

Position Description			
Name		Date	
Position Title	General Manager: Community Care		
Department	Integrated Care Directorate		
EBA / Award	Victorian Stand Alone Community Health Services (Health and Allied Services, Managers & Administrative Officers) Multiple Enterprise Agreement 2018-2022		
Classification	HS8 In addition to base salary, the total remuneration package includes: private use of fully maintained company vehicle; salary packaging as per company policy; superannuation guarantee 76 hours per fortnight, 1 EFT, Monday – Friday Initial 6-month probationary review and then annual performance appraisal.		
Primary Site	Wodonga or Wangaratta With the occasional travel to other sites required		
Reporting to	Executive Director Integrated Care		
Direct Reports	Rural Health Team Program Manager; Children's and Families Program Manager; and Community Inclusion Program Manager		
Budgetary Responsibilities	\$6,600,000		
Liases with Internally	Works in consultation with: <ul style="list-style-type: none"> • General Managers, Integrated Care Directorate • Gateway Health Executive Leadership Team • Senior Management Team, Program Managers and Team Leaders • Gateway Health Business Services including People Working Well; ICT; Finance and Facilitie; Risk and Quality Improvement advisors 		
Liases with Externally	This position may be expected to liaise with, though not limited to the following; <ul style="list-style-type: none"> • State and Commonwealth Departments of Health • Academic and professional bodies • Relevant industry forums and peak bodies • Relevant regional health and wellbeing organisations • Murray Primary Health Network • Community service organisations • Other Not for Profit Organisations 		
Purpose of the role	Reporting to the Executive Director Integrated Care, the General Manager Community Care is a member of the Integrated Care Leadership Team and carries responsibility for designing, leading and evaluating Mental health and wellbeing programs and services provided by Gateway Health. The General Manager Community Care plays a key role in achieving business and strategic plan goals; and facilitating information flow and cohesion between all areas of the organisation. Leadership roles at this level will have a focus on service coordination and improvement; consumer engagement and experience; planning and monitoring the implementation of the organisations growth strategy; participating in relevant external networks and partnerships; identifying and responding to emerging risks and opportunities; and providing a conduit for information between Gateway Health and community networks		

	<p>and organisations, particularly in relation to Gateway Health’s advocacy and health promotion initiatives.</p>
<p>About Gateway Health</p>	<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 strengthened 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:</p> <p><i>We advocate for fair and equitable access to health care and wellbeing services for all.</i></p> <p><i>We respect the strength of individuals and the community, and their capacity to recover from adversity.</i></p> <p><i>We recognize the importance of adaptability and responsiveness to enable us to deliver on our commitment to the community.</i></p> <p><i>We actively listen and work alongside the community and each other to design and deliver better solutions.</i></p> <p><i>We believe a learning culture is critical to enhancing the wellbeing of staff, clients and the community.</i></p> <p><i>We contribute to creation of a connected and integrated health and community care system to achieve the best outcomes for our clients and community.</i></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 (July each year), 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.

Key Responsibilities and Accountabilities

Role Specific

As a member of the Integrated Care Leadership Team, the General Manager Community Care will:

- Contribute to planning, implementation and evaluation of Gateway Health's Strategic Plan; Service Plan; Equity, Diversity and Inclusion strategies.
- Act as internal consultant to the Executive Director Integrated Care and the Integrated Care Leadership Team, providing expert level advice and support in regard to service access; demand management; and continuity of care across programs
- Identify and develop systems and processes to encourage and enable the application of learning organisation principles, practice and culture across the organisation.
- Lead and inform Gateway Health's research priorities, policy positions and advocacy agenda in regard to Community Care
- Be responsible for ensuring that program budget and activity targets within the Community Care Division are set, achieved, monitored, analysed and reported in keeping with organisational budget and performance expectations and timelines.
- Provide line management accountability to program managers in the management of contracts, budgets and activity performance
- Lead the design, development and evaluation of evidence informed models of care for the provision of Community Care services, and business models that are accessible, effective and sustainable
- Work with the People Working Well team to develop a planned and coordinated approach to Community Care workforce design and career pathways, including peer workforce models
- Ensure that systems and processes are in place to ensure that staff have the necessary competencies and are supported through professional development and clinical supervision to deliver safe, high quality services to clients.
- Model exemplary leadership in fostering a high performing Community Care Division.
- Oversee the development, implementation, monitoring and evaluation of Community Care clinical practice policies, practices and standards that
 - a) ensure best practice in meeting Gateway Health's obligations as a high performing service provider, and
 - b) reflect and promote the principles underpinning Gateway Health's *people living well* strategy.
- Lead the design, development, monitoring and evaluation of an Community Care operational plan that enables and supports achievement of strategic plan and service plan objectives, and responds to changing community health needs. Provide support to program managers in implementing these plans.
- Work with program managers, finance and health information services to build skills and systems capability in generating, analysing and using financial, service utilisation and workforce data to improve efficiency and effectiveness and inform service development priorities.
- Promote and foster person-centred care principles and practice, and consumer participation in quality improvement across programs of the Division.
- Develop high level relationships and partnerships with health and other industry leaders to design, implement and evaluate collaborative regional strategies to enhance service access, capacity and capability.
- Coordinate a regular cycle of clinical service audits and consumer experience surveys, and the necessary systems and process for analysis and effective follow-up to realise learning, innovation and improvement opportunities arising from those findings.
- Contribute to the development and delivery of Gateway Health's Quality and Risk Management Frameworks, and Consumer Experience Strategy.
- Participation in and facilitate regular performance reviews and appraisals
- Competently use all relevant organisational databases – including but not limited to VHIMS, RelainSys, clinical software, financial software

