

Position Description			
Name		Date	
<b>Position Title</b>	<b>Diversity Coordinator</b>		
<b>Department</b>	<b>Equity and Participation Program</b>		
<b>EBA / Award</b>	Victorian Stand-Alone Community Health Services (Health and Allied Services, Managers & Administrative Officers) Multiple Enterprise Agreement 2018-2022		
<b>Classification</b>	HS 4 60.8 hours per fortnight, 0.8 EFT Ongoing position Initial 6-month probationary review and then annual performance appraisal.		
<b>Primary Site</b>	Wangaratta or Wodonga with occasional travel to other sites required		
<b>Reporting to</b>	Manager Equity and Participation		
<b>Direct Reports</b>	Burraja Cultural Programs Co-ordinator Way Out Wodonga Project Worker Indigenous Health Project Officer		
<b>Budgetary Responsibilities</b>	Work with Manager Equity and Participation to oversee Burraja Koori Youth and Young People Project, Way Out Wodonga and Integrated Team Care funding and contracts.		
<b>Liases with Internally</b>	Gateway Health staff and services, including: <ul style="list-style-type: none"> <li>• Business Development Unit</li> <li>• Access and Engagement Unit</li> <li>• Business Services teams including, Finance, Infrastructure and Technology;</li> <li>• People Working Well roles</li> <li>• Program Managers</li> <li>• Communication and Marketing</li> </ul> Programs within the Population Health, Planning and Performance Directorate including: <ul style="list-style-type: none"> <li>• Quality and Risk</li> <li>• Integrated Health Promotion</li> <li>• Health Information Management</li> <li>• Bushfire Recovery</li> </ul>		
<b>Liases with Externally</b>	This position may be expected to liaise with, though not limited to the following; <ul style="list-style-type: none"> <li>• Victorian State Departments of Health and Department of Fairness, Families and Housing and other jurisdictions</li> <li>• Peak bodies representing a range of community groups including migrants, refugees and asylum seekers; Aboriginal and Torres Strait Islander peoples; disability peak bodies; LGBTIQ+ peak bodies; older persons advocacy groups</li> <li>• Relevant community groups and community reference groups</li> <li>• NSW Health and relevant social service and justice departments</li> <li>• Murray Primary Health Network</li> <li>• Local Government staff and representatives.</li> <li>• Community service organisations.</li> <li>• Aboriginal Community Controlled Organisations.</li> <li>• Commonwealth health and health related departments</li> <li>• Regional health and community health services</li> </ul>		

	<ul style="list-style-type: none"> <li>• Other Not for Profit Organisations</li> </ul>
<b>Program Information</b>	<p>The Health 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"> <li>• Improving health equity and access for vulnerable communities in our catchment,</li> <li>• Delivery of effective health and wellbeing initiatives through the Integrated Health Promotion Program, Integrated Team Care, Burraja Youth Programs and Way Out Wodonga Program.</li> <li>• Providing leadership in building capacity, partnerships and embedding best practice in diversity and cultural safety across the organisation and service delivery</li> <li>• Collaborative design and delivery of creative, innovative place-based initiatives and business opportunities to recognise and promote inclusion, and celebrate and learn from the diversity of our local cultures and communities,</li> <li>• Build capacity and provide leadership in effective and meaningful consumer and community engagement</li> </ul>
<b>Purpose of the role</b>	<p>Reporting to the Manager Equity and Participation, the Diversity Coordinator will oversee the delivery of Integrated Team Care, Burraja Youth and Way Out Wodonga Programs as per funding requirements.</p> <p>The role will work across all parts of the organisation to enable the collaborative design, implementation and evaluation of a range of diversity and inclusion strategies, plans and activities, including but not limited to Gateway Health's:</p> <ul style="list-style-type: none"> <li>• Reconciliation Action Plan</li> <li>• Gateway Health's Diversity Plan incorporating Disability, LGBTIQ+, Refugee and Asylum Seeker equity and health and wellbeing strategies</li> <li>• Disability Action Plan</li> </ul> <p>The role will work collaboratively with the Senior Management Team to:</p> <ul style="list-style-type: none"> <li>• Effectively engage with the diverse communities we serve, enhancing participation and engagement</li> <li>• Develop integrated agency, policies, procedures, plans and activities that reflect best practice standards in ensuring accessible, culturally safe, welcoming and responsive service provision and workplace environment.</li> </ul>
<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 strengthen 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> We <i>advocate</i> for 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 <b>recognize</b></i> the importance of adaptability and responsiveness to enable us to deliver on our commitment to the community.</p> <p><i>We <b>actively listen</b></i> and work alongside the community and each other to design and deliver better solutions.</p> <p><i>We <b>believe</b></i> a learning culture is critical to enhancing the wellbeing of staff, clients and the community.</p> <p><i>We <b>contribute</b></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; intersex 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>
<p><b>Code of Conduct</b></p>	<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>
<p><b>Key Responsibilities and Accountabilities</b></p>	
<p style="text-align: center;"><b>Role Specific</b></p>	
<p><b>Planning and implementation</b></p> <ul style="list-style-type: none"> <li>• In consultation with the Manager Equity and Participation, review the suite of diversity and inclusion strategies currently in place; identify priorities for further development; and develop annual workplans to address those priorities.</li> <li>• In consultation with the Manager Equity and Participation, facilitate implementation and evaluation of key diversity and inclusion strategies reflecting and addressing access and equity for –             <ul style="list-style-type: none"> <li>○ Aboriginal and Torres Strait Islander peoples</li> <li>○ LGBTIQ+ community members</li> <li>○ People with disabilities</li> <li>○ Multicultural and resettlement communities</li> <li>○ Rural communities</li> </ul> </li> </ul>	

