

POSITION DESCRIPTION

Position Title	Community Services Manager		
Division	Primary Healthcare	Unit	Community Services
Campus	Leongatha		
Classification	Allied Health Professional, Grade 4		
Award	Allied Health Professionals (Victorian Public Health Sector) Single Interest Enterprise Agreement 2016 - 2020		
Reports To	Director Primary Healthcare		
Position Approved By	Director Primary Healthcare		

Position Outline:

The purpose of this role is to work in conjunction with Allied Health Manager to manage Community Services to provide integrated services to our community and identify opportunities to grow and enhance services. The position is integral in ensuring the Community Service Departments provide high quality, evidence based care, whilst achieving set Departmental targets.

This position will be responsible to the Director of Primary Healthcare and is responsible for the management of Social Work, Planned Activity Group and community access programs, Alcohol and Drug Services, Volunteer Coordination, Home Care Packages, Disability Services and Diabetes Education.

Objectives are achieved by adhering to the following core principles:

- Maintain and develop services to meet our community’s needs.
- Remain Accredited.
- Remain committed to having staff that are appropriately skilled and motivated.
- Ensure financial viability.
- Maintain and improve facilities and infrastructure.
- Ensure quality health services are provided in a safe environment.

Working with a diverse range of people, you are required to uphold GSHS values and ensure our patients and families are treated with respect and professional care.

Divisional Context:

Primary Health at GSHS is a dynamic team of nurses, health professionals, allied health assistants and managers who provide a broad range of community-based and ambulatory care services to the South Gippsland Shire, including:

- Diabetes Education
- Dietetics
- Disability Services
- Drug Treatment Services
- Home Care Packages
- Intake & Assessment
- Medical Imaging
- Occupational Therapy
- Physiotherapy
- Planned Activity Groups
- Podiatry
- Social Work
- Specialist Nursing
- Speech Therapy
- Volunteer Coordination

Health Service Context:

GSHS is a major provider of healthcare in the South Gippsland Shire. GSHS offers a broad range of services that meet the needs of a diverse and sparsely populated area with many small rural communities. With two main acute facilities based at Leongatha and Korumburra, GSHS offers a broad range of specialist, general, acute, subacute, ambulatory, residential aged care and community services.

Although GSHS is made up of a number of sites, they all operate as part of the one organisation and therefore the service profile is informed by the geographical nature of the diverse communities as well as the strategic imperatives of the Department of Health & Human Services.

Vision, Mission and Values:

The Values are detailed in GSHS’ Employee Charter and form part of your terms and conditions of Employment as does the Code of Conduct for Victorian Public Sector Employees. GSHS expects all employees to behave in accordance with these requirements at all times whilst employed by the organisation.

Vision
<i>Excellence in Healthcare</i>

Mission
<i>Building a Healthier Community Together</i>

Gippsland Southern Health Service - Values and Behaviours		
Value	Above the Line Behaviour	Below the Line Behaviour
Excellence	<ul style="list-style-type: none"> • Continuous Improvement • Evidence Based Practise • Consistency of Practice • Innovative Practice • High Standards 	<ul style="list-style-type: none"> • Unwilling to Improve • Lack of Innovation • Non-Adherence • Inconsistency • Acceptance
Individuality	<ul style="list-style-type: none"> • Be Tolerant • Acknowledge Rights • Personalise • Support Individuals • Practice Self Care 	<ul style="list-style-type: none"> • Lack of Respect • Discriminating • Being Inconsiderate • Being Judgemental • Being Dismissive
Collaboration	<ul style="list-style-type: none"> • Value Teamwork • Involve Others • Actively Listen • Ask and Offer Solutions • Support Decisions and Change 	<ul style="list-style-type: none"> • Poor Communication • Criticising Others • Being Negative • Not Open • Withholding Information
Accountability	<ul style="list-style-type: none"> • Take Responsibility • Set Clear Expectations • Manage Performance • Results Focused • Ethically Bound 	<ul style="list-style-type: none"> • Blaming Others • Unethical Behaviour • Underperforming • Unreliable • Shirking Responsibility
Respect	<ul style="list-style-type: none"> • Respect People • Respect Privacy • Respect Property • Respect Views • Be courteous 	<ul style="list-style-type: none"> • Being Rude • Being Negative • Being Disrespectful • Being unhelpful • Disrespecting Property
Empowerment	<ul style="list-style-type: none"> • Take Initiative • Actively Participate • Ask Questions • Clarify Expectations • Empower Others 	<ul style="list-style-type: none"> • Authoritarian • Discrimination • Blaming Others • Not Sharing • Stifling Development

