



NUNYARA
ABORIGINAL HEALTH SERVICE INC.



Job & Person Specification

Clinic Manager

The word Nunyara means Restored to health and comes from the language spoken by the Barnjarla people traditional owners.

Nunyara is an Aboriginal Community Controlled Health Service and is committed to meeting community needs by providing culturally appropriate primary health care and health promotion programs for the Aboriginal community in Whyalla, as well as education and advice to help families access the services they need from Government and mainstream services.

Organisations Values

Our values are Honesty, Respect and Integrity

Honesty	We show honesty by speaking truthfully, within the boundaries of confidentiality. This is shown in our dealings within the organisation and with our consumers and partners by saying what we mean and meaning what we say, keeping our promises, telling the truth tactfully, providing honest feedback and answers and admitting to mistakes.
Respect	We show respect by speaking and acting with courtesy. We treat others with dignity and use culturally appropriate ways of communicating. This is shown in our dealings within the organisation and with our consumers and partners by treating everyone fairly, communicating so people can understand, listening to others, and seeking and providing feedback.
Integrity	We show integrity by honouring our values and the rules of our organisation, government and nation. This is shown in our dealings within the organisation and with our consumers and partners by doing the right thing, abiding by the values, standing up for what we believe in, and taking responsibility for our mistakes.

Job and Person Specification

POSITION SUMMARY

Position Title	Clinic Manager
Classification Code	Registered Nurse - Level 4
Type of Employment	Ongoing (subject to funding)
FTE	1.0FTE / 80 hours per fortnight
Position Created	July 2011
Last Review Date	May 2026
Next Review Date	May 2027

PERFORMANCE MONITORING

The incumbent is required to participate in a regular 1:1 Super Yarn meeting between supervisor and supervisee, in order to meet organisational, professional and personal objectives. Commonly referred to as a Performance Development Review, Supervision Meeting, or Appraisal. Which will include a review of employee's performance against the responsibilities, performance outcome measures associated with the position and demonstration of appropriate behaviours which reflect a commitment to the Nunyara Aboriginal Health Service Inc.

QUALIFICATIONS

Essential	<ul style="list-style-type: none"> Current registration (or eligibility) with AHPRA as a Registered Nurse (RN) A South Australian current driver's licence and willingness to drive is essential. Experience in Aboriginal community-controlled health services
Desirable	<ul style="list-style-type: none"> Experience in accreditation and risk management
Special Conditions	<ul style="list-style-type: none"> Some Intra/Interstate travel may be required necessitating overnight absences and out of hours work. Some approved out of hours work may be required for which time in lieu (TOIL) arrangements may apply. The incumbent will be required to strictly observe the confidentiality of information received and given. Successful applicant must be prepared to submit to a National Police Clearance and DCSI checks.
Salary / Award	<ul style="list-style-type: none"> Nurses Award [MA000034]

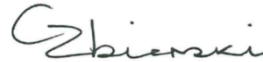
Job and Person Specification Approval

Signature:



Date: 15th October 2025
Position: Chairperson
Nunyarra Aboriginal Health Service

Signature:



Date: 15th October 2025
Position: CEO
Nunyarra Aboriginal Health Service

Team Structure

Supervisor Reports to:

Supervisor's Position:

This Position:

Staff Supervised:

(This reporting relationship aligns with the organisation's planned transition to the future operating model. Implementation will occur in a staged and consultative manner, with affected staff engaged as responsibilities and reporting arrangements move under their supervision)

Chief Executive Officer
Executive Operations Manager
Clinic Manager
Aboriginal Health Practitioners, Practice Nurses, Trainee Aboriginal Health Practitioners

OTHER POSITIONS WITHIN THE ORGANISATION

Chief Executive Officer, Executive Operations Manager, CQI & Projects Co-ordinator, Finance Manager, Clinic Manager, Practice Manager, Integrated Care Team Leader, Corporate Services Manager, Specialist Support Co-ordinator
Support Co-ordinator, Aboriginal Disability Liaison Officers, Elder Care Co-ordinator
Elder Care Connectors, Senior Clinic Receptionist, Patient Journey & Visiting Service Co-ordinator, People, Culture & Capability Officer, Clinic Receptionists
Maintenance Officer, Community Medical Practitioners, Practice Nurses, Aboriginal Health Practitioners, Transport Officers

