



- PURPOSE:** *Supporting everyone to be healthy & live well.*
- POSITION:** Executive Director of Community Services
- RESPONSIBLE TO:** Chief Executive Officer (CEO)
- DIVISION:** Community Services
- CLASSIFICATION:** GSERP contract with Total Remuneration Package based on skills and experience, ranging between \$145,000 to \$160,000

POSITION STATEMENT:

The Executive Director of Community Services (EDCS) is responsible for the delivery of inpatient and outpatient primary care services in the community and at ERH. The EDCS will ensure effective, efficient management and achievement of budget and performance targets in the Community Services Division. The position also requires active membership of the ERH Executive team and the general responsibilities this entails.

The EDCS provides strategic leadership and operational management of the Community Services division and works closely with community members, ERH colleagues and external partners to ensure optimal service delivery to the ERH community.

● **Leadership**

The EDCS will role-model the ERH values in leading a team of professionals to deliver quality Community Services to ERH clients. The EDCS will be influential in determining policy, program and outcome strategies through the provision of strategic and operational performance reporting and analysis, and a framework for continuous improvement. The EDCS will demonstrate leadership to drive ongoing cultural improvement across the Community Services workforce which ensures a standard of excellence in service delivery that reflects the values and strategic goals of ERH.

● **Organisational Performance**

The EDCS will participate in the Board and Executive structure of ERH and take a leadership role in improving organisational performance. The EDCS will maintain a management and administrative structure that maximises resource generation and the use of available resources and the contribution of staff. The EDCS also oversees compliance with budget, and variance reporting for the various programs within the Community Services Division.

KEY WORKING RELATIONSHIPS:

Internal:

ERH Executive Team, Cost Centre/Program Managers, Community Services Division staff, Board members, ERH staff.

External:

Relevant government and non-government organisations; Community members and community groups including Campaspe Primary Care Partnership; a range of Executive groups and services at a Loddon Mallee regional level.

POSITION SPECIFIC RESPONSIBILITIES:

Provide leadership and direction for a team of approximately 100 staff in the delivery of a range of Community Health Services. Ensure the Division operates within its annual budget and looks for opportunities for growth to deliver on the following:

Allied Health and Community Services:

- Provide services such as dental, physiotherapy, occupational therapy, speech pathology, social services and rehabilitation services to inpatients and outpatients of ERH.
- Operate at a strategic level to take advantage of potential service expansion and business opportunities.
- Oversee the delivery of innovative service development that builds service capacity and capability in line with the organisation's goals.
- Ensure effective linkages at a policy and planning level between primary and community care programs, residential, aged care and acute health and other service providers to ensure an integrated approach to maximising healthcare outcomes for consumers
- Ensure that both internal and external client requirements are assessed and that the service delivery to these clients meets such requirements, as far as practicable, and is competitive.
- Maintain effective communications with the Departmental Managers and keep the Chief Executive Officer informed of developments in these areas including resource issues and co-ordination between departments.
- Actively participate in meetings of the Board of Management, Executive Committee and other ERH Committees as required.
- Actively promote teaching and learning.
- Lead a range of service improvement initiatives at ERH, through the implementation of quality improvement principles and tools.
- Ensure the Community Services Division maintains satisfactory accreditation status across all areas.

Collaboration, Partnerships & Consumer Engagement:

- Be actively involved in the Campaspe Primary Care Partnership including portfolio holder for Integrated Health Promotion.
- Lead and participate in partnerships and collaborative arrangements between other health services, agencies and community organisations to ensure maximum cooperation and service provision e.g. Aboriginal Partnership meeting.
- Disseminate information and consult as appropriate to influence the achievement of organisational objectives.
- Collaborate and negotiate with all areas to ensure a co-ordinated and integrated approach to ERH's business.
- Provide information to the Board of Management and the Executive team, at least monthly on the operational and financial performance of the organisation with the focus being on early advice of negative trends compared to budget and recommended corrective action.
- Maintain excellent relationships with relevant members of the Department of Health and Human Services
- Lead the Healthier Campaspe initiative, in conjunction with the CEO, for ERH

ORGANISATIONAL RESPONSIBILITIES:

General:

- Positively promote ERH within and externally to the organisation;
- Each employee has a responsibility to comply with all ERH policies and procedures and familiarise themselves with those relevant to their position;
- Promote practices which comply with the policies and procedures of ERH and actively participate in the maintenance of relevant policies and procedures to ensure best practice;
- Maintain accurate records, statistics and reports, as required;

- Report all incidents and near misses as soon as possible after the event;
- Actively participate in Performance Appraisal processes, six months after commencement and annually thereafter.