Key Responsibilities

- Demonstrate ability to coordinate the development, implementation and maintenance of systems to improve customer service and the delivery of best practice community services.
- Client focus in all aspects of service delivery, ensuring community services are provided as part of the wider organisational philosophy of integrated health care.
- Ensure the provision of appropriate and high-quality service delivery, including clinical practices in all community service settings.
- Support patient, client and community participation in all aspects of service delivery.
- Manage and provide leadership to the Community Services staff.
- Seek opportunities for growth whilst actively seeking new and innovative funding sources to enhance the service and prepare submission for these programs.
- To promote and initiate effective linkages with other stakeholders and providers involved in promoting the health and welfare of communities.
- Understanding and delivering change management – that is, taking a systematic approach to support staff with the transition of the Home and Community Care program to the Commonwealth Home Support Program and NDIS.
- That Community Service staff are supported in all aspects of managing their services, including financial management.
- Participating in local and regional networks and partnerships that lead to improved health outcomes for the community.
- Attend professional forums, education seminars etc. conducted by associated Agencies such as Peak Bodies, Department of Human Services and Industry Bodies.
- Works to support and maintain a safe and therapeutic environment within GSHS for customers and staff.

Human Resource Management

- Maintains timely and efficient rosters for staff and plans and approves leave, taking into consideration fatigue management, work/life balance and ensuring that relevant industrial conditions and hospital policies are adhered to at all times.
- Develop and maintain effective open lines of communication with team members conducting regular meetings with staff.
- Ensures a comprehensive orientation program for the Unit.
- Proactively manage recruitment and retention in line with agreed budget parameters, having consideration for appropriate skill mix and patient safety and care.
- Manage staff performance through provision of feedback (both formal and informal), the formal performance review and engaging performance management processes, ensuring timely investigation and resolution of inappropriate behaviour, incidents and complaints by staff.
- Ensure all staff are treated with respect, dignity and courtesy in an environment that is free from harassment and discrimination.
- Ensure self and staff within the Unit comply with GSHS Employee Charter, the VPS Code of Conduct and any professional codes and standards that apply.
- Ensure all Community Services staff are appropriately credentialed and these are reviewed as required.

Occupational Health and Safety

- Ensures compliance with Occupational Health and Safety and Workcover legislation and regulations.
- Maintains current knowledge of emergency procedures and ensures these are enacted as appropriate.
- Carries out duties in a manner which does not adversely affect their own health and safety or that of others.
- Implements and maintains measures introduced in the interest of health and safety, ensuring all staff within the unit are educated in such measures and comply with them.
- Undertake any training provided in relation to Occupational Health and Safety.
- Investigate all reported incidents, near misses or injuries, identifying causal factors and implementing corrective action.
- Ensures self and staff within the unit correctly use any information, training, personal protective equipment and safety equipment.
- Refrain from recklessly or wilfully interfering with anything that has been provided for health and safety reasons; appropriately manage staff to comply with same.
- Is familiar with and can enact Critical Incident Response.

