

Position Description

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 Medical Scientists, Pharmacists and Psychologists (Victorian Public Health Sector) Enterprise Agreement 2021-2025 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 staff capabilities statement
Mandatory Requirements	<ul style="list-style-type: none"> • 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

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.

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

- Equip Community Services management teams to deliver organisational strategic goals through effective leadership, coaching and support of direct reports.
- Build the capability, performance and wellbeing of Community Services leaders and staff.
- Provide visible, values-based leadership that fosters collaboration and offers expert guidance on governance, service design and service delivery.
- Maintain up-to-date knowledge of State and Commonwealth reform directions and translate these into operational readiness.

Clinical Expertise

While this role does not provide direct clinical care, it requires a strong clinical mindset and the ability to draw on clinical experience to:

- Apply advanced clinical reasoning to discipline-specific, system-level or team-based problem solving to support high-quality care experiences.

- Develop, review and refine clinical procedures, guidelines and frameworks using clinical education experience, complex caseload knowledge and evidence-based practice.

Collaboration and Partnerships

- Communicate with clarity and purpose to build a high-performing, cohesive team environment.
- Establish, strengthen and maintain effective relationships with internal and external stakeholders to support service outcomes.

Delivering Results

- Maintain a robust data reporting framework to monitor performance targets and key indicators aligned with funding agreements.
- Identify and pursue opportunities for additional or alternative funding to support service growth and sustainability.

Service Excellence

- Monitor and evaluate care quality through staff, consumer and community feedback mechanisms to ensure Community Services delivers evidence-based, high-quality services.

Financial Accountability

- Operate within delegated authorities and approved budget limits.
- Plan, set and monitor financial deliverables in alignment with funding agreements and organisational financial strategy.
- Support direct reports to develop, manage and review budgets.
- Oversee brokerage programs, including contract management and collaboration with Procurement as required.

Analysis and Problem Solving

- Contribute to clinical and non-clinical reporting through timely qualitative and quantitative analysis.
- Analyse data trends, identify required corrective actions and monitor outcomes for continuous improvement.

Quality and Safety

- Ensure compliance with Aged Care Quality Standards, NDIS Practice Standards and the National Safety and Quality Health Service Standards.
- Lead audits and quality improvement activities using sound knowledge of quality systems, risk management, OH&S and relevant legislative requirements.

Key Selection Criteria

Essential

1. Tertiary qualifications in allied health or nursing, with required registration and credentialing.
2. Demonstrated reflective and self-aware leadership style that enables others to perform at their best.
3. Proven success as a senior manager with the ability to develop, implement and achieve strategic, governance, operational and financial objectives.
4. Strong understanding of aged care and health reform, including the implications for programs, workforce and service delivery.
5. Demonstrated ability to build and sustain effective partnerships and relationships with internal and external stakeholders.
6. High-level skills in budget development, expenditure management, monitoring and financial control, including the ability to meet funding requirements.
7. Highly developed interpersonal, negotiation and innovation skills, with the ability to operate effectively in complex and diverse environments.
8. Strong time-management capability with the ability to prioritise competing demands.

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.