Occupational Health and Safety:

Each employee has the right to a safe working environment. Employees must:

- Carry out their duties in a manner which does not adversely affect their own health and safety or that of others;
- Cooperate with measures introduced in the interest of health and safety;
- Undertake any training provided in relation to Occupational Health & Safety;
- Immediately report all matters that may affect workplace health and safety to their manager/supervisor;
- Comply with all Commonwealth and State legislative requirements;
- Correctly use any information, training, personal protective equipment and safety equipment provided by the organisation;
- Refrain from recklessly or wilfully interfering with anything that has been provided for health and safety reasons.

Infection Prevention and Control:

- Each employee has a responsibility to implement Infection Control guidelines of relevance to their position.

Disaster and Emergency Response:

- Echuca Regional Health is the principal regional health provider in the event of disaster and emergency. The occupant of this position understands and acknowledges that s/he may be required to work as assigned, if requested, to meet ERH responsibilities in a disaster or emergency situation;
- Each employee has a responsibility to participate in emergency response drills and attend relevant emergency training.

Continuous Quality Improvement:

Each employee has a responsibility to:

- Aim to provide a positive experience for each patient, client, resident and customer every time;
- Utilise the principles of "Patient Centred Care" as a guide to provide a positive experience each and every time;
- Always escalate any issues you identify regarding customer experience or safety and risk to an appropriate staff member, if unable to rectify yourself;
- Contribute to improvement activities;
- Follow organisational guidelines including quality and safety and occupational policies and procedures;
- Maintain a safe working environment for yourself, your colleagues and members of the public;
- Comply with ERH and relevant registration bodies mandatory continuing professional development requirements;
- Actively support compliance with the National Safety & Quality Health Service Standards and other professional standards and relevant regulatory requirements.

Workplace Harassment and Bullying:

- ERH has adopted and applies the Victorian Public Sector Commission Code of Conduct;
- Each employee has the right to a workplace free from any form of harassment or bullying;
- Each employee has a responsibility to comply with ERH policy and participate in education and training.

Health Promotion:

- ERH adopts the principles of health promotion and encourages all employees to

- embrace the organisation's Health Promotion Plan and activities;
- Each employee is encouraged to support/participate in health promotion programs.

Confidentiality:

- Any breach of the Confidentiality Policy may result in disciplinary action up to and including dismissal and a possible fine under the Health Services Act (1998).

Police Record Check:

- This position requires a satisfactory National Police Check and Working with Children check. ERH will not make a formal offer of employment until a candidate provides this document.

KEY SELECTION CRITERIA:

- KSC 1** Tertiary level qualifications in an Allied Health or Nursing discipline and post-graduate qualifications in management.
- KSC 2** Superior communication skills with organisational improvement experience, including negotiation and consulting skills conducive to positively influencing others in a complex environment of organisational improvement and performance accountability.
- KSC 3** Management skills and practices which engage and motivate staff to achieve quality services, meet targets, and improve and optimise services.
- KSC 4** Demonstrated commitment to person-centred care.
- KSC 5** Experience in consumer and community engagement and working in partnership arrangements that would benefit both ERH and the Echuca community.
- KSC 6** Demonstrated ability to lead and drive the finance and business performance of community services.
- KSC 7** A thorough understanding of the public health industry, public hospital management and comprehensive knowledge of program funding streams and service guidelines.
- KSC 8** Sound ability to write or organize the development of submissions, reports and reviews as required.

Echuca Regional Health Values:

Echuca Regional Health has adopted a common set of values across the organisation and developed associated behaviours around these values. Selection will be based on assessing demonstrated performance of the skills, knowledge, behaviours and other personal qualifications relevant to the role.

Echuca Regional Health says NO to Family Violence.

Principle:	Associated Behaviours:
Collaboration	<ul style="list-style-type: none"> • Works with a team focus • Cooperates with others and gains input and support to assist in achieving objectives • We work with others to achieve shared goals
Accountability	<ul style="list-style-type: none"> • Monitors the impact of one's own behaviour on others • Supports a "no-blame" culture in reporting incidents and helping to effectively resolve them
Respect	<ul style="list-style-type: none"> • Treats people fairly and openly • Treats people with dignity • Demonstrates personal standards of consistency, tolerance and patience

Excellence

- Consistently supports and follows organisational policies and procedures
- Actively participates in identifying opportunities to improve what we do

TERMS & CONDITIONS OF EMPLOYMENT:

Terms and conditions are in accordance with the Letter of Offer and Contract of Employment.

I acknowledge that I have received a copy of this position description. I have read (or have had read to me) and understand the requirements of this position. I agree to work in accordance with this position description.

Signed: _____

Date: / / _____

Print Name: _____

cc: Personnel File

Echuca Regional Health is an Equal Opportunity Employer