

Position Description			
Name		Date	
Position Title	Program Manager Equity and Inclusion		
Department	Equity and Participation		
EBA / Award	Victorian Stand-Alone Community Health Services (Health and Allied Services, Managers & Administrative Officers) Multiple Enterprise Agreement 2018-2022		
Classification	HS6 1.0 FTE 76 hours per fortnight Ongoing contract Initial 6-month probationary review and then annual performance appraisal.		
Primary Site	Wodonga with the occasional travel to other sites required.		
Reporting to	General Manager Population Health, Planning and Performance		
Direct Reports	Health Promotion Team Leader, Diversity Coordinator		
Budgetary Responsibilities	Cost centre budgets for : Integrated Health Promotion - 0204 Integrated Team Care - 0926 Way Out Wodonga - 0206 Burraja Cultural Programs - 0929		
Liaises with Internally	Gateway Health staff and services, including <ul style="list-style-type: none"> • Business Development Unit • Senior Management Team • Communication and Marketing Team • Access and Engagement Unit • Business Services teams including, Finance, Infrastructure and Technology; • People Working Well team Programs within the Population Health, Planning and Performance Directorate including , <ul style="list-style-type: none"> • Quality and Risk • Integrated Health Promotion • Health Information Management • Bushfire Recovery 		
Liaises with Externally	This position may be expected to liaise with the following; <ul style="list-style-type: none"> • Victorian State Departments of Health and Department of Fairness, Families and Housing and other jurisdictions • Local Public Health Unit • NSW Health and relevant social service and justice departments • Commonwealth Health and health related departments • Local Government staff and representatives. • Peak bodies representing a range of community groups including migrants, refugees and asylum seekers; Aboriginal and Torres Strait Islander peoples; disability peak bodies; LGBTIQA+ peak bodies; older persons advocacy groups • Community service organisations. 		

	<ul style="list-style-type: none"> • Aboriginal Community Controlled Organisations. • Regional/Rural Health and Community Services agencies • Other Not for Profit organisations • Other government departments, state and federal
Program Information	<p>The Equity and Participation program aims to improve health and wellbeing outcomes for communities and populations we serve through developing, leading and driving internal and external systems, programs, partnerships and collaborations addressing the social and environmental determinants of health: This includes:</p> <ul style="list-style-type: none"> • Improving health equity and access for vulnerable communities in our catchment, • Delivery of effective health and wellbeing initiatives through the Integrated Health Promotion Program, Integrated Team Care and Way Out Wodonga Programs • Providing leadership in systemic change, building capacity, partnerships and embedding best practice in diversity and cultural safety across the organisation and service delivery • Design and delivery of creative, innovative place-based initiatives and business opportunities to recognise, promote inclusion, celebrate and learn from the diversity of our local cultures and communities, including the Burraja program • Build capacity and provide leadership in effective and meaningful consumer and community engagement
Purpose of the role	<p>This role will have oversight of and will support integrated design, development, delivery and evaluation of outcomes and effectiveness of :</p> <ul style="list-style-type: none"> • Funded programs as per funding and contract requirements. • Development and support of the Burraja business model • Key organisational frameworks <ul style="list-style-type: none"> ○ Innovate Reconciliation Action Plan, ○ Diversity Plan incorporating Disability, LGBTIQ+, Refugee and Asylum Seeker Equity, Health and Wellbeing Strategies ○ Health Literacy Action Plan ○ Community and Consumer Participation and Experience Strategy.
About Gateway Health	<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>Vision: People Living Well</p> <p>Our Purpose: To provide care and services that connect the community and strengthen individual and population health and wellbeing</p> <p>Our Values: 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>Our Principles: We <i>advocate for</i> fair and equitable access to health care and wellbeing services for all.</p> <p>We <i>respect</i> the strength of individuals and the community, and their capacity to recover from adversity.</p>

	<p><i>We recognize</i> the importance of adaptability and responsiveness to enable us to deliver on our commitment to the community.</p> <p><i>We actively listen</i> and work alongside the community and each other to design and deliver better solutions.</p> <p><i>We believe</i> a learning culture is critical to enhancing the wellbeing of staff, clients and the community.</p> <p><i>We contribute</i> to <i>creation of a</i> 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>Review of Position Descriptions: This position description will be reviewed annually during annual appraisals, when the position becomes vacant or as deemed necessary.</p>
<p>Code of Conduct</p>	<p>Employees are expected to, at all times:</p> <ul style="list-style-type: none"> • Adhere to the Gateway Health Code of Conduct including the Child Safe Procedures • Maintain a high professional standard and work with integrity • Develop collaborative working relationships • Communicate with respect and tolerance • Maintain a client focus • Adopt a Continuous Improvement approach • Work within legislative and compliance framework.
<p>Key Responsibilities and Accountabilities</p>	
<p style="text-align: center;">Role Specific</p>	
<p>Leadership</p> <ul style="list-style-type: none"> • Role model high standards of professional practice and conduct, working in partnership with colleagues and external agencies. • Drive planning, implementation and evaluation of Gateway Health's Equity, Advocacy and Community/Consumer Engagement frameworks. • Identify business development and growth opportunities across program activities, in alignment with Gateway Health's Strategic and Service Plans and agency workforce resources. • Provide evidence-informed practice in line with public health, health promotion and IAP2 engagement principles. 	

- Develop and submit relevant funding applications and proposals for growth opportunities

Working in partnership

- Develop and maintain effective internal and external partnerships to support strategic and program goals.
- Collaborate effectively to achieve shared outcomes.

Facilitate inclusion and participation

- Ensure development and timely review of relevant diversity, inclusion and engagement policies, procedures and improvement plans
- Identify and facilitate opportunities for engagement and participation from a diverse range of consumers and community groups in contributing to, informing and evaluating Gateway Health’s diversity and inclusion priorities, plans and activities; and quality improvement initiatives aimed at improving service access, cultural safety and equity.
- Work closely with the Communications and Marketing Team, relevant programs, business services and consumers to ensure Gateway Health meets health literacy requirements to reach diverse community groups in accessible and acceptable languages and formats.

Advocacy and Community Voice

- Promote and facilitate active use of the International Association for Public Participation (IAP2) spectrum in designing community participation and engagement activities.
- Work with the Executive Team and Senior Management to contribute to Gateway Health’s advocacy and engagement strategies as relevant and appropriate to the rights and interests of the diverse communities served by Gateway Health, and their expressed needs and concerns.

Planning and reporting

- Plans and reports are high quality, aligned internally and externally as required and delivered on time to relevant funders and stakeholders.
- Prepare and submit quarterly progress reports on Gateway Health’s key diversity, inclusion, engagement and health literacy strategies and plan milestones.

Quality Improvement and Risk Management

- Opportunities to improve quality and effectiveness under areas of responsibility and across organisation are identified, implemented and evaluated.
- Ensure relevant diversity and inclusion standards are met and demonstrated through accreditation processes; including participation in self-assessment and audits against those standards; development of improvement plans where indicated.
- Ensure data and any other information gathered is analysed to inform decision making, submission writing, and support program deliverables and evaluation.
- Evidence of embedding change, attainment and improvements across identified areas of responsibility - health literacy, cultural safety, engagement, business development, Rainbow Tick outcomes
- Active participation in professional development
- Completion of annual mandatory training

Management

- Management, oversight and reporting of contracts, financial and budget responsibilities within timelines.
- Ensure effective identification and control of inherent and residual risk in the areas of your responsibility.
- Provide leadership by demonstrating commitment to the importance of effective Risk and Compliance Management.

- Competently use all relevant organisational databases – including but not limited to VHIMS (incident reporting), RelianSys (legislative compliance), clinical software, financial software – Magiq (budgeting) and Sage(financial management).
- Modelling behaviours and attitudes that support a positive quality and risk culture in your team / program and the organisation.
- Comply with funding and performance requirements as per contracts and agreements.