Quality

- Responsible for ensuring the Unit's compliance with the relevant quality standards, including the ongoing review and monitoring/auditing of systems and procedures to ensure they align with the relevant quality standards.
- Lead an ongoing review of service delivery to identify opportunities for Continuous Quality Improvement.
- Acts to positively promote GSHS both internally and externally.
- Promote, practice and comply with all GSHS policies and procedures and familiarise with policies and procedures relevant to the position.
- Actively participate in the maintenance of relevant policies and procedures to ensure best practise.
- Conduct departmental meetings as required; actively participate in required meetings and committees.
- Actively participate in the performance appraisal process, three months after commencement and annually thereafter.
- Embraces the GSHS' Mission, Vision and Value statements to direct work practices.
- Contributes to achieving the GSHS Strategic Plan.
- Promotes a quality culture within the organisation highlighting the values of customer service.
- Delivers prompt and courteous culturally appropriate services.

Financial Management

- Identifies productivity and efficiencies savings within department.
- Manages payroll costs within set budget parameters.
- Consider the costs and budget implications in relation to work practices and consumables related to patient care.
- Prepares annual budget for department in conjunction with relevant Executive and Finance Department.
- Monitors actual performance to budget and provides feedback to divisional head on variance and corrective action.
- Utilises appropriate information systems to monitor and manage financial responsibilities.
- Demonstrate and apply the principles of funding obligations and legislative requirements.
- Be accountable and responsible for the economic use of resources and knowledge of funding guidelines to relevant areas.
- Be responsible for collecting required information and reporting to various funding bodies in a manner that maximises benefit to the GSHS community.
- Ensure all accountability requirements are met in relation to program funding within scope of responsibility.

Evidence Based Leadership

Managers are responsible for ensuring their team achieve and maintain agreed standards of work performance through:

- Lead by example through their individual performance and behaviour, providing staff with clear guidance and direction.
- Provide coaching and support development and continuous improvement at a team and individual level.
- Undertaking performance reviews in accordance with GSHS policy, ensuring individual performance to the required standard outlined in the job description; giving constructive feedback on a regular basis outside the formal performance review process.
- Support staff through organisational change.
- Aim to resolve issues promptly and effectively, in accordance with GSHS policy.
- Ensure adequate staffing to deliver required services at all times, taking into account required skill mix to ensure patient/resident/client safety; undertake recruitment activities to maintain staffing at required levels.
- Manage resources within budget and where necessary take corrective action to stay within set budgets.
- Communicate GSHS' Mission, Vision and Values in a manner that ensures all staff know what is expected of them; translate these into Departmental goals that are widely communicated and understood by staff, ensuring they are clear in their role.
- Fulfil your duty of care to staff, ensure staff health and wellbeing at all times; ensure compliance with all health and safety and training requirements is maintained.
- Provide leadership to your team, making decisions that are in the best interests of both the organisation and your staff.

- Maintaining an efficient work flow, ensuring good working relationships with staff and working with them to identify and improve any inefficiencies in the work area.

Managers are responsible for implementing and maintaining GSHS' Evidence Based Leadership Program, including but not limited to:

- Accountability Framework – setting, monitoring and achieving annual goals, 90 day plans and “must-have” leadership behaviours, tracked through the validation matrix.
- Connecting – collecting and analysing feedback, using the information to recognise and reward and/or take corrective action, ensuring staff have everything they need to do their job; communicating these results through Traffic Light Reports and Communication Boards.
- Communication – using AIDET and other communication techniques as one means to improve outcomes for patients.
- Values based behaviours – engages organisational strategies, policies and procedures to ensure compliance with the organisational values by all staff.
- Any other evidence-based strategies and tactics employed by the organisation to achieve “*Excellence in Healthcare*”.

Key Selection Criteria:

Mandatory

- Registered Nurse currently registered with AHPRA, or equivalent Allied Health registration or other equivalent professional registration.
- Post graduate qualifications in Community/Primary Health, management or similar qualifications and experience working within a Primary Health setting.
- Current Driver's Licence, Police Check, Working With Children Check and NDIS Worker Screening Check.

