

Position Description

Position Title:	Manager: Service Connection	Approval Date:	January 2023
Authorised By:	CEO	Review Date:	January 2023

Our Vision People in our communities enjoy better and longer lives

Our Role We work in partnership with other health and wellbeing services to enhance the health of our communities in Whitehorse and Nillumbik by meeting additional needs that no one else does in the segments we service, whilst prioritising access for those who need it most and we also work with partners to address the root causes of vulnerability.

Our Key Business Segments

- Helping people with a long term physical or mental health condition to live better
- Providing services and supports to people with disability
- Helping older people stay at home longer
- Providing integrated services and supports for children and youth
- Delivering public and private dental services
- Addressing the root causes of vulnerability

Our People People aspire to work with us and contribute to our business and community. We are committed to building a culture that embodies our values and is driven by providing high quality services, supports and experiences.

POSITION OVERVIEW:

Job Purpose

healthAbility has been commissioned by Eastern Melbourne Primary Health Network to deliver a Care Finder service to provide specialist and intensive assistance to help older people with engagement barriers to understand and access aged care and connect with other supports in the community. These services will be delivered across the East and Northern regions of Melbourne.

Service Connectors complement, not duplicate, the My

	<p>Aged Care Channels that provide access support to people who are able to proactively navigate the system for themselves. Care finders specifically target seniors who need intensive support who may otherwise fall through the gaps.</p> <p>The target population are those who may be eligible for aged care services, however require intensive support to access them and/or other community services. The reasons may range from social and family isolation, no support person they can trust, communication barriers including low literacy skills, difficulties in processing information and making decisions to resistance to engage with services due to past discrimination and/or trauma.</p>
Duties and Responsibilities	<ul style="list-style-type: none"> • Coordinate Staff Orientation • Undertake Assertive Outreach activities relating to connections and linkages with community services, networks and community groups to assist the Service Connectors to identify and engage with the target populations across the LGAs <p>Management</p> <ul style="list-style-type: none"> • Actively contribute to and support organisational strategy and service development. • Present an energised profile with decisive decision making related to day-to-day management of program and provide clear communication to build a strong, positive focus with your team. • Demonstrate support for management decisions, and drive, in a positive way, any impact on the program area. • Respond to client complaints or issues in the first instance • Schedule and facilitate program, supervision, staff management and operational meetings <p>New Business Development and Stakeholder partnerships</p> <ul style="list-style-type: none"> • Be the day-to-day liaison contact for our partner agency and EMPHN • Represent HealthAbility in the aged care sector, as well as through other relevant networks and working groups • Contribute to writing funding submission applications as appropriate

	<ul style="list-style-type: none"> • Ensure program has strong links with external stakeholders, referrers, and clients <p>Financial</p> <ul style="list-style-type: none"> • Assist PM Allied Health Services in development of program budgets • Manage the service budget and ensure all funder targets are met • Approve expenses in line with the delegation of authority <p>Occupational Health and Safety</p> <p>Identify and manage risks, OH&S and legislative compliance for the program</p> <p>General</p> <ul style="list-style-type: none"> • The staff member will undertake other duties as required by the PM Allied Health Services
Qualifications	<ul style="list-style-type: none"> • A relevant tertiary qualification -Health, Social Sciences • Several years' experience in managing service delivery and teams
Desirable	<ul style="list-style-type: none"> • Experience working in conjunction with Academia in research and evaluation
Key Selection Criteria (<i>Skills, Experience and Qualifications required</i>)	
Mandatory	<ul style="list-style-type: none"> • A relevant tertiary qualification -Health, Social Sciences • >5 years experience • Demonstrated proficient computer skills in MS Office applications (Word and Excel) <ul style="list-style-type: none"> • Experience working in community/public health or community based setting.
Desirable	<ul style="list-style-type: none"> • Post graduate qualification
KPIs/Performance Goals	<p>Service Delivery</p> <ul style="list-style-type: none"> • Takes responsibility for Team service delivery to

	<p>achieve program billable hours and meet client hours targets</p> <ul style="list-style-type: none"> • Takes responsibility for delegated decision making for day-to-day activities; escalates when appropriate • Assist PM Allied Health to set and achieve realistic budgets • Number of compliments & complaints; incidents, hazards and near misses; and completion of root cause analysis and implemented improvements • Achieve accreditation requirements, regular service reviews and improvement plans <p>People and Team</p> <ul style="list-style-type: none"> • Staff survey results for the program in line with organisation results; no bullying or harassment noted • Retention of identified key personnel • Management of resources, including leave and vacancy recruitment, to reduce the impact on services • Clear expectations communicated to staff and supported by regular review of individual performance (both the what and the how) and development needs <p>Organisational Leadership</p> <ul style="list-style-type: none"> • Understand key levers impacting financial and operating metrics; report on root cause of variances; implement interventions to improve results • Measurable program plans that clearly align to organisation strategy • Effective voice through direct advocacy and as part of leadership team to ensure program, staff and customer needs are effectively resourced 	
Service/Program		
Reports	Job reports to	Direct reports
	PM Allied Health Services	Service Connectors
Award/EBA	Health and Allied Services Managers and Administrative Officers Multiple EA 2018-2022	
Classification	Management and Administrative Officer, Grade 4	

Requirements:

- A Police Record Check is required for all roles
- A Working with Children Check, other credentials and role specific requirements (such as NDIS) and checks will be required in accordance with government funding requirements and legislation.
- All employees must provide 4 forms of identification upon commencement.
- All employees must be permanent residents of Australia or hold a current, valid visa.
- A current Victorian Driver's Licence (where driving is a component of the role)
- A probationary period of 6 months applies unless otherwise stipulated.
- All employees must abide by the organisations Policies & Procedures.
- All employees may be required to work across any of the organisations sites.
- All employees are required to take reasonable care for their own health and safety and that of other employees who may be affected by their conduct.
- All healthAbility employees are required to complete the level of MARAM training relevant to their role to appropriately and effectively identify, assess and manage family violence risk. The Framework has been established in law under a new Part 11 of the Family Violence Protection Act 2008.

MANAGER DECLARATION

This role reports to me and I confirm I have read and understood the Compliance Checks Procedure and that in addition to the Police Check requirements, the following requirements are required as part of ongoing employment to this role:

WWCC	<input type="checkbox"/> Yes	<input type="checkbox"/> No
NDIS	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Statutory Declaration	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Credentials/Registration	<input type="checkbox"/> Yes	<input type="checkbox"/> No

Other _____

EMPLOYEE DECLARATION

- i. I acknowledge that I have read and understood the requirements of the position as detailed above.
- ii. Do you have any pre-existing injuries or conditions that could reasonably be expected to be affected by the nature of the proposed employment?

Pre-existing injury/condition? ☐ Yes ☐ No

If yes, please provide details:

Failure to make such a disclosure, or the making of a false disclosure, will result in Sections 82(8) of The Accident Compensation Act 1985 applying. Section 82(8) of the Act provides that where a recurrence, aggravation, acceleration, exacerbation or deterioration of a pre-existing injury or disease arises out of or in the course or due to the nature of employment with a company, it will not entitle the worker to compensation.

The disclosure of information on a pre-existing injury or disease will not impact on the recruitment process in any way. Nillumbik Community Health Service Ltd is an Equal Opportunity Employer.

Signed (employee):

Date:
