



## Position Description

### Manager – Community and Programs

<b>Position Title</b>	Manager – Community and Programs
<b>Location</b>	Birtinya; with travel required across NCACCH service region/s
<b>Employment Status</b>	Full time; 36 hours p/w
<b>Position Report To</b>	General Manager – Strategy and Service Development
<b>Position Responsible for</b>	NA
<b>Remuneration</b>	Dependent on qualifications & experience Salary sacrifice entitlement available Employer contribution to superannuation (12.75%)
<b>Application Opening Date</b>	
<b>Application Closing Date</b>	

#### NCACCH Background Statement

North Coast Aboriginal Corporation for Community Health (NCACCH) is a not for profit, community-controlled health corporation and is funded by the Australian Government's Department of Health (DoH), Central Queensland, Wide Bay & Sunshine Coast PHN and the Queensland Government Department of Health.

NCACCH is an innovative leader in Aboriginal and Torres Strait Islander healthcare, providing a range of services and programs through its hybrid Brokerage and Aboriginal Medical Service (AMS) model for health service delivery. NCACCH maintains contracts with over 800 primary and allied health professionals across the region.

With the purpose of providing a holistic and comprehensive primary health care service, NCACCH seeks to improve health and social outcomes to our community through:

- Provision of access to a full regional network of health care professionals.
- Encouraging choice for individual Indigenous community members. And through exercising this choice, building cultural sensitivity and inclusiveness across the community while simultaneously promoting market competition between health care service providers as they seek to attract Indigenous clients; and
- Utilising its Aboriginal Medical Service and partnerships with primary healthcare and other specialised services, as a proactive strategy in delivering community wide “Closing the Gap” health status improvement initiatives

***Our Vision: To improve the health and wellbeing of our community through the provision of culturally safe, responsive and inclusive services.***

## Purpose of the Position

Reporting to the General Manager – Strategy and Service Development, the primary objective of the Manager – Community and Programs is responsible for the supervision of the Community and Programs team including the delivery of program initiatives across Community Engagement, Tackling Indigenous Smoking and the NCACCH Gympie Family Hub. Ensuring the delivery of programs and initiatives closely align with NCACCHs vision, values and priorities, a primary focus of this role is to build collaborative relationships between NCACCH and its stakeholders including relevant schools, government and non-government agencies, community and key Aboriginal and/or Torres Strait Islander community leaders.

This position provides key support to the Executive and Management team on strategic and operational Community and program priorities and is expected to operate with the highest level of integrity, accountability and professionalism in accordance with NCACCHs values and Code of Conduct.

## Selection Criteria

### Essential:

- In depth knowledge and understanding of Aboriginal and/or Torres Strait Islander culture and a commitment to the Aboriginal and/or Torres Strait Islander community
- Demonstrated understanding of the issues impacting on local Aboriginal and/or Torres Strait Islander people and their health and wellbeing outcomes
- Experience in developing and maintaining effective relationships with a diverse range of stakeholders
- Demonstrated commitment to teamwork and the creation of a supportive, collaborative work environment with the ability to lead, supervise, coach and develop employees
- Ability to use initiative to build relationships and connect creatively to enhance and promote programs and initiatives
- Excellent collaboration and interpersonal skills with the ability to work in partnership with Managers and staff to implement organisational improvements
- Demonstrated ability to critically analyse issues and develop and implement effective strategies and solutions that support NCACCHs goals and values
- Exceptional communication skills including the ability to prepare quality written reports, policies and procedures, action plans correspondence and other documentation as required
- Ability to be a flexible and dynamic leader with a drive to go above and beyond leading from the front
- Demonstrated high-level computer skills, web-based programs and applications including Microsoft Office Suite and aptitude to learn other relevant software systems

### Desirable:

- Previous experience working within an Aboriginal Community Controlled Health Organisation (ACCHO) or similar
- Experience using LogiQC Quality Management System or similar
- Strong connections to Aboriginal and Torres Strait Islander communities and stakeholders across the Sunshine Coast and Gympie regions
- Knowledge of the Australian health system and emerging directions in Aboriginal Health within health locally, state-wide and nationally
- Understanding of the social determinants of health and how these impact on health behaviours

***Under section 25 of the Anti-Discrimination Act 1991, there is a genuine occupational requirement for the incumbent to be Indigenous to the Aboriginal and/or Torres Strait Islander community.***

### **Mandatory Qualifications / Professional Registrations and Licences**

- Tertiary qualification in Leadership, Management, Project Management or similar
- Minimum of two years' experience in a similar role within a comparable community-controlled service, not for profit, government or private sector
- Current C Class Drivers Licence (QLD)
- Current Suitability 'Blue Card' for working with children and young people
- First Aid Certificate
- Satisfactory Police Check – no Serious/Criminal/Court Record
- Work out of normal hours of duty, including some week-ends, will be required
- Travel across the region will be required

### **Mandatory Vaccinations**

- Full vaccination against COVID-19 as per NCACCH policy. Evidence that is required for this includes, myGov record or immunisation history statement.

