



POSITION DESCRIPTION

JOB TITLE	Senior Manager, UNE Life Health
BUSINESS UNIT	UNE Life Health Services
REPORTING TO	General Manager, Operations
LOCATION	Armidale
AWARD COVERAGE	Non-Award
DATE	July 2024

PURPOSE OF THE POSITION

The Senior Manager, UNE Life Health is a key role in the executive leadership team of UNE Life and is responsible for designing and advancing the strategic objectives of the UNE Life Healthcare Centre within the larger organisation.

Supported by a Practice Manager, the Senior Manager, UNE Life Health will oversee the day-to-day operational functions of the UNE Life Healthcare Centre and the Armidale Urgent Care Service, ensuring proper clinical governance and providing support and expert advice to staff. The role aims to foster a culture of continuous improvement, innovation, and excellence in patient care.

The Senior Manager will provide leadership and management to create and maintain a positive, healthy, and safe organisational culture and an engaged Medical Practice team. This includes developing and implementing strategic plans, enhancing patient communications, and building strong relationships with key stakeholders including the University of New England (UNE).

By working collaboratively with internal and external partners, the Senior Manager will drive initiatives that enhance the Centre's services and contribute to the overall mission of UNE Life, ensuring the Centre remains at the forefront of healthcare delivery.

ORGANISATIONAL CONTEXT

We are a wholly owned, not-for-profit entity of the University of New England (UNE) independently governed by a Board of Directors and led by a Chief Executive Officer. Put simply, we are a company that is also part of the University family.

Our mission at UNE Life is to provide an outstanding experience both on, and off our University campuses.

We are the bridge between the University and its many communities. We are a team that gets things done together with a focus on honesty and respect for one another.



One of our bigger success measures revolves around our commitment to quality service for the UNE and the wider community. We offer a unique set of services which are divided across 6 focus areas, these include:

- Student Experience – includes clubs & societies, our student-powered radio TuneFM, our independent student Advocacy & Welfare Services, and specific events & activations from orientation, to graduation.
- Commercial Services - includes our retail outlets, food & beverage services, event management & catering, and Belgrave Cinema.
- SportUNE – includes our state-of-the-art community gym, on-campus sporting facilities, and recreational facilities/activities.
- Safety, Security & Information - includes around-the-clock security services for the University.
- Corporate Services – includes Finance, People & Culture, Branding & Marketing, IT Management, and Contract Management.
- Health – includes UNE Healthcare Centre and UNE Life health services, Armidale Urgent Care Service and other health services/programs.

UNE LIFE VALUES

We believe our values reflect who we are as a team. Alignment with these values is key to your success with UNE Life.

- Honesty – transparency builds trust
- Respect – yourself, others, and all we do
- We are a team – we get things done, together
- Never settle – we live for continuous improvement
- Surpass expectations – we focus on customer satisfaction
- We're committed – we do what we do because we believe in it.

KEY ACCOUNTABILITIES

1. Develop and implement strategic plans that align with the broader goals of UNE Life and the Healthcare Centre, ensuring long-term sustainability and growth.
2. Ensure compliance with all statutory and regulatory obligations relating to health care, including accreditation with AGPAL, and remain informed of changes in legislation ensuring the practice adjusts its policies and procedures accordingly.
3. Implement robust risk management practices, including incident reporting and response systems. Ensure the practice meets accreditation standards and maintains continuous quality improvement processes.



4. Work closely with the Practice Manager to ensure an exceptional standard of care to patients, focusing on patient satisfaction and quality service delivery, and implement strategies to improve patient communications and engagement.
5. Provide leadership and support to clinical and administrative staff, fostering a positive and collaborative work environment and identify development programs to enhance skills and knowledge and promote professional growth and retention.
6. In collaboration with the General Manager, Finance & Corporate Services, develop and manage budgets, ensuring financial sustainability and optimal resource allocation.
7. Collaborate with the UNE Technology & Digital Services team and the UNE Life Digital Transformation Manager to oversee the Centre's digital systems and security, ensuring data integrity and compliance with policies and procedures.
8. In collaboration with the General Manager, Operations, develop and maintain business continuity and disaster recovery plans, ensuring the practice can respond effectively to emergencies and disruptions.
9. Collaborate with partners and stakeholders, including University of New England and the Primary Health Network, to identify opportunities for service expansion and improvement and engage with community groups to promote healthcare services and initiatives.

Note: It is not the intention of the position description to limit the scope or accountabilities of the position but to highlight the key responsibilities of the position. The responsibilities listed above may be altered in accordance with the changing requirements of the role.

KEY RELATIONSHIPS

Direct Reports:

- Practice Manager
- Clinical Lead
- General Practitioners

External Stakeholders

- Faculty of Medicine and Health
- Primary Health Network
- Government and industry bodies
- Local clinicians and allied health providers
- Community and patients

Internal Stakeholders:

- UNE Life Colleagues



SELECTION CRITERIA

1. Tertiary qualification in health administration, management, business administration, or a related discipline or minimum of five years' experience in a senior management role within a healthcare setting.
2. Extensive knowledge of statutory and regulatory obligations related to health care, including AGPAL accreditations, privacy regulations, and other standards.
3. Experience in overseeing clinical governance frameworks and implementing robust risk management practices.
4. Proven ability to lead and inspire teams, driving innovation and continuous improvement whilst ensuring high standards of service delivery
5. Experience in developing and implementing strategies and initiatives that align with organisational goals.
6. Experience in developing and managing budgets, ensuring financial sustainability, and optimal resource allocation.
7. Strong networking and relationship-building skills, with experience engaging with government/industry, healthcare networks, or other key stakeholders.

POSITION DIMENSIONS

Work Health and Safety Statement

Cooperate with all health and safety policies and procedures and take all reasonable care to ensure actions do not impact on the health and safety of staff, students, visitors and members of the public.

Equal Employment Opportunity

Ensure that the principles of equal employment opportunities are implemented promoted and adhered.

EMPLOYMENT AGREEMENT

As the incumbent of this position, I have read the position description, understand its contents and agree to work in accordance with the requirements of the position.

Signatories	Name	Signature	Date
Staff member			
Supervisor			



