



Wuchopperen  
HEALTH SERVICE LTD

## POSITION DESCRIPTION

<b>Position Title:</b>	Director, Service Integration ( <i>Identified</i> )
<b>Classification:</b>	Commensurate with skills and experience
<b>Location:</b>	Moignard Street, Manoora Edmonton and other locations as agreed
<b>Reporting Relationship:</b>	Deputy Chief Executive Officer

### Organisational Information:

Wuchopperen Health Service Limited (Wuchopperen) is a community connected and controlled organisation with a solid history of providing holistic health and wellbeing services for Aboriginal and Torres Strait Islander people in Cairns and surrounding districts.

Wuchopperen's vision is improving quality of life for Aboriginal and Torres Strait Islander peoples. Culture underpins our diverse and client-centric service delivery model offering our community whole of life support from pre-birth right through to our elders.

From our humble beginnings in the 1970s, Wuchopperen has grown into a dynamic and innovative service that prides itself on strong community representation, leadership and governance.

*Keeping Our Generations Growing Strong*

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### Purpose of the Position:

This position will, under the executive leadership of the Deputy Chief Executive Officer (DCEO), lead the Service Integration portfolio to integrate ancillary programs and services with clinical services and operations in delivering high quality culturally appropriate client centred health services including:

- Medical Administration
- Domestic Assistance and Transport Services
- Client Integration, Coordination and Connection
- Social and Emotional Wellbeing
- Allied Health including Dental

### Reporting Relationship:

The Director Service Integration reports to the Deputy Chief Executive Officer and will work closely with the Director Health Services to lead the Service Integration portfolio to integrate culturally appropriate client centred services in accordance with approved clinical governance practices and standards to improve the effectiveness of holistic health care to clients.

The Director Service Integration has managerial responsibility for Team Leader Medical Administration and Transport and Team Leader Service Integration.

The position is a member of the Senior Management Team.

### Key Responsibilities:

1. Design, implement and embed a client centric integrated portfolio of health services through planning and evaluation of activities to ensure alignment to the strategic priorities of the organisation.
2. Maintain knowledge relating to industry best practice and environmental key changes including legislative, funding and accreditation requirements and provide advice to the nominated portfolio areas to ensure all relevant services and programs meet funding and accreditation requirements.
3. Identify, establish and maintain effective key partnerships with internal and external stakeholders ensuring responsiveness and promotion of the organisation's role in the delivery of primary health care services.
4. Contribute to continuous improvement processes and participate in quality assurance activities to ensure compliance with relevant standards and culturally safe, effective service delivery.
5. Work within the bounds of approved policies and procedures including exercise of delegation and abide by the Code of Conduct and Workplace Health and Safety requirements of the organisation.
6. Participate in organisational and community activities to advance the health and wellbeing of Aboriginal and Torres Strait Islander people including meetings, supervision, and performance reviews in accordance with organisational requirements.
7. Other duties as required, within the employee's skills, experience and capacities.

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### Selection Criteria

**Your application for this position must include your CV and specifically address each of the assessment criteria listed below. Short listing and selection will be based upon these selection criteria.**

1. Demonstrated excellence in the development of business opportunities, innovation and growth strategies to deliver high quality culturally appropriate client centred services.
2. Demonstrated excellence in collaborating with others to lead and deliver high quality services that contribute to strategic objectives through effective management of human, financial and physical resources, preferably in health or community services.
3. A demonstrated high level understanding of the issues affecting the health and wellbeing of Aboriginal and Torres Strait Islander people together with demonstrated experience in the delivery of clinical services.
4. Knowledge and understanding of Aboriginal and Torres Strait Islander societies and cultures from an historical and contemporary perspective, including the ability to communicate effectively and sensitively with Aboriginal and Torres Strait Islander people.
5. Highly developed analytical, conceptual and problem solving skills including the proven ability to develop and implement appropriate responses to critical organisational issues
6. Extensively developed interpersonal and communication skills including the ability to liaise and network with a range of stakeholders as well as effectively advocate, negotiate and influence others to achieve positive outcomes.

### Essential Requirements:

- A degree qualification and/or no less than five years (5) demonstrated experience working in a senior management role in a community-based organization, preferably in primary health care and/or human services areas. A lesser qualification would be considered where the applicant can demonstrate the acquisition of considerable skills and extensive and diverse experience relevant to the position.
- The Director Service Integration is an Identified position. It is a genuine occupational requirement that an Identified position be filled by an Aboriginal person or Torres Strait Islander person, as permitted by and arguable under section 25, 104 and 105 of the Queensland Anti-Discrimination Act (1991).
- It is a condition of employment that all employees are holders of a current and valid 'blue card' or Working with Children Check. Employment cannot continue where your 'blue card' is disqualified.
- The possession of a current Queensland "C" class driver's licence.
- Commitment to work within the principles of Aboriginal and Torres Strait Islander community control including willingness to develop the leadership of Aboriginal and Torres Strait Islander staff.

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- Ability to use Microsoft Office products and the ability to use or willingness to gain proficiency in the Communicare patient information management system.

### **Additional Requirements:**

- A non-smoking policy is effective in Wuchopperen's buildings, offices, motor vehicles, and on all Wuchopperen grounds, across all sites.
- Wuchopperen has a 6 month probationary period for new employees.
- Out of hours work may be required when necessary with prior approval of supervisor.
- Demonstrated commitment to ongoing self-development with a focus on qualifications/skills upgrade and contemporary primary health practices.
- Lead and participate in succession planning processes to deliver clear, effective and optimal career pathways within the allocated portfolio area.

### **Referees:**

Two (2) referees are to be nominated, including the applicant's current supervisor.

**Applications addressing the selection criteria are to be received by no later than 5pm on Monday, 7 June 2021.**

Please address applications to:  
recruitment@wuchopperen.org.au