

Position Title: Community Services Manager

Campus: Stawell

Directorate: Aged and Community Care

Department: Community Programs

Reporting to: **Director Community Programs**

Direct Reports: Hospital Admission Risk Program (HARP) Team
Post-Acute Care (PAC) Team
District Nursing Team
Social Support Team

Appointment Terms/Conditions:

Classification and Code: **Nurse Unit Manager Level 2 (NM11)**

Enterprise Agreement: Nurses and Midwives (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement.

ORGANISATIONAL INFORMATION

Grampians Health was established on 1 November 2021. Drawing on a regional history of over 150 years, we provide service to over 250,000 Victorians, operate across 21 campuses and sites, and employ more than 7,000 dedicated professionals. Our values reinforce our commitment to providing high-quality, accessible healthcare services close to home. Our mission is to serve the communities of the Grampians region with comprehensive care, ensuring every individual receives the attention they deserve. For more information, visit www.grampianshealth.org.au.

Collaboration	Compassion	Accountability	Respect	Innovation
<i>We are stronger together.</i>	<i>We show that we care.</i>	<i>We do what we say and say what we do.</i>	<i>We appreciate and value all people.</i>	<i>We adapt and innovate to achieve best outcomes.</i>
Recognising and utilising strengths to share knowledge, solve problems, build relationships and deliver the best outcomes possible.	All people deserve to be treated with compassion, kindness and empathy.	Openness, honesty and transparency support us to be courageous, take responsibility for our actions and follow through on our commitments	Our actions and words reflect our commitment to a safe and fair health service for all.	Every day, we apply expertise and integrity to make responsible choices, always striving for continuous improvement.

POSITION PURPOSE

The Community Services Manager (Stawell) provides high-level clinical leadership and operational management for the day-to-day delivery of the HARP, PAC, District Nursing and Social Support multidisciplinary teams. The Manager is responsible for fostering a positive, supportive work environment that promotes growth, development and high performance across the workforce. The role oversees clinical practice within the teams and drives improvements in service delivery, ensuring programs are delivered safely, efficiently and in alignment with all relevant frameworks, guidelines and funding requirements.

The Manager demonstrates strengths in:

- Achieving Results, Innovation and Driving Change to Deliver Safe, High-Quality Clinical Care
- Business and Financial Acumen
- Critical Thinking and Informed Decision Making
- Interpersonal Communication, Influence and Collaborative Leadership
- Managing Performance and Developing Capability

Success in this role requires strong, respectful and collaborative relationships with internal and external stakeholders, community partners and service users, supporting integrated, person-centred care across the region.

KEY ACCOUNTABILITIES

- Provide active and visible leadership to support safe, high-quality, evidence-based care, acting as the escalation point for clinical, operational and day-to-day issues.
- Ensure best-practice and evidence-based principles are embedded across all programs in alignment with relevant state and Commonwealth guidelines, frameworks and funding requirements.
- Provide expert clinical support and direction to ensure that standards, policies and procedures promote a safe and consumer-centred model of care.
- Lead and support change initiatives to strengthen integration, efficiency and quality of community-based care.
- Actively participate as a member of the Community Programs Leadership Team and the broader Grampians Health team, providing expert leadership in Community Programs. Act on behalf of the Director, Community Programs during periods of leave as required.
- Monitor, measure and lead actions to achieve operational, financial and service-delivery KPIs, and manage designated budgets in partnership with the Director and Business Manager.
- Consult with the Director and actively work toward the resolution of all professional practice matters.
- Contribute to strategic planning and service development in collaboration with the Director and key stakeholders.
- Create a positive, engaged and safe team environment that supports learning, development and staff wellbeing. Foster a culture of continuous quality improvement and build capability within the team to identify, implement and evaluate improvement opportunities.
- As a people leader, ensure effective workforce planning, communication, change management, workforce health and safety, performance optimisation and implementation of People & Culture (P&C) initiatives, in close collaboration with P&C Business Partners and key stakeholders.

KEY SELECTION CRITERIA

Qualifications

- Current APHRA registration as a Registered Nurse (Division 1).
- Postgraduate studies in management (or related field) highly regarded, or a or willingness to undertake further study.

Technical/Professional Knowledge and Skills

- Minimum of 3yrs experience in a clinical leadership, management or supervisory role.
- Demonstrated ability to lead teams to deliver high-quality, safe and person-centred care.
- Advanced experience in assessment and management of consumers with complex health and social needs.
- Demonstrated financial management experience, including budgeting and resource allocation.
- Demonstrated commitment to ongoing professional development

Work Environment

- Experience in leading community-based services or programs.
- Highly developed analytical, creative problem-solving and organisational skills.

Personal attributes

- Strong communication and interpersonal skills, with the ability to build, negotiate and maintain effective stakeholder relationships.
- Ability to implement and evaluate new models of care, redesign projects, and support organisational change

ORGANISATIONAL REQUIREMENTS

- Grampians Health is committed to a consumer centred approach in the provision of health care and services, consistent with our values, purpose and vision. It is expected that team members demonstrate the core values of consumer centred care in every interaction.
- All team members of Grampians Health are responsible for supporting the safety, participation, wellbeing and empowerment of children.
- Quality care is a strategic and operational priority at Grampians Health, achieved through our Governance Framework.
- Participation in the Grampians Health integrated quality improvement and risk management systems by being aware of responsibilities to identify, minimise and manage risks and identifying opportunities for continuous improvement in your workplace through communication and consultation with managers and colleague.
- You must ensure that the affairs of Grampians Health, its patients, clients and staff remain strictly confidential and are not divulged to any third party except where required for clinical reasons or by law. Such confidentiality shall extend to the commercial and financial interests and activities of Grampians Health.
- In accordance with current legislation and organisational policy, employees must be willing to undertake and maintain a police check, working with children check and where necessary a NDIS Worker screening check. Ongoing employment will be dependent on the provision of satisfactory checks.

OTHER RELEVANT INFORMATION

- At Grampians Health we recognise and respect diversity. Each person has a right to high-quality health care and opportunities regardless of diversity factors which might include aspects such as cultural, ethnic, linguistic, religious background, gender, sexual orientation, age, and socioeconomic status. Inclusiveness

improves our service to our community and promotes engagement amongst Grampians Health employees.

- All Grampians Health employees are required to take reasonable care of their own health and safety in the workplace as well as take reasonable care for the health and safety of others who may be affected their acts or omissions. Persons with delegated management functions have an additional duty to provide and maintain a working environment that is safe and free of risks to health, so far as is reasonably practicable in areas where they have management or control. All employees have a duty to report issues they cannot rectify, follow all existing Grampians Health policies and protocols relating to health, safety, wellbeing and injury management and cooperate with any action taken by Grampians Health to comply with the OHS Act or Regulations.
- Statements included in this Position Description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all inclusive.
- Management may alter this Position Description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).
- An annual performance review will occur with your Manager. Your performance review is intended to be a positive discussion, outlining the key roles and responsibilities outlined in this Position Description. The performance review discussion provides an opportunity to clarify your role, revise key performance activities and identify any objectives or goals for the year ahead.