## Position Responsibilities

### Leadership and Team Management:

- Assist in the development, implementation and review of Community and Program plans ensuring alignment with the organisation's strategic goals, operational requirements and funder obligations
- Support the contract management for all funding received to administer Community and Program activities
- Manage and develop the team to deliver against planned objectives and KPIs, identifying areas of employee development and provide coaching and performance feedback
- Ensure that funds are used in accordance with approved budgets, NCACCH Policies and Procedures and funding body requirements
- Work closely with General Manager – Strategy and Service Planning to develop workforce planning including forecasting needs, job design and evaluation, recruitment and selection processes, inducting new employees and coaching team members
- Assist in the monitoring and reviewing of the performance management system ensuring that appropriate plans are in place for managing succession, retention, talent and career development
- Develop, maintain and be a role model for a culture among staff that is open to change and supports continuous quality improvement, collaboration, respect and accountability
- Assist in the development, implementation and maintaining policies and practices that reflect contemporary, evidence-based approaches and meet legislative requirements
- Advising and supporting the General Manager – Strategy and Service Development on HR related queries; inclusive of assisting with the process of staff grievances
- Assist the General Manager – Strategy and Service Development to monitor employee evolving trends and develop appropriate risk mitigation strategies i.e. absenteeism, accumulated leave, etc.

### Relationship Management:

- Support collaboration with Practice and/or Program Managers to ensure the effective integration of complementary programs and other service activities in preventative health, child, maternal and family health, family wellbeing services, social health services within the community and clinic/s
- Assist in the management of program specific office equipment and in collaboration with General Manager – Corporate Services, support management of vehicles, assets, contracts and leases
- Identify resources in accordance with identified client needs and collaborate with General Manager – Strategy and Service development to evaluate/implement service options as required
- Assist the General Manager – Strategy and Service Development to provide support to the NCACCH Community and Programs workforce through document management and streamlined administrative, community and program systems
- Assist the General Manager – Strategy and Service Development in the development and implementation of workforce planning profiles in line with operational needs and budgets
- Undertake research opportunities, when aligned with delivery of community and social services

### Risk Management

- Assist and support General Manger – Strategy and Service Development to conduct regular risk analysis reviews on community and programs frameworks, best practice, data and ICT improvements
- Support systems to ensure the security of premises, systems and assets
- Follow effective control measures to detect unauthorised use of NCACCH funds and assets

## **Compliance and Quality Management**

- Assist General Manager – Strategy and Service Development, in the preparation and lodgement of all Community and Programs and other compliance reporting
- Ensure delivery of community programs is underpinned by a project management framework that fosters reflective practice, constructive feedback and service improvement, risk prevention and management, and the highest standards in quality and safety of service provision
- Support the maintenance of the NCACCH Community and Programs Manual, and other subsequent policies and procedures and recommend changes as required
- Assist in developing and implementing Community and Programs Quality Improvement plans and ISO 9001 accreditation processes and actions
- Lead all Community and Programs activities and regularly monitor the achievement of deliverables that ensure the maintenance of ISO 9001 and/or AGPAL accreditation
- Ensure compliance with the risk management plan and provide regular reporting relating to the risk management register
- Contribute to organisation direction by assisting in risk analysis of internal and external environment that affects NCACCH and identifying continuous quality improvement
- Maximise client satisfaction with the community service programs and report on Client Surveys/Feedback/Suggestions
- Promote regular and ongoing opportunities for employees to provide feedback

## **IT Management:**

- Where required, provide guidance to the General Manager – Corporate Services and/or outsourced IT provider, to ensure successful implementation of identified ICT projects that meet established deadlines
- Support the General Manager – Corporate Services in the installation and maintenance of relevant IT related equipment including desktop, server, communications and outlying equipment as required
- Assist with the troubleshooting, installation, and implementation of new and existing employee management systems ie Employment Hero
- Support the development and implementation strategies that enable the identification, readiness and response to areas of risk associated with ICT infrastructure

## **Communications**

- Foster a culture of transparent, effective, timely and appropriate internal and external communications, including the adherence to communications plans
- Contribute to the regular review of the NCACCH website and social media plan ensuring NCACCH Community and Programs communications strategy aligns with the current and future needs of Aboriginal and Torres Strait Islander clients, potential clients and other key stakeholders

## **Excellence**

- Champion of NCACCH values, expected behaviours and contribute to a positive internal culture through design, implementation and management HR initiatives
- Seek to understand your role in the larger organisation context
- Comply with and contribute to continuous improvement of all NCACCH policies, procedures and processes
- Proactively investigate new perspectives, attitudes and behaviours and take steps to evaluate and improve your own and organisational performance

- Deliver a high level of customer service, including the timely provision of agreed services to patients and other key stakeholders where applicable
- Maintain own competencies and participate in professional development programs
- Participate in scheduled performance development check- Ins and review processes
- Contribute to effective team performance which ensures NCACCH continues to deliver the best service to community in line with program specific accreditations, ISO 9001 and/or AGPAL standards

#### **Safety**

- Report any work-related personal injuries/illness or incidents, safety hazards, malfunction of any machinery, plant or equipment
- Wear/use and maintain/care for personal protective clothing and/or equipment provided and report any defects
- Use lifting equipment and assistive devices as required
- Participate in rehabilitation process if injured or ill due to work
- Carry out your duties safely in accordance with your ability and competence

#### **Legal Obligation**

- All relevant health professionals who, in the course of their duties, formulate a reasonable suspicion that a child or young person has been abused or neglected in their home/community environment, have a legislative and a duty of care obligation to immediately report such concerns to the Department of Child Safety

Other duties consistent with the position where required and/or requested by your Manager. NCACCH can direct you to carry out duties which it considers are within your level of skill, competence, and training at any time.

**Please note that the duties outlined in this Position Description are not exhaustive and are only an indication of the work of the role.**

**NCACCH reserves the right to vary the Position Description.**