearance on aged care banning orders.

**Desirable:**

- Work experience in regional Australia

**TERMS & CONDITIONS OF EMPLOYMENT:**

Terms and conditions are in accordance with the Contract of Employment.

I acknowledge that I have received a copy of this position description. I have read (or have had read to me) and understand the requirements of this position. I agree to work in accordance with this position description.

Signed: \_\_\_\_\_ Date: / /

Print Name: \_\_\_\_\_

PLEASE KEEP A COPY OF THIS POSITION DESCRIPTION FOR YOUR RECORDS

cc: Employee File