Visiting specialists & Health Professionals including:

- Respiratory Physician & Nurse
- Paediatrician
- Dietician
- Podiatrist
- Grief and Loss Counsellor
- ENT and Audiologist
- Optometrist
- Speech Pathologist
- Physiotherapist
- Psychologist
- Occupational Therapist

Contractors Including:

- Stock Management
- Medical Practitioner
- Medical Director
- Pharmacist

Role Description

OVERVIEW

The **Clinic Manager** will demonstrate a strong commitment to working with Aboriginal and Torres Strait Islander communities. As part of a multi-disciplinary team, the role will:

- Apply primary health care principles to address health needs of the Whyalla Aboriginal community, with a focus on chronic diseases, child and maternal health, mental health and preventative health clients
- Work collaboratively with GPs, Aboriginal Health Workers (AHWs), Aboriginal Health Practitioners (AHPs), Practice Nurses, visiting providers and other staff, including external organisations
- Provide and ensure the delivery of comprehensive client care including health education, screening, treatment of acute and chronic conditions, and follow-up
- Contribute to continuous quality improvement and organisational development

Position Characteristics

The **Clinic Manager** is a pivotal leadership role within Nunyara, responsible for overseeing day-to-day clinic operations and ensuring the delivery of safe, high-quality, and culturally responsive health services aligned with the values of an Aboriginal Community Controlled Health Service.

Key characteristics include:

- **Clinical Leadership** – Lead and model best practice in primary health care, ensuring client-centred and culturally safe services. Maintain oversight of clinical governance systems, support evidence-based practice, and promote accountability for quality and safety across the multidisciplinary team.
- **Clinical Governance & Compliance** – Ensure compliance with accreditation standards including Royal Australian College of General Practitioners (RACGP) Standards, relevant legislation, and funding requirements. Oversee incident management, risk mitigation, infection control, and policy review processes to maintain a safe and compliant service.
- **System Improvement & Implementation** – Drive continuous quality improvement (CQI), data-informed decision-making, and implement new models of care to improve health outcomes. Monitor KPIs, utilise clinical data systems (including Communicare) to inform service improvements, and embed quality cycles into everyday practice.
- **Workforce Supervision & Development** – Supervise, mentor and support Aboriginal Health Practitioners, Aboriginal Health worker trainees, nurses, student placements and clinical staff to strengthen skills, work independently, maintain best practice and work in a culturally safe environment. Identify workforce development needs, support performance management processes, and contribute to succession planning within the clinic.
- **GP Support & Multidisciplinary Coordination** – Ensure general practitioners are supported by an efficient and well-coordinated clinical team encompassing recalls, GP management plans



(GPMPs), health assessments, investigations, and care coordination so they can operate at the full extent of their clinical scope of practice. Promote clear, consistent communication among GPs, Aboriginal Health Practitioners, nursing staff, administrative personnel, and visiting specialists.

- **Operational Management** – Oversee daily clinic operations including client flow, appointment systems, recalls and reminders, immunisation programs, cold chain management, medication and vaccine management, and effective use of Communicare. Ensure appropriate staffing coverage and efficient service delivery.
- **Organisational Contribution & Strategic Input** – Report to the CEO and Medical Director on clinical performance, risks, and outcomes. Contribute to service planning, funding submissions, and organisational strategies. Represent Nunyara at regional networks, stakeholder meetings, and partnerships as required.
- **Community Focus & Cultural Leadership** – Ensure services are responsive to the needs and priorities of the Aboriginal community in Whyalla, fostering trust, meaningful engagement, and improved health outcomes. Promote culturally respectful practices and strengthen community partnerships to support the delivery of holistic health care.
- **Change Leadership & Innovation** – Lead change initiatives using a collaborative and solution-oriented approach. Provide structured support to staff throughout periods of transition, ensure the effective implementation of new systems and programs, and foster a culture that values innovation and continuous improvement.