- Prepare and submit quarterly progress reports on the progress of development and implementation of Gateway Health’s diversity and participation strategies and plans.
- With the Manager Equity and Participation and other relevant parts of gateway Health and communities, facilitate a collaborative and co-design approach including clients and communities we serve to undertake the development and regular review of diversity and inclusion policies, procedures and improvement plans.
- Facilitate and participate in internal and external partnerships to enable effective and inclusive planning, collaboration and identification of opportunities to improve equity and participation for identified population cohorts.
- Liaise with the Quality and Risk Team regarding relevant diversity and inclusion standards to be met and demonstrated through accreditation processes; co-ordinate self-assessment against those standards; develop improvement plans where indicated; co-ordinate, evaluate and report on achievement of improvement plans.
- Working with program manager Equity and Participation and relevant programs, explore and develop service business opportunities.

### **Engagement**

- Identify and promote opportunities for engagement and participation from a diverse range of community groups to contribute to, inform and evaluate quality improvement initiatives aimed at improving service access, cultural safety and equity.
- Work with the Equity and Participation Team, Gateway Health staff, stakeholders and communities to actively participate in an annual schedule of events and activities that recognise, promote and celebrate diversity and inclusion.
- Support and facilitate active use of the International Association for Public Participation (IAP2) spectrum in designing and evaluating effective community participation and engagement activities.
- With the Equity and Participation Team, organise and evaluate professional and community engagement and education sessions as required to promote and support implementation of Gateway Health diversity and inclusion, policies, procedures and plans.

### **Advocacy**

- Contribute to Gateway Health’s advocacy strategies as relevant and appropriate to the rights and interests of the diverse communities served by Gateway Health, and their expressed needs and concerns.
- Liaise with Communication and Marketing Team to design and develop effective communication strategies using health literacy principles to ensure Gateway Health messaging reaches diverse community groups in accessible and acceptable languages and formats.
- Participation in, and facilitation of regular performance reviews and appraisals
- Competently use all relevant organisational databases – including but not limited to Victorian Health Incident Management System, RelainSys, clinical and financial software.
- Active participation in Professional Development.
- Completion of annual Mandatory training.

### **Management**

- Effective management of relevant staff members and programs to deliver on funding, contractual and business key performance indicators.
- Invoices raised and processed within funding / program deadlines.
- Working with Manager Equity and Participation, ensure timely and accurate acquittal of financial and budget responsibilities.
- Provide leadership by demonstrating commitment to the importance of effective Risk Management.
- Modelling behaviours and attitudes which support a positive risk culture in your team / program and the organisation
- Contribute to the development of procedures and systems within this program.
- All relevant compliance requirements are met within timelines.

### People

- Positively contribute to the culture and spirit of the Equity and Participation Team, work environment and to 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.
- Participation in regular team meetings

### Technical Skills / Industry Knowledge

- Working with manager Equity and Participation, ensure Program outcomes align with Gateway Health strategic goals and relevant key state, national and international policy documents.
- Facilitate consultation and communication with key population cohorts, external agencies, peak bodies, consumers and Gateway Health staff.
- 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
- 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 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 a health or social services related field.
3. Demonstrated knowledge, skills and experience in working with diverse community groups, particularly the Aboriginal and Torres Strait Islander, multicultural or resettlement and LGBTIQA+ communities, and people with disabilities.
4. Understanding of health inequity experienced by diverse populations and communities, including rural and remote.
5. Demonstrated initiative and creativity
6. Demonstrated collaboration and co-design skills
7. Skills and experience in policy analysis and advocacy relating to access and equity for diverse populations.
8. Exceptional verbal and written communication, resource development with a health literacy lens and report writing skills.
9. An understanding of contemporary practice in consumer and community engagement including, but not limited to, the IAP2 framework
10. Minimum 3 years' experience within the community, health or welfare sector, or related field.
11. Experience in effective team management and support.

#### 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.

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; intersex 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:**

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**Date:**

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