

Position Description			
Name		Date	Nov 2021
Position Title	Community Recovery Operations Coordinator		
Department	Population Health, Planning & Performance		
EBA / Award	Victorian Stand Alone Community Health Services (Health and Allied Services, Managers & Administrative Officers) Multiple Enterprise Agreement Level 5		
Classification	Full-time: 76 hour fortnight (part-time negotiable at 60.8 hours a fortnight). 10-month Fixed Term Contract, with possible extension dependent on funding. Initial 3-month probationary review and then annual performance appraisals if position continues past current funding.		
Primary Site	Wodonga with the occasional travel to other sites as required. Occasional regional travel, dependent on program activities.		
Reporting to	Bushfire Recovery Program Manager		
Direct Reports	Building Ovens-Murray Agricultural Sector Resilience (BOMAR) Project Officer		
Budgetary Responsibilities	Invoicing Monitoring and Maintaining the Bushfire Recovery and BOMAR Budgets		
Liaises with Internally	<ul style="list-style-type: none"> <li>• Bushfire Recovery Team</li> <li>• BOMAR Project Officer</li> <li>• All Gateway Health Staff and programs, including Quality and Risk, Communication and Marketing, Health Information and Business Services Teams</li> </ul>		
Liaises with Externally	<p>This position may be expected to liaise with the following:</p> <ul style="list-style-type: none"> <li>• Bushfire Recovery Victoria, Department of Health, the Department of Fairness, Families and Housing, and the National Recovery &amp; Resilience Agency.</li> <li>• The local governments of: Wangaratta, Mansfield, Towong and Alpine.</li> <li>• Alpine Resorts.</li> <li>• Community service organisations in each local government area.</li> <li>• Community representatives</li> <li>• Relevant peak bodies.</li> <li>• Health services in each local government area.</li> <li>• Businesses across the program's catchment.</li> </ul>		
Program Information	<p>The Bushfire Recovery Program is funded by Bushfire Recovery Victoria and the National Recovery and Resiliency Agency, and was created to provide timely support to individuals and families that were affected by the 2019/2020 Black Summer fire events in Victoria and along the Victorian/NSW border.</p> <p>The program works collaboratively with a number of stakeholders on the social and physical recovery of the communities affected by those emergencies.</p> <p>The team is funded to operate across the local government areas of Towong Shire, Alpine Shire (including the Alpine Resorts), Mansfield Shire, and the Rural City of Wangaratta – though also carries a small handful of clients from Indigo Shire the City of Wodonga, and certain areas of the border region of New South Wales.</p>		

	<p>The Bushfire Recovery Program is trauma informed and works to assist clients and stakeholders in a variety of ways, including through:</p> <ul style="list-style-type: none"> <li>- Intake screening of clients referred into the program, to ascertain immediate, short and long-term recovery needs.</li> <li>- The overall coordination of individual client recovery efforts through careful, co-designed case managed support. This intensive level of assistance allows bushfire impacted individuals and families to focus on their mental health and personal/family wellbeing.</li> <li>- Collaboration with a variety of external services both government and non-government.</li> <li>- Information and advice to clients, service providers, government, and fire impacted communities.</li> <li>- Support with grant applications.</li> <li>- Support with paperwork, including assistance with obtaining replacement copies of ID documents lost as a result of the fires.</li> <li>- Timely referrals to support agencies including, but not limited to, clinical mental health services, medical practitioners, financial counsellors, legal services, and charities.</li> <li>- Advocacy for access to services.</li> <li>- Facilitation of, and participation in, activities that support community connection and resilience building.</li> <li>- Brokerage assistance for associated costs related to recovery.</li> </ul>
<b>Purpose of the role</b>	<p>The Recovery Operations Coordinator will provide direct oversight of all case manager and project officer non-clinical responsibilities, including brokerage budget monitoring, compliance, and backfilling the Program Manager as required.</p> <p>The position will work collaboratively with Bushfire Recovery case managers and the BOMAR project officer to establish, monitor and evaluate community based recovery activities.</p> <p>The position will oversee all risk and compliance functions for both the Bushfire Recovery Team and the BOMAR Project Officer, ensuring all day-to-day activities are in compliance with Gateway Health's relevant policies and procedures.</p> <p>The position will lead the Bushfire Recovery Program's ongoing data collection project, and support the delivery of reports on findings to the wider disaster recovery sector.</p> <p>The Recovery Operations Coordinator will engage in ongoing evaluations of both the Bushfire Recovery and BOMAR programs, and will provide support to the Program Manager for the 'wrap-up' of the program at the end of the funding term.</p>
<b>About Gateway Health</b>	<p>Gateway Health is a not-for-profit Company limited by guarantee and a registered Community Health Service under the Health Services Act 1988 (Vic).</p> <p><b>Vision:</b> People Living Well</p> <p><b>Our Purpose:</b> To provide care and services that connect the community and strengthened individual and population health and wellbeing</p> <p><b>Our Values:</b> Values reflect the way we interact, connect and work with every client, with partners, with volunteers and with one another. Principles shape the way we plan and design our services and business systems. Together they underpin organisational culture, strategy and the way we deliver our services.</p> <p>We CARE – We ACHIEVE – We LEARN – We WORK TOGETHER – We INNOVATE</p> <p><b>Our Principles:</b></p>

	<p>We <b>advocate for</b> fair and equitable access to health care and wellbeing services for all.</p> <p>We <b>respect</b> the strength of individuals and the community, and their capacity to recover from adversity.</p> <p>We <b>recognize</b> the importance of adaptability and responsiveness to enable us to deliver on our commitment to the community.</p> <p>We <b>actively listen</b> and work alongside the community and each other to design and deliver better solutions.</p> <p>We <b>believe</b> a learning culture is critical to enhancing the wellbeing of staff, clients and the community.</p> <p>We <b>contribute to creation of</b> a connected and integrated health and community care system to achieve the best outcomes for our clients and community.</p> <p>Gateway Health strives for an achievement culture that encourages innovation and initiative. We build and foster strengths-based programs that focus on support and recovery. Our staff are our greatest asset.</p> <p>The organisation employs over 380 staff providing a range of primary health and welfare services across the Ovens Murray region in North East Victoria and parts of Southern New South Wales. Gateway Health serves all people, and is committed to improving individual and population health outcomes. We will do this by providing health care and support to individuals and communities in times of need, and by actively working with our partners to address the social and environmental determinants of health. They are delivered through a mix of centre-based services in Wodonga, Wangaratta and Myrtleford, and outreach services to rural communities across the region.</p> <p>Gateway Health is committed to creating a workforce that reflects the communities we serve. We believe that a workforce that recognises and celebrates diversity will best meet the health and well-being needs of all people we serve including Aboriginal and Torres Strait Islander peoples; people with a disability; lesbian, gay, bisexual, transgender and gender diverse people; inter sex people; people experiencing health inequalities; and culturally and linguistically diverse people.</p> <p><b>Review of Position Descriptions:</b> This position description will be reviewed annually (July each year), during annual appraisals, when the position becomes vacant or as deemed necessary.</p>
<b>Code of Conduct</b>	<p>Employees are expected to, at all times:</p> <ul style="list-style-type: none"> <li>• Adhere to the Gateway Health Code of Conduct including the Child Safe Procedures</li> <li>• Maintain a high professional standard and work with integrity</li> <li>• Develop collaborative working relationships</li> <li>• Communicate with respect and tolerance</li> <li>• Maintain a client focus</li> <li>• Adopt a Continuous Improvement approach</li> <li>• Work within legislative and compliance framework.</li> </ul>
<b>Key Responsibilities and Accountabilities</b>	
<b>Role Specific</b>	
<ul style="list-style-type: none"> <li>• Role model high standards of professional practice and conduct in client service delivery, working in partnership with colleagues and other agencies.</li> <li>• Ensure funding and Service Agreement Targets are met, in collaboration with the Program Manager.</li> <li>• Complete high-quality reports and communications within agreed time frames and in accordance with Gateway Health and relevant professional body policies and procedures.</li> </ul>	

