**Business & Operations Manager, Kaleido Health Centre**

**An opportunity to join a first of its kind, integrated health centre designed specifically to meet the needs of LGBTQ+ communities**

**Full-time, Sydney-based role**

**What’s Kaleido Health Centre?**

*Kaleido Health Centre* is a brand-new, unique, multi-disciplinary health service due to open in Spring 2024 – the first of its kind in NSW. Our mission is to deliver high-quality, inclusive, person-centred, integrated health care specifically for sexuality and gender diverse (LGBTQ+) people in NSW.

*Kaleido Health* will be a dynamic healthcare environment, offering both primary care and specialist services – including general practice, mental health, sexual health, gender affirming care, alcohol and other drug, child and family services, and more. The service design responds to what we know our LGBTQ+ communities want – informed and non-judgemental care, delivered by both GPs and specialists, responding to areas of highest health care need.

**Ok, so what’s the role?**

The *Business & Operations Manager, Kaleido Health Centre*will undertake key business and practice management responsibilities which are essential for providing integrated, efficient, effective and high-quality care.

Key responsibilities of this role include:

* Helping *Kaleido Health* to achieve operational readiness in Spring 2024 across various domains, including policy / procedure, software, staff recruitment, building and stock.
* Establishing processes to ensure *Kaleido Health’s* efficient and effective ongoing operational and financial management.
* Building a culture of continuous improvement, reviewing and implementing processes to constantly improve the efficiency of the practice.
* Supporting patients, clinicians and administrative staff in a professional, caring and compassionate manner to ensure *Kaleido Health* can offer the highest quality of patient care.

**Who are we looking for?**

We are looking for a highly skilled Business & Operations Manager who has a background in practice management or health service delivery and has experience working with clinicians in a team-based environment. You will need to be capable and confident across the key domains of financial, operational and staff management.

To be successful in this position you will:

* Share the values and mission of *Kaleido Health Centre* and be committed to providing informed and non-judgemental care to sexuality and gender diverse people.
* Have experience in Practice Management, Business Management within the Health sector or another similar role.
* Be capable and confident across the key domains of financial, operational and staff management, with experience creating and maintaining a strong organisational culture and skills in conflict resolution and de-escalation.

**What else can we tell you?**

*Kaleido Health Centre* is a brand-new health service due to open in Spring 2024. *Kaleido Health* is a product of many years of advocacy and planning on the part of *ACON*.

*Kaleido Health* is a separate entity to *ACON*, but our organisations are closely aligned, and *ACON* will be assisting *Kaleido Health* with recruitment and onboarding processes for this role. This means you may receive emails from *ACON* as part of this process; but rest assured, this job is for *Kaleido Health Centre*.

This role is a fantastic opportunity to build and shape the culture of a new organisation that will make a significant impact to the lives of LGBTQ+ people in NSW. The successful candidate will also be working alongside a knowledgeable and friendly team already in place to support *Kaleido Health* with implementation.

**What’s the remuneration and working details?:**

**Salary**: $148,000 (*Gross per-annum, PLUS* S*uperannuation and Leave Loading*)

**Location**: Initially based in ACON’s Surry Hills office, with flexible working options a possibility (away from the office); then from September 2024 in South Eveleigh full-time on site (due to the demands of the role).

**Hours:** Permanent, Full Time (76 hours per fortnight) on an ongoing contract.

**How can I find out more details and apply?**

If this sounds like you, we invite you to apply to join our team and help us make a meaningful impact on the lives of those we serve. By joining us, you will be part of a mission to create a healthier and more inclusive community.

We’d love someone who already has expertise in this area but people at all levels of experience are absolutely welcome to apply. We highly encourage Aboriginal and Torres Strait Islander people, people from culturally, linguistically and ethnically diverse, migrant and refugee backgrounds, people with disabilities, and people of all genders and sexualities to apply.

For more information on the role, please contact Danielle French, *Senior Project Manager – Kaleido Health Centre*, via email at [dfrench@acon.org.au](mailto:dfrench@acon.org.au) or on 0434 809 973.

If you require assistance or adjustments to the application or interview process, please advise the contact person at the time of your application.