Technical Skills/ Industry Knowledge

Ensure that every program within the Community Care Division has a contemporary and evidence informed Model of Care that:

- defines the theory of change underpinning the interventions provided;
- defines the staff skill sets required to deliver those interventions.
- broadly defines the impacts and outcomes the intervention is expected to achieve for clients
- is actively used and refined in keeping with practice experience and results
- Liaise with the People Working Well Team to ensure that job design, recruitment, credentialing and professional development processes are tailored to securing and supporting staff with the right attributes for delivery of Model of Care interventions.
- A documented Community Care Operational Plan is in place: the plan reflects Gateway Health's Strategic Plan and Service Plan priorities; evidence of achievement of the plan's objectives and milestones is regularly reported.
- Quality Improvement Framework indicators are regularly monitored and reported.
- Documented Models of Care are in place for all programs delivered through the Community Care Division; business plans are in place to support the delivery of Models of Care.
- Accreditation standards for Community Care services are met

High Performing Teams

- Model exemplary leadership in fostering a high performing Community Care division. This includes provision of line management supervision, coaching and support to program managers.
- Providing support to program managers in building knowledge, skills and capabilities in leading high performing staff and teams.
- Be responsible for the recruitment, orientation, supervision and management of Program Manager positions; budget setting, monitoring and control for the directorate
- Maintain a high standard of knowledge and expertise through membership of and attendance at relevant professional associations, courses, seminars and activities
- Develop and maintain collaborative relationships with all other teams and professionals
- Participate in committees and professional groups and disseminate information to relevant employees
- Improve performance by seeking feedback, setting goals and participating in the annual performance review and development process.
- Active participation in supervision (as relevant to the position)
- 100% compliance with mandatory and refresher training requirements as outlined in the Gateway Health Learning and Development Procedure
- Contribute to productive and positive team meetings.
- Positively contribute to the culture and spirit of the Community Care team, work environment and to GH.
- Your behaviour is congruent with organisational values, behaviours and goals
- Positively embrace and adopt change as it occurs.
- Ensure all team members are updated and included in key messaging from senior management meetings.
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Quality and Safety

- Identify, report and manage risks and ensure actions are taken to prevent and minimise harm to consumers and staff of Gateway health
- Contribute to the creation of safe work environments for self and others through adherence to Gateway Health's occupational health and safety procedures
- Contribute to timely and effective implementation of organisational systems and processes for legislative compliance, contract management, risk management and quality improvement.
- Minimise the risk of infection to consumers, staff, contractors, volunteers and members of the public.
- Comply with requirements of Quality Improvement Program (QIP) and all other relevant standards and regulations, including Child Safe Standards

- Actively seek internal customer or consumer feedback and respond accordingly to identify areas of need and improvement

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.
- To continually develop both personally and professional to meet the changing needs of your position, career and organisation.
- Promote Gateway Health as a quality service provider.
- Represent Gateway Health as a leader in its field in relevant industry or sector forums as required
- Demonstrate sensitivity, empathy and respect for the customs, culture, values and spiritual beliefs of others at all times.
- Wherever relevant collaborate with consumers and the community in the development, implementation and review of service planning, policies and quality improvement activities

KPI's

- A documented *Community Care Operational Plan* is in place: the plan reflects Gateway Health's Strategic Plan and Service Plan priorities; evidence of achievement of the plan's objectives and milestones is regularly reported.
- Quality Improvement Framework indicators are regularly monitored and reported.
- Documented Models of Care are in place for all programs delivered through the Community Care Division; business plans are in place to support the delivery of Models of Care.
- Accreditation standards for Community Care Division programs are met

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 a relevant health discipline.
3. Demonstrated understanding of the social model of health and its application in health policy and service design.
4. Knowledge and experience in the planning, delivery and evaluation of community health and wellbeing services.
5. Knowledge and experience in budgeting and financial management, including analysis and reporting
6. Extensive knowledge and experience in applying leadership development and engagement interventions and frameworks at a senior level, preferably in a health setting
7. Knowledge and experience in applying a range of evidence informed tools and approaches to building and sustaining high performing teams.
8. A critical and creative thinker with strong analytical, planning and evaluation skills and experience.
9. Demonstrated leadership experience in forming and contributing to cross sector collaborative initiatives that achieve and sustain results.
10. Knowledge and experience in applying and guiding others in the use of appreciative inquiry and other relevant approaches to creating a culture of learning.
11. Well-developed people management, communication and leadership skills

Mandatory Requirements

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



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.
- I will comply with my contract, all policies and procedures and follow directions given.
- 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:
