

Position Description

Position Title	Manager Community Care Services
Position Number	30026055
Division	Community and Continuing Care Division
Department	Community Services
Team	Community Care Services
Enterprise Agreement	Allied Health Professionals (Victorian Public Health Sector) Single Interest Enterprise Agreement 2021-2026 Victorian Public Health Sector (Medical Scientists, Pharmacists and Psychologists) Single Enterprise Agreement 2021-2025 Nurses and Midwives (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2020-2024
Classification Description	Manager
Classification Code	Dependent on qualifications and experience
Reports to	Director Community Services
Management Level	Tier 3 - Business Manager
Staff Capability Statement	Please click here for a link to staff capabilities statement

Bendigo Health

With more than 4,500 staff and volunteers and covering an area a quarter of the size of Victoria, Bendigo Health, is an expanding regional health service offering the advantages of city life combined with the beauty and freedom that comes from living in a regional area.

Bendigo Health is a 700-bed service that treats more than 45,000 inpatients, triages more than 65,000 emergency attendees and welcomes more than 1,600 new born babies in a year. In addition, more than 15,000 operations are performed in our operating theatres and more than 100,000 occasions of services are provided in our clinics to outpatients.

The organisation provides services in emergency, maternity, women's health, medical imaging, pathology, rehabilitation, community services, residential aged care, psychiatric care, community dental, hospice/palliative care, cardiology, cancer services and renal dialysis to the people of the Loddon Mallee region.

With our main campus based in Bendigo, our services extend throughout the Loddon Mallee with sites in areas such as Mildura, Echuca, Swan Hill, Kyneton and Castlemaine.

Demand on services is increasing rapidly with Bendigo being one of Victoria's fastest growing regional cities.

Our Vision

Excellent Care. Every Person. Every Time.

Our Values

CARING – We care for our community

PASSIONATE – We are passionate about doing our best

TRUSTWORTHY - We are open, honest and respectful

All staff at Bendigo Health should have, or aspire to the personal qualities, knowledge and skills as described in the Bendigo Health Staff Capabilities Statement. Refer to link at top of page.

The Community and Continuing Care Division

The **Community and Continuing Care Division** provides a broad range of high-quality, person-centred care programs and services to consumers in inpatient, outpatient, and community settings. Each service within the division is designed to ensure holistic care and improve the overall well-being of our patients and communities.

The **Community Services** team is dedicated to enhancing the health and wellbeing outcomes of the communities in the Loddon Mallee with six regional offices. This team includes: Aged Care Assessment undertaken on behalf of My Aged Care; Community Allied Health; Community Care; Carer Support and Community Nursing & Home Care.

The **Continuing Care** team delivers high-quality services across the Loddon Mallee region including: Dental Care; Chronic Disease Management; Outpatient Rehabilitation; Support for People Transitioning Home; Diabetes Management and Geriatric Management and Assessment.

The **Allied Health** team provides comprehensive, high-quality care across the continuum, including expert services in: audiology, dietetics, exercise physiology, occupational therapy, physiotherapy, podiatry, psychology, social work, speech pathology and allied health assistants who work with these disciplines.

The **Geriatric Medicine Team** includes Geriatricians, Rehabilitation physicians, Palliative care physicians, registrars and junior medical staff. The Team work across inpatients, outpatients and home settings.

In addition, the Community and Continuing Care Division holds the professional portfolio of Chief Allied Health Officer. The Chief Allied Health Officer and allied health discipline managers provide professional governance for all allied health across Bendigo Health.

The Community Care Services Team

Community Care Services is a program within the Community Services Directorate. The Community Services Directorate comprises Aged Care Assessment Services, Community Allied Health Services, Community Care Services, Carer Support Services, and Community Nursing and Home Care Services.

Community Care Services conducts a high-quality care coordinator service from 6 offices across the Loddon Mallee Region. Care Coordinator supports people who are frail aged, and younger people with a disability to remain living as independently as possible with the community.

The service manages:

- Home Care Package Program
- Short Term Restorative Care
- National Disability Insurance Scheme (NDIS) Support coordination
- Home and Community Care Program for Younger People (HACC PYP) assessment and home care
- Home and Community Care Program for Younger People (HACC PYP) Linkages

The Position

Managers at Bendigo Health are an integral part of the health care service team, providing leadership and direction to a dedicated staffing group. The manager will lead, manage and develop Community Care Services in line with the Bendigo Health Strategic Plan and the program Business Plan. The service aims to deliver:

- Development and implementation of strategic systems and processes that enhance service provision
- Collaborative partnership with key stakeholders and providers
- Effective budget and financial systems management
- Senior staff supervision
- Community development leadership and participation
- Oversight of service promotion
- Engagement with Community and Public Health Services Division initiatives.

The service operates in the context of reform with the expectation the manager will lead the program through reform requirements.

