



Bellarine Community Health Ltd

Position Description

Executive Director Adult and Aged Services.

Formed in 1992 Bellarine Community Health Ltd (BCH) is the major provider of primary health care services to the Bellarine community.

Mission, Vision and Values

Actively develop and promote the desired organisational culture by ensuring all interactions, documentation and communications align with and support the organisation's vision, purpose and values.

Position Information

Position Summary	<p>The Executive Director, Adult and Aged Services is responsible to provide strategic direction and leadership for the delivery of high quality Adult and Aged Services that facilitate a positive outcome for clients, community and BCH organisation.</p> <p>The role will plan, organise, monitor and control Adult and Aged service operations; ensure compliance; and meet financial and contractual obligations. This senior leadership position will work collaboratively with staff to achieve best practice and ensure operational efficiency and effectiveness.</p> <p>The Executive Director Adult and Aged Services is one of the three key Executive positions reporting the Chief Executive Officer.</p>
Reports to	Chief Executive Officer
Program	Primary Health Care Services (PHCS)
Location	Based at all BCH locations as work demand requires
Employment Status	80-hours a fortnight Permanent full-time
Probation	6 months
Classification	Executive Employment Contract
Remuneration	Salary negotiated commensurate with experience and qualifications. Access to salary packaging provisions plus Superannuation -9.5%

Major Accountabilities

Strategic business, service planning and reporting

- Participate in the development and implementation of the organisation's strategic direction in consultation with management, staff, clients and other stakeholders.
- Lead the Adult and Aged services team in the formulation and conversion of strategic plans into annual operational plans.
- Ensure efficient and effective procedures are developed to enhance client service delivery and maximise resources.
- Participate in tender and submission writing.

- Keep abreast of government reforms, industry trends and sector developments to:
 - Ensure currency of knowledge;
 - Modify plans and procedures to maximise the benefits or minimise the impact of anticipated implications;
 - Brief the CEO and Executive Management team and make recommendations on appropriate organisation responses.
 - Manage the annual budgets for the Adult and Aged services team, monitor income and expenditure and take appropriate and timely measures to address any variance.
 - Report monthly to the CEO on progress towards annual work objectives.

Service design and delivery

- Establish appropriate, reliable and valid indicators, measures and targets for key aspects of service-related performance and monitor and manage the execution of the Adult and Aged services teams' responsibilities, according to approved business plans, key performance indicators, contractual agreements and relevant guidelines.
- Contribute to long term sustainability of organisational and Adult and Aged services funding through outstanding service delivery, innovative practice and strong relationship management within a person centred, consumer directed care model.
- Actively lead and support others to implement the principles of continuous quality improvement to create an environment and culture of organisational learning and continuous improvement
- Initiate and participate in BCH organisation-wide, adult and aged services team audits and reviews and implement relevant recommendations/action plans.
- Work collaboratively with the Quality Coordinator to conduct regular reviews to ensure services are appropriate to client needs; action improvements resulting from CQI activities including internal audits; and updated policies and procedures as required. As required support the Quality process to monitor broker/contractor legislative and funding agreement compliance and WHS obligations through a planned monitoring and review process, support the provision of service information, data and trends.
- Work collaboratively with the Media and Communications Coordinator to seek regular feedback from community, clients and providers on service provision using a range of methodologies and channels; inform clients, community and providers about changes to service practice; and contribute to service-relevant marketing activities.
- Work collaboratively as part of the Executive Management team to operationalise new business delivered through the achievement of tenders, strategic partnerships and other activities.

Line management and leadership

- Provide overall direction and leadership to the Adult and Aged services team ensuring thorough understanding of BCH organisational strategic intent and operations.
- Engage direct reports in the annual planning process to ensure they understand organisational priorities and how they translate into their own personal key performance indicators.
- Provide day to day support, direction and mentoring for direct reports including support and advice on complex case management, service delivery issues and response to critical incidents.
- Provide regular briefings for staff through a program of team meetings that encourage open and constructive feedback.
- Provide recommendations to the CEO to ensure an appropriate organisational structure and staffing levels for Adult and Aged Services team.
- Ensure positions are properly defined and documented, including the establishment of appropriate delegations and KPIs, and new staff are effectively recruited and inducted.
- In relation to line managed staff:
 - Establish and monitor position descriptions and key performance indicators, and review in line with the performance management process.
 - Provide coaching and mentoring as appropriate to ensure job satisfaction, employee engagement and the effective management of resources.
 - Manage staff grievances in accordance with established policy and procedures,
 - Monitor individual work plans to achieve and ensure optimum productivity.

- Develop performance and development plans with each team member.
- Promote a client focused culture across all adult and aged team service delivery areas.

Work Health Safety and the environment

- Actively promote a culture that values a safe and healthy workplace.
- Comply with the Work Health Safety Act and Model Codes of Practice,
- Take due and respectful care of self and others
- Participate in the organisation's rehabilitation and return to work program.
- Ensure that incidents, accidents and hazards are identified, recorded and managed in accordance with established policies and procedures.

Community engagement and relationships

- Promote and represent the organisation to a range of stakeholders to ensure that BCH is recognised as a leading provider and coordinator of Primary Health Care within the Bellarine Peninsula.
- Ensure effective working relationships exist with key government representatives, relevant provider networks and other stakeholders.

Key Performance Indicators

Personal Qualities

- Solution-focused style and approach.
- Commitment to professional development in self and line managed staff.
- Advanced interpersonal and human relationship skills evidencing a collaborative partnership approach to achieving outcomes.
- Strong work ethic, professional ethics, integrity and stakeholder focus.

Required competencies

- High level problem solving and analytical skills.
- Capacity to effectively deliver and monitor a diverse range of client services in accordance with budget and agreed key performance indicators.
- Ability to forward plan utilising strong administrative, organisational and planning skills.
- Demonstrated ability to lead and manage people to achieve outcomes, particularly in a change environment.
- Capacity to interpret and work within relevant funding agreements, policy guidelines, standards and legislative framework.
- Ability to engage staff to deliver high standards of service within a culture of safety, organisational learning, continuous quality improvement, risk management and sustainability.

Key Selection Criteria and Skills/Attributes	
Qualifications and Experience	<ul style="list-style-type: none"> A professional candidate with significant senior management experience within the health, adult, aged and/community or disability services sectors. Extensive demonstrated experience in human services contract management managing teams, service coordination and service design and development. Ability to manage project and client funding within contractual and budgetary parameters. Strong understanding of the legislative and regulatory framework for primary health care, community and disability services delivery methods and cohorts. Demonstrated commitment to a person centred, enablement approach that upholds the independence, community participation, choice and rights of people and carers of those people. A current Victorian Driver's License.
Desirable	<ul style="list-style-type: none"> Strong conceptual and analytical skills combined with an analytical mind capable for "out-of-the-box" thinking to solve problems. Experience in developing strategies and plans Excellent communication (oral and written) and public speaking skills Postgraduate studies at Masters Level or management. Outstanding organisation and leadership abilities. The ability to work within a team environment
Acceptance	
Name of staff member:	
Signature:	
Date:	
Managers Name:	
Signature	
Date:	
<p><i>Bellarine Community Health is an Equal Opportunity Employer and diversity in the workforce is valued and encouraged. Applications from people with disabilities, aboriginal or culturally diverse backgrounds are encouraged to apply.</i></p>	

For more information, please visit our web-site: www.bch.org.au