

Position Specification

Position Title:	Program Manager Allied Health & Chronic Disease	Approval Date:	June 2020
Authorised By:	CEO	Review Date:	June 2021

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	<p>This role will support the GM Clinical, Community & Oral Health to manage and coordinate Allied Health and Chronic Disease services delivered via a number of specific public funding streams.</p> <p>This role will be responsible for providing exceptional leadership to a team of allied health professionals across the whole organisation (Box Hill & Eltham), managing day-to-day service operations, to ensure program services are always delivered efficiently and effectively and represent Community Health in a positive and professional manner and in all situations.</p>
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	<ul style="list-style-type: none"> • Coordinate staff orientation <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/discipline and operational meetings <p>New Business Development and Stakeholder partnerships</p> <ul style="list-style-type: none"> • Represent Community Health in the primary care sector, as well as through other relevant networks and working groups • Contribute to writing funding submission applications as appropriate • Ensure program has strong links with external stakeholders, referrers, and clients <p>Financial</p> <ul style="list-style-type: none"> • Assist GMCC&OH 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 GMCC&OH.
<p>Qualifications</p>	<ul style="list-style-type: none"> • A relevant tertiary qualification –Health, Social Sciences • Several years’ experience in managing service delivery and teams

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Desirable	<ul style="list-style-type: none"> • Experience working in conjunction with Academia in research and evaluation 	
KPIs/Performance Goals	<p>Service delivery:</p> <ul style="list-style-type: none"> • Set and achieve program billable hours • Takes responsibility for delegated decision making for day-to-day activities; escalates when appropriate • Assist AHGM to set and achieve realistic budgets • Set and achieve program billable hours • 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 ...
	GM Clinical, Community & Oral Health Services	Manager Chronic Disease Allied Health Clinicians Allied Health Assistants

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Requirements:

- A Police Record Check is required for all roles, and a Working with Children Check will be required in accordance with government funding requirements and legislation.
- All employees must provide 100 points 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).
- All employees must abide by the organisations Policies & Procedures.
- All employees may be required to work across any of the organisation's 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.