Desirable

- Demonstrated knowledge of and experience in leading, mentoring and developing a team of professional staff in achieving outcomes.
- Demonstrated experience in the implementation of responsive and best practice community services.
- Demonstrated experience in continuous improvement projects within a community care setting, resulting in enhanced outcomes for clients.
- Skills and experience in project management including preparation and meeting deadlines and an understanding of evaluation processes.
- Demonstrated experience in budgetary management and delivering a service within agreed financial budget.
- Demonstrated experience in working with acute, sub-acute, community and residential aged care services.
- Current understanding of primary health funding such as NDIS, HACC and its transition to CHSP.
- Current knowledge and understanding of community resource networks.
- Demonstrated time management skills and the ability to collect statistical data on time.
- Sound ability to establish and maintain professional links with service providers and to market GSHS' community services.
- A current Victorian driver's licence.
- Current Police Check and Disability Worker Exclusion Scheme (DWES) Check.
- Demonstrated computer literacy.

Leadership Capabilities

Thinks Creatively and Solves Problems Effectively

- Understands the work area's direction and how it delivers its service.
- Links own work to the health service's work priorities.
- Applies creative approaches to issues and problems.
- Shows judgement, intelligence and common-sense.

Achieves Results

- Responds to client needs and organizes resources.

- Shares expertise and uses technology effectively.
- Adapts to and implements change.
- Delivers on intended results.

Demonstrates Personal Drive and Integrity

- Demonstrates professionalism and acts ethically.
- Engages with risk and shows personal courage and resilience.
- Takes personal responsibility for meeting objectives and progressing work.
- Demonstrates self-awareness and a commitment to personal development.

Communicates Effectively

- Communicates clearly.
- Listens, understands and adapts to the audience.
- Negotiates effectively.

Works Productively With Others

- Builds internal and external relationships.
- Values individual differences and diversity.
- Works co-operatively.
- Guides people.

<p>NDIS Worker Screening Check</p> <p>This role has been identified as a “risk assessed role” under the NDIS (Practice Standards – Worker Screening) Rules 2018 and as such is subject to the provision of an NDIS Worker Screening Check prior to commencement. During their term of employment, all incumbents are required to notify GSHS, via their manager if the NDIS Quality and Safeguards Commission issues:</p> <ul style="list-style-type: none"> • An interim bar; • A suspension; • An exclusion; • The closure of an application for a worker screening clearance; or • The revocation of a clearance.
<p>OH&S</p> <p>Each employee has the right to a safe working environment and they should advise their supervisor of any risk or condition likely to result in accident or injury. Each employee has the responsibility to take reasonable care of their own health and safety, to comply with GSHS OH&S policies and procedures and to participate in appropriate safety education and evaluation activities.</p>
<p>Policies & Procedures</p> <p>It is everybody’s responsibility to access and have knowledge of the relevant policies and procedures that relate to their employment. All GSHS policies and procedures can be accessed on the intranet site.</p>
<p>Person Centred Care</p> <p>Person Centred Care (PCC) is a philosophical approach to how we provide care to patients and interact with other customers, including colleagues. PCC is based on the principles of respect, value of the individual, and the need to deliver service in an environment that supports peoples’ physical, emotional, social and psychological needs. PCC is underpinned by a culture of collaboration and partnership and all staff are required to adhere to these principles.</p>
<p>Values & Conduct</p> <p>Staff are required to comply with GSHS Employee Charter. The way we behave in the workplace and the manner in which we undertake our job is as important as how we perform the tasks for our role. We expect that all staff will embrace GSHS’ Employee Charter and demonstrate these in their daily work.</p> <p>GSHS operates under the Code of Conduct for Public Sector Employees. This Code of Conduct, together with any professional Code of Conduct relevant to the role being performed, form part of each employee’s conditions of employment and it is expected that all staff will familiarise themselves and comply with this Code of Conduct and those relevant to the role they perform at GSHS.</p>

Child Safety

GSHS is a Child Safe organisation. The GSHS Child Safe Policy and Procedure applies to all staff, volunteers, students and contractors of GSHS. GSHS staff will:

- Protect and promote the health, safety and well-being of all children.
- Recognise vulnerability and identify risk and harm to children early.
- Respond appropriately, effectively and in a timely way to reduce risk and support children and their families to achieve improved outcomes.
- Promote culturally competent and responsive health care.
- Work together with families, community services providers and the statutory system in the best interests of children (DHHS Healthcare that Counts Guiding Principles, 2017).