- Ensure all relevant data is kept up to date and entered onto designated service databases, including excel spreadsheets used by Bushfire Recovery Victoria, as well as generate and analyse regular compliance reports.
- Prepare and submit reports to Bushfire Recovery Victoria in collaboration with the Program Manager.
- Act as an internal subject matter expert for the Bushfire Recovery and BOMAR team by providing high level advice, support and coaching in best practice approaches to trauma informed frameworks, identification recovery for clients, grants and funding avenues, and working with ministerial and parliamentary services.
- Oversee all intake functions for new and/or returning clients, referrals, general enquiries and program processes for the Bushfire Recovery team as per the program Model of Care.
- Direct waitlist management, case allocation and secondary consultations to achieve effective service delivery, efficient resource utilisation, and equity in collaboration with the Program Manager.
- Attend and contribute to all Bushfire Recovery and BOMAR related meetings, Advisory Panels, Emergency Services meetings, and work collaboratively with community partners on shared outcomes.
- Maintain communication and collaboration with the broader Disaster and Community Recovery sector and disseminate information to the staff within Bushfire Recovery and BOMAR.
- Coordinate the development, implementation and evaluation of recovery activities and events.
- Manage all risk and compliance functions for the Bushfire Recovery and BOMAR programs.
- Oversee the Bushfire Recovery data collection and reporting projects.
- In collaboration with the Program Manager, contribute to supporting program staff to engage with program evaluations such as the health justice partnership and short term modular housing program.
- Develop, monitor, review and revise (if required) Bushfire Recovery and BOMAR Guidelines.
- Undertake regular client file audits to monitor compliance with all case files and currency of data; analyse and report on audit findings; lead the design and implementation of improvement activities to address audit findings in compliance with Gateway Health's information system requirements.
- Provide coaching support to case managers and project officers where issues are identified.
- Work with the Clinical Supervision Coordinator, to ensure all case managers are engaging in regular clinical supervision.
- Competently use all relevant organisational databases.
- Manage own emotions whilst working with individuals presenting with complex needs.
- Actively participate in Professional Development.
- Actively participate in specific supervision.
- Completion of Mandatory training.
- Coordinate team meetings and gatherings.
- Other duties identified by manager as required.

#### Financial Management

- Prepare, maintain and review in conjunction with the Program Manager budgets, finance and funding requirements for Bushfire Recovery and BOMAR
- Invoices raised and processed within funding / program deadlines.
- Support to develop six-monthly budgets within funding guidelines and Gateway processes.
- Monitor brokerage payments and processes, in collaboration with Gateway Health's finance team.
- Follow all Gateway Health financial procedures

#### People

- Develop and maintain professional relationships with internal and external stakeholders.
- Contribute to productive and positive team meetings.
- Positively contribute to the culture of the Bushfire Recovery team, BOMAR, and Gateway Health.
- Your behaviour is congruent with organisational values, behaviours and goals
- Contribute to the development of procedures and systems within this program.
- Positively embrace and adopt change as it occurs.
- Willingness to engage in a flexible work model that may require some out of hours work and travel.
- The ability to work from home, and via outreach, as well as on site office work.

- Approach aspects of the job from a research perspective that will enable the timely capture of information and processes that can contribute to the resilience work conducted in the region.

### Technical Skills / Industry Knowledge

- Trauma Informed Frameworks.
- Source grants, funding and support programs for Bushfire and COVID affected clients.
- Identification recovery processes for clients.
- An understanding of Bushfire Attack Level (BAL) Assessments.
- Project and Event Management.
- Stakeholder Management.
- Knowledge of Ministerial and Parliamentary Services.
- Proficiency with most Microsoft programs, including Microsoft Teams, and proficient in using Zoom.
- Experience using social media platforms.
- A willingness to learn new technologies as and where appropriate / required.

### Generic Organisational Responsibilities

- As outlined in the Code of Conduct ensure all interactions are undertaken in accordance with the behaviours set
- Maintain privacy and confidentiality at all times
- Ensure an understanding of individual responsibility for safety, quality and risk and adhere to all relevant legislation, regulations and organisational policies, procedures and guidelines.
- Working within the Risk Management Framework, identify, report and manage risks and ensure actions are taken to prevent and minimise harm to yourself, your colleagues, consumers, members of the public and the organisation.
- Actively contribute to quality assurance initiatives and other program activities to meet all relevant benchmarking and accreditation standards.
- Contribute to organisational quality activities to ensure continual review and improvement.
- Contribute to a safe and welcoming workplace at all times.
- Develop and maintain a personal care plan and attendance in the Gateway Health Clinical Supervision or Line Management Meetings
- Protect the rights, safety and wellbeing of children and provide a child safe environment.
- Continually develop both personally and professional to meet the changing needs of your position, career and the organisation.

### Inherent Requirements

Gateway Health has a duty of care to all staff. The purpose of this section is to ensure that you fully understand and are able to perform the inherent requirements of the position (with reasonable adjustments if required) and that you are not placed in an environment or given tasks that would result in risks to your safety or the safety of others.

The position may require the following tasks among other things:

- Manual handling (pushing, pulling, lifting, holding, carrying)
- Sitting, standing, bending, reaching
- Computer work, data entry
- Operating equipment
- Use of personal protective equipment
- General waste handling
- Driving motor vehicles
- Dealing with anxious or upset staff, consumers or members of the public
- Work at and travel to other locations will be required



## Key Selection Criteria

***Applicants MUST address the Selection Criteria below when completing an employment application***

### **Essential**

1. Describe a time in your career where you behaved in a way that was in accordance with the Gateway Health Values of *We Care, We work together, We achieve, We learn, We innovate*.
2. Qualifications in Health Promotion, Social Work or Health Administration, or 10+ yrs working in senior research or administration roles in a health or education setting.
3. Experience in project management and the delivery of outcomes within timeframes.
4. Experience in budget management and monitoring.
5. A clear understanding of trauma-informed care, and the importance of its use in disaster recovery.
6. Demonstrated ability in IT systems including Microsoft Office (Outlook, Word/typing skills) and client management systems, as well as TeleHealth and Video-Conferencing (Zoom and Microsoft Teams).
7. Demonstrated experience coordinating, facilitating and evaluating community engagement events, activities, and workshops.
8. Understanding of IAP2 engagement principles.
9. Demonstrated high level interpersonal, leadership and engagement skills with the ability to work collaboratively within a team, across an organisation, and with external stakeholders, as well as hold the capability to prepare reports and correspondence with clear and concise information, in a manner appropriate to the purpose and audience.

### **Mandatory Requirements**

10. Current Australian Drivers Licence or accepted International Drivers licence
11. Confirmation of your right to work in Australia, Satisfactory National/International Police, Victorian Working with Children Checks and evidence of Covid vaccination must be provided prior to commencement.

### **Desirable**

12. A clearly defined understanding of administrative and clinical supervision, and/or professional workplace coaching.

I acknowledge:

- That I will recognise and celebrate diversity, and will best meet the health and well-being needs of all people we serve including Aboriginal and Torres Strait Islander peoples; people with a disability; lesbian, gay, bisexual, transgender and gender diverse people; inter sex people; people experiencing health inequalities; and culturally and linguistically diverse people.
- That I will observe child safe principles and expectations for appropriate behaviour toward and in the company of children.
- That Gateway Health is an equal opportunity employer and has a smoke free workplace policy.
- That Gateway Health has a zero tolerance of child abuse and family violence, all allegations and safety concerns will be treated very seriously. For more information refer to Gateways Health's Child Safety Standards procedure and family Violence Policy.
- That I have read and fully understand the Position Description and Inherent Requirements of the position
- I agree that I have the physical and psychological ability to fulfil the inherent requirements of the position, and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements.
- I understand that the information provided is a general outline and may not encompass every aspect of the position. This is not intended to be an exhaustive list of all responsibilities, duties and skills required.
- Gateway Health may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected staff member(s).



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- I understand that this is separate to the Employment Agreement that I will sign, outlining the terms and conditions of my employment.

**Acceptedby**

(print name):

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**Employee**

**Signature:**

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**Date:**

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