

## Position Description

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|----------------------------|---|
| Position Title             | Director - Community Services   |
| Position Number            | 30100619  |
| Division                   | Community and Continuing Care   |
| Department                 | Community Services  |
| Enterprise Agreement       | Allied Health Professionals (Victorian Public Health Sector) Enterprise Agreement 2021-2026<br>Medical Scientists, Pharmacists and Psychologists (Victorian Public Health Sector) Enterprise Agreement 2021-2025<br>Nurses and Midwives (Victorian Public Health Sector) Enterprise Agreement (Single Interest Employers) 2024-2028                 |
| Classification Description | Dependent on qualifications and experience  |
| Classification Code        | Dependent on qualifications and experience  |
| Reports to                 | Chief Allied Health Officer / Executive Director Community & Continuing Care  |
| Management Level           | Tier 2 - Director Operations Managers   |
| Staff Capability Statement | Please click here for a link to <a href="#">staff capabilities statement</a>  |
| Mandatory Requirements     | <ul style="list-style-type: none"> <li>• National Police Record Check</li> <li>• Working with Children Check</li> <li>• National Disability Insurance Scheme (NDIS) Check</li> <li>• Registration with Professional Regulatory Body or relevant Professional Association</li> <li>• Drivers Licence</li> <li>• Immunisation Requirements</li> </ul> |

## 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

The Director Community Services is responsible for leading the delivery of high quality, evidence based, responsive services to optimise health outcomes for community clients. Community Services will deliver funding agreement requirements as demonstrated through reporting and compliance. The position is responsible for fostering a positive culture, driving change, maintaining a safe working environment and the effective utilisation of financial resources within a cycle of continuous service improvement.

The objectives of the position are to:

- Provide operational leadership, support and direction for Community Services, ensuring evidence based, high quality service delivery, and integration with other services both internal and external to the organisation to support best outcomes for clients
- Provide strategic leadership and direction to guide the Community Services programs through reform. Maintain currency of health reform; advise the C&PHS Executive Director of impacts and opportunities; support transition to maximise response to reform
- Coordinate key strategic and operational matters for Community Services in line with the Bendigo Health Strategic Plan
- Ensure that resources are utilised to provide the most effective and efficient provision of community services to our clients and community.

## Responsibilities and Accountabilities

### Key Responsibilities

#### Leadership

- Ensure that the Community Services management teams are equipped to deliver strategic goals of the organisation by managing, coaching and supporting direct reports
- Develop the capability, success and wellbeing of Community Services leaders and staff
- Provide a visible leadership presence and foster collaboration, expert opinion and guidance on matters involving governance, service design and delivery
- Maintain currency of State and Commonwealth directions related to reform

### **Clinical expertise/skill**

While there is no expectation of providing clinical care, this role requires a clinical mindset and will draw on clinical experience and skills to:

- Integrate advanced clinical reasoning into problem solving at a discipline, system or team level to support excellent care experiences
- Develop and review clinical procedures, guidelines and frameworks as requested, using a background of clinical education, complex caseload and evidence-based practice literature

### **Collaboration/partnership**

- Communicate effectively to build a high functioning team
- Build and maintain relationships with internal and external stakeholders

### **Deliver Results**

- Maintain a data reporting framework to monitor targets and key performance indicators that deliver the expectations of funding agreements
- Maximise opportunities to seek and submit for relevant additional funding

### **Service Excellence**

- Monitor excellent care via staff, consumer and community feedback mechanisms to ensure that Community Services delivers evidence-based quality services

### **Financial Accountability**

- Comply with all delegated authorities and budget limits
- Plan, set and monitor financial deliverables in line with funding agreements and the organization's financial direction
- Support direct reports to build and manage budgets
- Support the brokerage programs with contract management, working with Procurement as required

### **Analysis and Problem Solving**

- Contribute to all clinical/non-clinical reporting including qualitative and quantitative analysis as required and within time constraints
- Analyse data trends, establish corrective actions, as required, and monitor for improvement

### **Quality and Safety**

- Comply with requirements for Aged Care Quality Standards, National Disability Insurance Scheme Practice Standards and the National Safety and Quality Health Service Standards
- Lead audits against the standards using knowledge of quality, risk, OH&S and other legislative requirements

## **Key Selection Criteria**

## Essential

1. Tertiary qualifications in allied health or nursing with registration and credentialing requirements
2. Reputation for a reflective, self-aware leadership style that brings out the best in others
3. Demonstrated effectiveness as a senior manager, with proven ability to develop and meet strategic, governance, operational and financial objectives
4. Sound knowledge of aged care and health reform and the potential impacts on programs and staff
5. Demonstrated experience establishing and maintaining positive and effective internal and external stakeholder partnerships and relationships
6. Demonstrated high level skills in budget planning, expenditure, monitoring and control, including knowledge of and ability to deliver funding requirements
7. Highly developed interpersonal skills and the ability to negotiate and innovate in complex and diverse environments
8. Time management and the ability to prioritise workload demands

## Desirable

9. A high level of personal resilience and ability to lead in a rapidly changing environment

## 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.*