If this sounds like the position and organisation you’ve been looking for, find out how to apply at https://kaleidohealth.org.au/about/join-the-team/.

Send your completed application to: [vacancy@acon.org.au](mailto:vacancy@acon.org.au)

All applications must include:

1. Your completed *Kaleido Employment Application Form* – with all the details filled in where requested;
2. Your *Cover Letter* outlining how you meet the *Selection Criteria* (max. 6 pages); and
3. Your *Resume*

**Applications Close: Sunday 14 July 2024**

We are grounded in the belief that diversity is our strength, our differentiator, and at the core of who we are and what we do. As part of our commitment to inclusion, we encourage applications from people living with HIV, Aboriginal and Torres Strait Islander people and LGBTQ+ people from culturally, linguistically and ethnically diverse, migrant and refugee backgrounds, and LGBTQ+ people of colour.

<https://kaleidohealth.org.au/>

**POSITION DESCRIPTION**

**Position Title:** Business & Operations Manager, Kaleido Health Centre

**Reports to:** CEO, Kaleido Health Centre

**Direct Reports:** Senior Receptionist, Practice Nurse(s), Finance/Payroll

**Position Overview**

Initially, this role will be focused on preparing *Kaleido Health* for opening and operational readiness in Spring 2024. Once open, the *Business & Operations Manager* will occupy a leadership role within the *Kaleido Health Centre* and will be key to its efficient and effective operational and financial management. This role will build a culture of continuous improvement, reviewing and implementing processes to constantly improve the efficiency of the practice, contributing to improved patient experience, inclusion and operational support. This will involve supporting patients, clinicians and administrative staff in a professional, caring and compassionate manner to ensure *Kaleido Health* can offer the highest quality of patient care.

**About Kaleido Health Centre**

*Kaleido Health Centre* is a brand-new, unique, multi-disciplinary health service due to open in September 2024 – the first of its kind in NSW. Our mission is to deliver high-quality, inclusive, person-centred, integrated health care specifically for sexuality and gender diverse (LGBTQ+) people in NSW.

We know that LGBTQ+ communities experience significant health disparities when compared to the general population in Australia. The reasons for this are complex, but often involve people choosing not to access health services when they know they need to due to previous experience of judgement and stigma, and a lack of access to sensitive, informed and appropriate care.

*Kaleido Health* will be a dynamic healthcare environment, offering both primary care and specialist services. Services include general practice, mental health, sexual health, gender affirming care, alcohol and other drug, child and family services, and more. The service design responds to what we know our LGBTQ+ communities want – informed and non-judgemental care, delivered by both GPs and specialists, responding to areas of highest health care need.

**Main Activities**

Undertake key business and practice management responsibilities which are essential for providing integrated, efficient, effective and high-quality care. These duties and responsibilities outlined include (but are not limited to) the following:

* **Preparation for Opening**

Working alongside the other members of the *Kaleido* implementation team, this will involve:

* Developing policies to guide health centre operations and ensure compliance with RACGP standards.
* Recruiting reception, nursing, GP, peer worker and mental health positions.
* Setting up practice management software and IT infrastructure (supported by IT company).
* Ordering stock, including clinical and non-clinical consumables.
* Ensuring the physical Health Centre environment is appropriately set up with necessary furniture and equipment in place.
* Good communication with other members of the *Kaleido* implementation team to ensure work is progressed with quality and efficiency.
* **Staffing**
* Directly manage the reception, nursing and finance positions, and provide support for mental health team, General Practitioners and any visiting Specialists.
* Lead the recruitment, induction and training (non-clinical) of all team members, including advertising, interviewing and selection.
* Plan, implement and evaluate employee relations and human resources policies, programs and practices.
* Provide ongoing support and training as required for all team members.
* Monitor work hours, annual, special and sick leave for all staff.
* Formulate rosters to ensure adequate staff at all times.
* Co-ordinate and perform annual appraisals.
* Ensure compliance with all Occupational Health and Safety, NES and other relevant legislation.

**Main Activities** (continued)

* **Management and Administration**

This position will be responsible for all aspects of practice management, including:

* Day-to-day running of the centre, including prioritising tasks, problem solve and delegate task as necessary.
* Development and regular review of policies and procedures to ensure high quality and efficient practices are in place for all aspects of the practice (including policy development prior to opening).
* Achieve and maintain compliance with RACGP accreditation standards and other necessary legislation (e.g. WH&S, Privacy laws, etc).
* Assist with strategic planning processes for *Kaleido Health Centre* and outline practice goals and objectives/KPIs.
* Regularly review and report on KPIs to ensure goals and objectives are met.
* Provide periodic reports to the *Kaleido Health Centre* CEO and Board of Directors.
* Develop and maintain professional relationships with key stakeholders, including *Kaleido Health* clinicians, staff, and external providers.
* Develop organisation systems to maximise productivity in the workplace.
* Conduct continuous review of the operating environment of the practice, taking a proactive approach to foresee and minimise potential practice issues.
* Maintain oversight of the practice’s reminders and recalls process.
* Providing and/or responding to patient feedback.
* Manage, maintain and organise upgrades of key systems/software (supported by IT provider).
* Manage any subpoenas/legal/workers compensation requests.
* Purchase and maintenance of stock and equipment, including consumables (medical and non-medical) and stationary.
* Maintain assets of the practice.
* Act as backup to the reception team (as required).
* **Finance**
* Prepare and deliver timely financial reports.
* Prepare and deliver statutory reports and accounts, including ATO and other (e.g. BAS and IAS).
* Effectively manage payroll, bank reconciliations, accounts receivable and accounts payable (supported by finance position).
* Monitor and report on debtors and creditors.
* Provide finance data, input and reports to the CEO and/or Board as required.
* Manage and communicate with clinicians and the CEO around all income, including billings, co-payments, Medicare items, PIP and WIP payments, etc.
* Develop budgets as required.
* Monitor and provide insights into practice performance and growth.
* Investigate the viability of capital purchases for the practice (as required).
* **Risk Management**
* Identify and monitor safety risks, including clinical risks, within the practice and maintain the risk register.
* Enforce a culture of ‘safety in the workplace’ ensuring all *Kaleido* staff / visitors are aware of their responsibilities with regards to reporting risks and issues and any reports are acted upon.
* Provide periodic reports to the *Kaleido Health Centre* CEO and Board of Directors on risks.
* **Compliance**
* Maintain complete confidentiality of all information.
* Achieve and maintain knowledge of and compliance with RACGP accreditation standards and other relevant legislation and/or standards.
* Maintain necessary practice insurances, including medical indemnity, business insurance and workers compensation policies.
* Organise regular audits of medical records and privacy processes to ensure compliance with policies and procedures and current legislation.
* Manage and report any privacy breaches which occur within the practice.

**Selection Criteria**

* **Essential**
  1. Experience in Practice Management or Business Management within the Health sector or another similar role.
  2. Alignment with and commitment to the values and mission of *Kaleido Health Centre*.
  3. Previous experience managing accreditation compliance, practice operations and efficient workflows.
  4. High degree of operational and financial management skills (priority given to experience working with a Board and/or in a not-for-profit service).
  5. Excellent organisation and communication skills, with the capacity to relate to diverse groups.
  6. Staff management experience, including creating and maintaining a strong organisational culture and team environment, with skills in conflict resolution and de-escalation.
  7. Current CPR certification (or a willingness to obtain).
* **Desirable**
  1. Australian Association of Practice Management (AAPM) certification and/or a qualification in Business or Management, particularly with a focus on not-for-profit businesses.
  2. Experience establishing a new Health Centre/General Practice.
  3. Experience using Best Practice and HotDoc software.
  4. Lived experience as LGBTQ+.
  5. Demonstrated understanding, knowledge and commitment to working with people of diverse sexualities and/or genders, people living with HIV or other marginalised communities (e.g. Aboriginal and Torres Strait Islander, culturally and linguistically diverse, people who inject drugs, sex workers, etc.).

**Additional Information**

**Position Type:** This is a full-time, permanent position.

**Location:** This role will initially be based in Surry Hills with the possibility to be a hybrid office/work from home role. From approximately September 2024, this position will be based in South Eveleigh as full-time on site.

**Reporting Line:** This position will initially report to the *Deputy CEO*, *ACON* until the *CEO*, *Kaleido Health Centre* has been recruited. After this, the position will report directly to *CEO*, *Kaleido Health Centre*.

For more information or to discuss this position, please contact:

Danielle French (she/her), Senior Project Manager - Kaleido Health Centre on: [dfrench@acon.org.au](mailto:dfrench@acon.org.au) or 0434 809 973.

If you require assistance or adjustments to the application or interview process, please advise the contact person at the time of your application.

**Equal Opportunity Statement**

*Kaleido Health Centre* is an equal opportunity employer committed to creating a work environment where all employees are respected, connected, and can contribute, regardless of age, culture, disability, family and caring responsibilities, gender identity, Indigeneity, religion, or sexuality.

We are grounded in the belief that diversity is our strength, our differentiator, and at the core of who we are and what we do. As part of our commitment to inclusion, we encourage applications from people living with HIV, Aboriginal and Torres Strait Islander people, LGBTQ+ people from culturally, linguistically and ethnically diverse, migrant and refugee backgrounds, LGBTQ+ people of colour, unemployed job seekers, and people with disability.

**How do I apply?**

You must email us the following three documents in MS-Word or PDF format to [vacancy@acon.org.au](mailto:vacancy@acon.org.au):

* + 1. **Your completed application form – with all the details filled in**

You can download this at <https://kaleidohealth.org.au/about/join-the-team/>

* + 1. **Your Cover Letter outlining how you meet the Selection Criteria**

Tell us how you meet each of the Selection Criteria in the Position Description in detail.

Tell us how your skills and experience relate to the requirements of the role and how you’d use them to excel in this job.

To do this, please address each criterion separately. You should use statements with examples that clearly demonstrate your competency in a particular area.

Applicants who do not demonstrate that they meet the requirements of the position will not be invited to attend an interview.

* + 1. **Your Resume**

Tell us about your current and previous employment and your education. Be sure to include:

1. Your **Name**, **Contact Details** and preferred **Pronouns**.
2. Your **Education** including any degrees you have received, the institution and its location and the date of your graduation. You might also want to include your major/minor fields, any honours, and publications.
3. Your **Work Experience** including jobs, internships, and volunteer work.

**How does recruitment work?**

There are five main steps in the process:

1. **Application**

ACON (on behalf of Kaleido) receives your application, cover letter and resume. You will receive an email acknowledging receipt of your documents.

1. **Shortlisting**

A selection panel of 2-4 qualified persons will review all the applications and offer interviews to those applicants whose applications best address the requirements of the position.

1. **Interview**

If you are shortlisted for interview, you will be contacted by the Recruiting Manager and invited to an interview. Your interview may take the form of a question-and-answer session, a presentation of your previous work, a test of your computer skills, or any other form that is relevant to the position. The Recruiting Manager will let you know the format of the interview and any documents, presentations, or examples of previous work that you might need to bring with you.

1. **Offer**

Appointments to positions with Kaleido are based on merit. This means that the applicant who is judged to be the most qualified and capable of carrying out the duties of the position will be offered the role. The decision to make you an offer is based on your written application, your performance at interview, and successful Referee Checks, Criminal Record Checks, Proof of Vaccination and Working with Children Checks (if applicable).

1. **Acceptance and Commencement**

Once a salary and start date have been agreed, you will receive a commencement pack which includes your contract and other documents (E.g., Code of Conduct, Tax File Declaration, Bank Deposit details, Superannuation Choice forms, etc.). Once these are returned, you are ready to start work on your agreed date.

**How long does it take to hear back on my application?**

If you have applied via email, you will be sent a return email within 1-3 business days acknowledging receipt of your application, and informing you of the date by which all successful applicants will be notified they have progressed to the next stage of the recruitment process. If you have not been contacted by this date, then unfortunately your application has not been successful.

If you are successful in gaining an interview, the Recruiting Manager will contact you to arrange a suitable date and time for interview. If you are not selected for an interview, you will not receive any further notifications regarding your application for this role. We appreciate the time you took to respond to our advertisement, and for your interest in Kaleido Health, and encourage you to apply for future roles that are advertised that fit your skills, experience, and qualifications.