Level Characteristics

The Clinic Manager operates at a senior level within an Aboriginal Community Controlled Health Service, demonstrating a high degree of autonomy, leadership, and professional judgement. The role is responsible for the coordination and effective day-to-day management of clinical services, ensuring the delivery of safe, high-quality, and culturally appropriate primary health care to the community.

The position requires the application of advanced knowledge and experience in primary health care, including the ability to manage complex clinical and operational matters, support multidisciplinary teams, and respond to the diverse health needs of Aboriginal and Torres Strait Islander clients.

The Clinic Manager exercises independent decision-making in relation to clinical-operations. The role contributes to strategic planning, continuous quality improvement, accreditation processes, and risk management activities.

A key aspect of the role is leadership and supervision of clinical and support staff, including providing guidance, mentoring, and performance support to ensure a strong, culturally safe, and collaborative team environment.



The position is accountable for maintaining clinical governance standards, ensuring compliance with relevant frameworks, and supporting the organisation to meet its service delivery objectives and community expectations.

Classification Context – Registered Nurse Level 4 (RN4)

This position aligns with the characteristics of a Registered Nurse Level 4 under the Nurses Award. At this level, the role requires advanced clinical and managerial expertise and is typically appointed through a formal selection or reclassification process.

The Clinic Manager performs duties consistent with a senior nursing leadership role, including:

- Providing leadership, direction, and role modelling in clinical practice and service delivery
- Contributing to organisational and clinical policy development to support high-quality care
- Participating in executive-level decision-making and service planning
- Leading and coordinating a multidisciplinary team within a defined area of responsibility
- Ensuring the implementation, monitoring, and evaluation of systems to maintain clinical standards and quality of care
- Overseeing workforce management and the effective use of human and material resources
- Supporting quality assurance, clinical governance, and continuous improvement initiatives

The level of appointment reflects the complexity, scope, and leadership requirements of the role within the organisation.

Positions at this level will have Aboriginal and/or Torres Strait Islander knowledge and cultural skills – level 2 which means:

- a) an understanding, awareness and sensitivity to Aboriginal and/or Torres Strait Islander culture and lore, kinship and skin relationships, local cultural values, the ability to conduct oneself in a culturally appropriate manner and an understanding that Aboriginal and/or Torres Strait Islander culture is not homogenous throughout Australia;
- b) where relevant, a knowledge of one or more relevant Australian Aboriginal and/or Torres Strait Islander language groups;
- c) an ability to deliver or assist in the delivery of effective and appropriate services to an Aboriginal and/or Torres Strait Islander clientele through knowledge of the relevant Australian Aboriginal and/or Torres Strait Islander community, the ability to effectively communicate with Aboriginal and/or Torres Strait Islander people, and a knowledge of cultural conventions and appropriate behaviour;
- d) an awareness of the history and role of Aboriginal and/or Torres Strait Islander organisations in the relevant region, an understanding of the organisations and their goals and the environment in which the organisations operate;
- e) the ability to function effectively at work in an Aboriginal and/or Torres Strait Islander organisation;
- f) an understanding and/or awareness of the concepts of Aboriginal and/or Torres Strait Islander self determination and Aboriginal and/or Torres Strait Islander identity; and

- g) a thorough knowledge of the history and role of Aboriginal and/or Torres Strait Islander organisations in the region, including an understanding of the organisations and their goals and knowledge of the political and economic environment in which the organisations operate.

Working Relationships / Partnerships

The South Australian West Coast ACCHO Network (SAWCAN) is a partnership consortium consisting of five ACCHOs on the Eyre Peninsula and Far West Coast of South Australia:

1. Nunyara Aboriginal Health Service
2. Port Lincoln Aboriginal Health Service
3. Yadu Health Aboriginal Corporation
4. Tullawon Health Service
5. Oak Valley Health Service

The purpose of SAWCAN is to work collaboratively as a region to:

- Build capacity within the region to achieve improved health and wellness outcomes for Aboriginal people
- Demonstrate a strengths-based approach to achieving large scale solutions
- Share and co-operate with each other to utilise each other's skills, experience and specialist knowledge
- Leverage opportunities by advocating as one voice
- Become a central point of contact that provides advice and direction to external parties on any Aboriginal specific funds and programs coming into our region as it relates to health and wellbeing
- Act as a point of truth telling and supporting each other

In addition to Nunyara's employees, this position will work closely with all members of SAWCAN.



Key Performance Indicators

Clinic Manager

The Clinic Manager will use the Key Performance Indicator Section of this Job and Person Specification to continually assess their performance against the key tasks, and update and add to these indicators at regular intervals. The Key Performance Indicators are an integral element of measuring the achievements of the position and should be utilised as an ongoing tool in order to evaluate the position and service provided.

KPI Area	Responsibilities / Key Tasks	Expected Outcomes / Measures	Employee Comments	Supervisor Comments	Rating
Leadership & Clinic Operations	Provide proactive leadership of daily clinic operations to ensure efficient client flow, safe and timely service delivery, and optimal use of systems and resources, including Communicare, stock management, room utilisation, and staff rostering. Anticipate and mitigate risks, address operational issues in a timely manner, and maintain preparedness for accreditation processes and audits.	Clinic consistently operates efficiently with minimal disruption; clients and staff report high satisfaction; effective use of systems supports quality care; risks identified and managed early; compliance maintained across all operational areas.			
Staff development and Supervision	Provide regular supervision, mentoring, and clinical guidance to Aboriginal Health Practitioners, Aboriginal Health workers, students and RN's, building skills and confidence to maintain best clinical practice	Documented supervision sessions; demonstrated skill growth of AHPs & RN's; strengthened retention and capability			
	Facilitate clinical training and education; conduct Super Yarns and PDR for clinical staff; mentor AHWs/AHPs and students	Documented staff professional development plans; increased skills and confidence; improved retention and satisfaction of staff performance			



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KPI Area	Responsibilities / Key Tasks	Expected Outcomes / Measures	Employee Comments	Supervisor Comments	Rating
Support of GPs & Visiting Specialists	Contribute to the coordination of client care, investigations, and recalls maximising GP time; ensure visiting professionals are supported with systems, records, and client engagement	GPs report being able to practise at the full extent of their scope of practice; visiting specialists are effectively supported; and client outcomes demonstrate measurable improvement			
Clinical Service Delivery	Deliver direct client care; maintain accurate documentation in Communicare; manage medication safety	Accreditation compliance; increased immunisation and health check rates; zero medication safety breaches			
Quality Improvement & Accreditation	Lead and participate in CQI cycles, audits, incident reports and accreditation activities; engage staff in quality processes; review and update clinical policies and procedures	Accreditation milestones achieved; measurable service improvements; up-to-date compliant clinical policies			
Reporting & Organisational Contribution	Prepare quarterly reports for CEO/Board; contribute to strategic planning and policy development; liaise with visiting professionals	Accurate and timely reports; evidence of organisational contribution; positive stakeholder feedback			
Cultural Safety & Community Engagement	Ensure culturally safe, accessible care; partner with Aboriginal clients, families, and leaders; support cultural safety training and embed learnings in practice	Positive client and community feedback; increased engagement in health programs; evidence of culturally informed practice			
Administration and Documentation	Ensure all clinical documentation and administrative systems are maintained accurately and consistently. Oversee the use of checklists to support safe practice, ensure standing drug orders are current and reviewed, and manage (S4) and (S8) medications in line with legislation and organisational policy.	Functional and regularly utilised checklists; current and reviewed standing drug orders; accurate medication records; full compliance with S4 and S8 medication storage, usage, and reporting requirements.			
Care Coordination	Contribute to and oversee the coordination of client care, including triage, referrals, GP Management Plans,	Demonstrated improvements in chronic disease outcomes; timely and well-coordinated triage,			



KPI Area	Responsibilities / Key Tasks	Expected Outcomes / Measures	Employee Comments	Supervisor Comments	Rating
	TCAs, recalls, and follow-up processes. Provide clinical leadership to ensure care pathways are safe, effective, and culturally responsive, supporting staff to deliver best practice initiatives	referrals, and follow-up; evidence of safe and culturally appropriate care; positive client and community feedback.			

These KPI's may be changed from time to time in consultation with Nunyara and the employee

Scope of Work

1. Teamwork and Communication

- Promote the role and services of Nunyara; foster positive working relationships; contribute to committees and planning when required.

2. Documentation and Administration

- Maintain accurate records; provide reports and statistics; ensure confidentiality is maintained; assist with policy and procedures development

3. Quality Improvement

- Participate in CQI, accreditation and mandatory training; support WHS and infection control principles

4. Professional Development

- Maintain registration; complete mandatory training; mentor staff and students; contribute to education programs

6. Customer Service

- Deliver respectful, culturally safe service; support client decision-making; maintain confidentiality and NAHS values

7. Organisational Contribution

- Participate in planning, meetings, and organisational initiatives; support colleagues; foster positive workplace culture

GENERAL

Employees have a responsibility and obligation to comply with statutory and organisational requirements, procedures and rules that are introduced to ensure a safe and healthy work environment, free of discrimination and will contribute to these objectives by:

- Contribute to the achievement of outcomes, as identified in the Nunyara Strategic and any Activity Plans by:
- Comply with policies, procedures, and codes of conduct
- Contribute to risk management and WHS including identification and reporting of health and safety risks, accidents, incidents, injuries, property damage and near misses in the workplace and correctly utilising PPE
- Uphold privacy, confidentiality, and records management
- Participate in continuous improvement, cultural awareness training and performance reviews
- Comply with and have a working knowledge and understanding of Infection Control policies and procedures.
- Promoting awareness and compliance with Equal Employment Opportunity principles.
- It is the responsibility of every employee to ensure that no official record created or received (in any format) is destroyed without following prescribed retention procedures and subsequent authorisation. It is further the responsibility of every employee to ensure they gain an understanding of what constitutes an official record. It is a requirement that all employees



will adhere to the prescribed Policy, Procedures & Practices of this organisation in relation to records management.

This Position Description will be reviewed regularly, at least every 12 months, and when necessary, during the course of the 12 months, by the Supervisor together with the incumbent. This regular review will ensure the Position Description is up to date and accurately reflects the duties carried out by the incumbent.

Date: _____

Acknowledged by Occupant (Signature): _____

Please print your First and Last name: _____

Selection Criteria

Essential Minimum Requirements

[including qualifications, skills, experience and knowledge]

1. Current registration (or eligibility) with AHPRA as a Registered Nurse (RN)
2. Demonstrated commitment to the philosophy and principles of Aboriginal Community Controlled Health Services, with the ability to work respectfully and effectively with Aboriginal and Torres Strait Islander communities
3. Experience in primary health care, including chronic disease management, child and maternal health, mental health, and health promotion
4. Experience working within Aboriginal community-controlled health services (highly desirable)
5. Proven ability to provide and oversee comprehensive client care, including health education, screening, treatment, and follow-up
6. Strong interpersonal, verbal, and written communication skills, with the ability to liaise effectively with staff, stakeholders, and community members
7. Demonstrated ability to work both autonomously and collaboratively within a multidisciplinary team
8. Experience in supervising, mentoring, and supporting the development of clinical staff
9. Knowledge of continuous quality improvement (CQI), clinical governance, risk management, and accreditation standards (e.g. RACGP)
10. Understanding of workplace health and safety (WHS), infection control, and equal employment opportunity (EEO) principles
11. Proficiency in Communicare or similar clinical software, including data management and reporting
12. Ability to analyse clinical and operational data to support service improvement and decision-making
13. Strong problem-solving, decision-making, and organisational skills, with the ability to manage change and implement new processes
14. Demonstrated flexibility, adaptability, and commitment to ongoing professional development

Desirable Minimum Requirements

[to distinguish between applicants who have met all essential requirements]

1. Knowledge of relevant reporting obligations and frameworks within primary health care
2. Experience in accreditation processes and risk management
3. Experience in maternal, child, and family health
4. Experience in strategic and/or operational planning
5. Experience in workforce development, supervision, and mentoring
6. Experience in community engagement and partnership building with Aboriginal communities and key stakeholders