Responsibilities and Accountabilities

Key Responsibilities

- Provide leadership and direction for CCS, ensuring high quality service and integration with other services both internal and external to the organisation throughout the Loddon Mallee Region
- Develop, implement and continually improve a consumer-focused approach to service delivery
- Develop and maintain processes and systems, which demonstrably lead to improved service integration and better client outcomes
- Develop and implement strategies to meet funding targets, maximise cost efficiency, and ensure quality service provision
- Respond professionally and promptly to Australian Aged Care Quality Agency
- Build and monitor CCS budget, ensuring it is well managed
- Ensure service compliance with funding body guidelines and requirements, including reporting

- Maintain comprehensive knowledge of relevant awards, legislative requirements and health industry developments
- Advise, and provide support to, the Director Community Services regarding operational and strategic matters that may impact performance or require attention
- Ensure CCS collaborates with operational units within and external to Bendigo Health to optimise outcomes for clients and carers
- Ensure CCS is actively represented at relevant internal and external forums
- Ensure CCS has a functioning and effective business plan and appropriate systems for monitoring performance, meeting KPIs and budgets
- Provide support, coaching and supervision for CCS direct reports
- Maintain strategic approach to recruitment and retention of appropriately credentialed staff
- Liaise with other service providers and maintain sound relationships with program funding bodies.

Generic Responsibilities

Code of Conduct - The Victorian Government's Code of Conduct is binding on all Bendigo Health staff. Contravention of a provision in the code may constitute misconduct and/ or regarded as a breach of the employee's employment agreement and will be dealt with under the organisations Counselling and Disciplinary Action Policy.

Compliance with policies and procedures - All Bendigo Health's policies and procedures are set out in its clinical and managerial policy manuals located on the intranet under PROMPT and in hard copy. All staff must ensure they comply with policies, procedures and standard ways of work practices when carrying out their work. Any breach in compliance may result in disciplinary action.

Occupational Health and Safety - Every staff member has the responsibility to take reasonable care of their own health and safety and the safety of others, to cooperate with Bendigo Health's OH&S policies and to participate in appropriate safety education and evaluation activities. All staff are expected to participate in reporting any health, safety and wellbeing issues. Any breach in compliance may result in disciplinary action.

Infection Control - Every staff member has the responsibility to minimise incidents of infection/ cross infection of residents, staff, visitors and the general public. All staff must adhere to the policies and procedures as set out in Bendigo Health's infection control manuals. Any breach in compliance may result in disciplinary action.

Confidentiality - All information concerning Bendigo Health, its patients, clients, residents and staff should remain strictly confidential. Any unauthorised disclosure of such information may result in disciplinary action.

Quality Improvement - Bendigo Health is dedicated to improving the quality and safety of health services by providing care within the following domains of quality: Consumer Participation, Clinical Effectiveness, Effective Workforce and Risk Management. As a result, we apply the concept of the quality cycle for all our quality activities, initiatives and projects thereby ensuring the best possible care and treatment results are achieved. The underlying principle of the cycle is that an activity is not complete until evaluation shows that it has been effective and reached the desired outcome. As a Bendigo Health employee you have a responsibility to participate in and commit to ongoing quality improvement activities using the framework of the NSQHSS (National Safety and Quality Health Service Standards).

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 socio-economic status. Every staff member has a responsibility to recognise and respect diversity. Inclusiveness improves our service to our community and promotes engagement amongst staff.

Employees are required to carry out lawful directions outlined above or delegated to them. The work to be performed is set out in this position description and, where relevant, any professional standards and codes of conduct and ethics issued by the relevant professional association.

Key Selection Criteria

Essential

1. Tertiary Qualification in a health or related field are essential.
2. Demonstrated recent experience and achievement in program management in the health sector
3. Proven ability to lead, motivate and support a team in an environment of change
4. Demonstrated skills in complex budget planning, management, compliance and reporting
5. Demonstrated knowledge and experience in service development, strategic planning and problem solving
6. Demonstrated knowledge and experience in quality processes and activities to enhance customer focus and client outcomes
7. Demonstrated analytical skills and ability to identify and address service gaps and trends
8. Excellent interpersonal and communication skills, including high level collaboration and negotiation with key stakeholders both within and external to the organisation
9. The ability to meet deadlines and schedules and to set goals and objectives as required

Mandatory Requirements

National Police Record Check A current and satisfactory National Police Record Check must be completed by all new staff prior to commencement at Bendigo Health.

Immunisation As a health provider dedicated to providing quality patient care, we all need to be aware of the critical importance of infection control. Each staff member has a responsibility to comply with Bendigo Health's Staff Immunisation Policy and various infection control policy and procedures. All staff are required to provide evidence of vaccinations prior to commencement at Bendigo Health

Working with Children Check Bendigo Health has a responsibility to provide a child safe environment. This position is a defined "child-related role" at Bendigo Health. As such you must maintain a valid working with children check. In addition you will be required to assist Bendigo Health in providing a child safe environment by participating in any training or reporting required to ensure the protection of children in our care.

National Disability Insurance Scheme (NDIS) Check Where applicable, completion of a clear NDIS Check must be undertaken for all positions providing services under the NDIS. An NDIS check is required to be completed prior to commencement at Bendigo Health where the position involves working within a Disability Service or providing service under the NDIS.

Registration with Professional Regulatory Body or relevant Professional Association For example, AHPRA, AHRI, RACS etc. The work to be performed is set out in this position description and, where relevant, any professional standards and codes of conduct and ethics issued by the relevant professional association.

Drivers Licence A current Victorian driver's licence is required for this position.

All Bendigo Health sites, workplaces and vehicles are smoke free.

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 Bendigo Health's discretion and activities may be added, removed or amended at any time.