Violence & Aggression

GSHS seeks to promote a safe and inclusive workplace and community that are free from all forms of violence and aggression. GSHS staff:

- Are aware that supports are available for GSHS staff and volunteers who may be experiencing family violence.
- Identify, respond to and support consumers impacted by family violence as guided by organisational procedures.
- Identify, report and access support in relation to incidents of occupational violence and aggression.

Diversity & Inclusion

GSHS is an equal opportunity employer. We recruit, employ, train, compensate and promote regardless of race, religion, colour, national origin, sex, disability, age, veteran status, and other protected status as required by applicable law.

Risk Management

GSHS supports an organisational philosophy that ensures risk management is an integral part of corporate objectives, plans and management systems. Staff are to be accountable for risk management through organisational, team and individual performance objectives that are within their span of control.

- Contribute to effective risk management within their area of influence.
- Adhere to organisational risk management policy and procedures.
- Assist in fostering a risk-aware culture and ensure that any staff members in their supervision understand their responsibilities.
- Identify new and emerging risk.
- Contribute feedback to risk management review processes.

Professional Development & Performance Management

Ensures best practice at all times by ensuring that professional skills are regularly updated and mandatory competencies are maintained in accordance with GSHS Policy.

It is a condition of employment that staff participate in the performance review program in accordance with the parameters set out in GSHS policy and procedures.

Quality Improvement

Each staff member has a responsibility to participate and commit to ongoing quality improvement activities.

Clinical Supervision

GSHS' participates in programs designed to provide students with on-the-job training whilst being supervised by an appropriately skilled person. All staff of GSHS are required to provide such supervision from time-to-time.

Registered Health Professionals are required as part of their status as registered Health Professionals to provide clinical supervision from time to time, whether recognised as part of their job responsibilities or not. GSHS expects that the highest standards of best practice will be applied at all times where staff are required to provide clinical supervision to either staff or students.

Privacy & Confidentiality

All GSHS Employees are required to comply with the provisions of the Privacy & Confidentiality Policy and any legislative requirements detailed in the Federal Privacy Act, 1988, the Health Records Act 2001, Section 141 of the Health Services Act Victoria, 1988 and the Freedom of Information (Amendment) Act, Victoria 1999.

All staff are required to read, understand and sign the Confidentiality and Privacy Agreement that sets out specifically what is required, upon commencement of employment. These provisions form part of the terms and conditions of employment and any breach will be subject to disciplinary action as per the Performance Development and Discipline Policies, along with the relevant Enterprise Agreement.

Additional Requirements:

To ensure a healthy and safe environment for everyone, smoking is not permitted on GSHS grounds, buildings or vehicles.

All staff are required to provide a current National Police Records Check prior to commencement. A Working with Children Check may also be required for particular positions (all “Risk Assessed Roles” must provide a valid Working with Children Check)

All “Risk Assessed Roles”, in accordance with the National Disability Insurance Scheme (Practice Standards – Worker Screening) Rules 2018, must provide an NDIS Worker Screening Check prior to commencement. If the Worker Screening Check has been applied for, but not issued prior to commencement, a written Risk Management Plan, that includes direct supervision, must be in place until such time the NDIS Worker Screening Check is issued.

In addition, all staff undertaking “Risk Assessed Roles” must complete the NDIS Worker Orientation Module, “Quality, Safety and You”, available online through the NDIS Quality and Safeguards Commission.

All “Risk Assessed Roles” are listed on the NDIS Worker Screening Database and notified to individuals via their employment offer.

This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Any elements of this document may be changed at GSHS’ discretion and activities may be added, removed or amended at any time.

Sign-off to verify agreement with this Position Description:

Incumbent		Date	
Manager		Date	