People

- Work with General Manager Population Health and Planning and colleagues to build and develop a positive, cohesive and collaborative Health Equity and Participation Program.
- Facilitate regular, productive and positive team meetings, ensuring all team members are updated and included in key messaging from senior management and other relevant organisational meetings.
- Positively contribute to the culture and spirit of the Health Equity and Participation Team, work environment and Gateway Health.
- Demonstrate sensitivity, empathy and respect for the customs, values and spiritual beliefs of others at all times.
- Your behaviour is congruent with organisational values, behaviours and goals.
- Positively embrace and adopt change as it occurs.
- Willingness to engage in a flexible work model that may require occasional out of hours work and travel.
- Facilitate staff development opportunities, supporting and encouraging professional growth.
- Participation in and facilitation of regular performance reviews and appraisals.

Technical Skills / Industry Knowledge

- Ensure Program outcomes align with Gateway Health strategic goals and relevant key state, national and international policy documents, including but not limited to – Victorian Health and Wellbeing Plan and Outcomes Framework, Victorian Multicultural Policy, Ottawa Charter, National Preventive Health Strategy, National Aboriginal and Torres Strait Islander Health Plan, Victorian Aboriginal Affairs Framework, Victorian LGBTIQ+ Strategy, Municipal Health and Wellbeing Plans, Victorian Disability Plan.
- Effective consultation and communication with key population cohorts, external agencies, peak bodies, consumers and Gateway Health staff to co-design effective actions and outcomes.
- Use of population health data to identify “hardly reached and seldom heard” populations to inform Health Equity and Participation Program model and plan deliverables and outcomes.
- Develop, monitor and review business plans as relevant.
- Contribute to the development of procedures and systems within this program and across the organisation as relevant.

Generic Organisational Responsibilities

- As outlined in the Code of Conduct ensure all interactions are undertaken in accordance with the behaviours set.
- Contribute to a safe and welcoming workplace at all times.
- 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 ensure continual review and improvement and to meet all relevant benchmarking and accreditation standards.
- 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 professionally 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. Ability to behave in accordance to the Gateway Health Values of *We Care, We work together, We achieve, We learn, We innovate.*
2. Tertiary qualifications in Public Health, Health Promotion, Social Welfare, Community Development and/or relevant equivalent studies and years of experience.
3. Demonstrated knowledge of and experience in using the IAP2 model and principles in best practice in targeting, facilitating and evaluating effective engagement with communities and consumers.
4. Demonstrated knowledge and experience in working with populations and people at risk of poorer health outcomes; including but not limited to Aboriginal and Torres Strait Islander peoples, multicultural, refugee and resettlement communities, people with disabilities, LGBTIQ+ people, rural and remote communities.
5. Demonstrated experience in building and sustaining effective partnerships, collective impact and collaborating to achieve outcomes.
6. Demonstrated knowledge and experience of implementing health literacy principles in communication and resource development.
7. Exceptional communication skills with the capability to develop meaningful plans and frameworks, prepare written and verbal reports and correspondence, deliver presentations and develop digital content and clear information in a manner appropriate to the purpose and audience.
8. Demonstrated experience working in systemic change to achieve population health outcomes, including identifying and analysing relevant population health data to inform outcomes, planning, monitoring and evaluation.
9. Experience in people management, including team development.
10. Demonstrated experience in budget and finance management and reporting.
11. Demonstrated ability in IT systems including Microsoft Office suite and client management systems.
12. Minimum 3 years' experience within the community, health or welfare sector, or related field.

Mandatory Requirements

- 13. Current Australian Drivers Licence or accepted International Drivers licence
- 14. Confirmation of your right to work in Australia, Satisfactory National/International Police, and Victorian Working with Children Checks must be provided prior to commencement.
- 15. Evidence of Covid vaccination or Contraindication.

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

Accepted by
(print name):

Employee
Signature:

Date:
