Position Description

Position Title	Manager - Community Care Services
Position Number	30026055
Division	Community and Continuing Care
Department	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 2024-2028
Classification Description	Grade 4 Allied Health Professional or Clinical Nurse Consultant + above award
Classification Code	Dependent on EBA
Reports to	Director - Community Services
Management Level	Tier 4 - Shift Managers, Team Leaders & Supervisors
Staff Capability Statement	Please click here for a link to staff capabilities statement
Mandatory Requirements	• National Police Record Check • Working with Children Check • National Disability Insurance Scheme (NDIS) Check • Registration with Professional Regulatory Body or relevant Professional Association • Drivers Licence • Immunisation Requirements • Responsible Persons

Bendigo Health

Bendigo Health is a leading regional health service, learn more about us by visiting our website: Bendigo Health Website - About Bendigo Health

As an organisation we are committed to delivering safe, inclusive and high-quality care to our diverse communities across the Loddon Mallee Region. We value and respect the unique backgrounds, cultures and experiences of the people we serve and those who work with us.

We are a proud child safe organisation, dedicated to the safety, wellbeing and voice of all children and young people. We are committed to creating a culturally safe and welcoming environment where Aboriginal and Torres Strait Islander peoples—adults, children and families—are respected, supported and empowered to express and celebrate their culture.

Our Vision

To be a trusted regional healthcare service recognised for delivering exceptional care, being a great place to work, and being deeply connected to our community.

Our Values

PASSIONATE – We are passionate about doing our best – for our patients, our colleagues and our community.

ACCOUNTABLE – We take ownership of our actions and outcomes, always striving for integrity and improvement.

CARING – We care deeply for our community – and our community cares for us. Compassion is at the heart of everything we do.

TRUSTWORTHY - We are open, honest and respectful in all that we do – earning the trust placed in us every day.

The Position

Community Care Services (CCS) Manager is a member of the Community Services Management team. The Community Services Directorate comprises Aged Care Assessment Services, Community Allied Health Services, Community Care Services, Carer Support Services, and Community Nursing Services and Community Home Care Services.

This role leads, manages and develops the Community Care team in line with the Bendigo Health Strategic Plan and Operational Plan.

Responsibilities and Accountabilities

The Manager provides leadership to the Community Care workforce, delivering high quality Care Coordination services across six regional locations within the Loddon Mallee Region; Mildura, Echuca, Bendigo, Swan Hil, Castlemaine and Kyneton. The service 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:

- Support at Home (SaH)
- Restorative Care Program
- End of Life Pathway
- National Disability Insurance Scheme (NDIS) Support Coordination
- Home and Community Care Program for Younger People (HACC PYP) Assessment and Linkages

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

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 carer outcomes
- Develop and implement strategies to meet funding targets, maximise cost efficiency, and ensure quality service provision
- Build and monitor the CCS budget, with accountability to funding and targets
- 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 KPI's and budgets
- Provide support, coaching and supervision for CCS direct reports, including Team Leaders and Office Manager
- Maintain strategic approach to recruitment and retention of appropriately credentialed staff
- Liaise with other service providers and maintain sound relationships with program funding bodies
- Ensure CCS engages with Community and Continuing Care Division initiatives

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

Desirable

10. Completion or working towards qualification in management and/or a relevant clinical discipline

Generic Responsibilities

All Bendigo Health staff are required to:

- Adhere to the **Victorian Government's Code of Conduct**
- Uphold **Occupational Health and Safety** responsibilities, including self-care, safeguarding others, and participating in safety initiatives and reporting.
- Comply with all **Bendigo Health policies and procedures**, including those related to clinical, managerial, and standard work practices.

- Follow **Infection Control** procedures to prevent cross-contamination and ensure the health and safety of all.
- Maintain **strict confidentiality** regarding all organisational, patient, and staff information.
- Engage in **continuous quality improvement** activities aligned with the National Safety and Quality Health Service Standards (NSQHSS).
- Recognise and respect **diversity**, fostering inclusive practices in the workplace and service delivery.
- Support research activities in alignment with the National Clinical Trials Governance Framework to ensure high-quality, safe, and ethical clinical trials and research practices across Bendigo Health
- Staff must carry out all lawful and reasonable directions and comply with relevant professional standards and ethical codes.
- Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Bendigo Health.
- Maintain ability to perform the inherent requirements of this role. Inherent requirements are the essential tasks necessary to perform this role, including reasonable adjustments. Bendigo Health is committed to a safe workplace that supports all employees. The role may require specific physical and cognitive abilities, which can be discussed with the manager during recruitment or at any time. We understand that personal circumstances can change and impact your ability to meet these requirements; additional policies are available to guide you through this process. Please request the relevant procedures for more information.

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.