



Position Description

General Manager – Community and Aged Care Services

Position Title	General Manager – Community and Aged Care Services
Location	Maroochydore; with travel required across NCACCH service region/s
Employment Status	Full time; 36 hours p/w
Position Report To	Chief Executive Officer
Position Responsible for	Manager – Community and Programs, Manager – Aged Care
Remuneration	Dependent on qualifications & experience Salary sacrifice entitlement available Employer contribution to superannuation (12.75%)

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

The NCACCH General Manager – Community and Aged Care Services is part of the Executive team and reports directly to the Chief Executive Officer.

This position is responsible for the high level strategic and operational management, including the growth, strategy and service planning of the Aged Care and Community Service programs.

This position provides key support to the Chief Executive Officer on strategic and service development business direction 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:

- Demonstrated experience in leading an Aged Care and/or Community Service delivery within a not for profit, community care setting or similar
- Demonstrated knowledge of Aged Care and Community Care Services and the issues facing these organisations and demonstrated experience in policy and practice as it relates to Aboriginal and Torres Strait Islander aged and community care services
- High level understanding of Aged Care service policies, systems and procedures
- Demonstrated ability to plan and manage organisational change, strategic planning, operational direction, compliance and to provide effective leadership and strong direction to staff
- Demonstrated experience in research and analysis of information, summarising key issues and developing innovative solutions
- Proven experience and capacity work collaboratively with Executive colleagues and support strong and effective Executive decision-making
- Demonstrated knowledge, experience and understanding of data extraction, integrity checks, data interpretation and graphical presentation skills
- Demonstrated contemporary people management practices that enhance organisational performance and accountability at all levels to meet agreed deliverables
- Highly developed interpersonal, conflict resolution and problem-solving skills to resolve organisational issues, and develop and manage positive stakeholder relationships
- Advanced level skills in MS Excel and proficient across a range of MS suite platforms and other data analysis packages or programs
- Highly developed written, verbal and interpersonal communication skills and a proven ability to be articulate, concise, compelling and diplomatic in a wide range of situations

Aboriginal and Torres Strait Islander applicants are strongly encouraged to apply

Desirable:

- Experience working within an Aboriginal Community Controlled Health Organisation (ACCHO) or similar
- Experience using Sandwai home care software or similar
- Strong connections to Aboriginal and Torres Strait Islander communities and stakeholders across the Sunshine Coast and Gympie regions
- Highly developed knowledge of Aboriginal and/or Torres Strait Islander culture, health and health disparities between Aboriginal and Torres Strait Islander and the non-Indigenous population across South East Queensland

Mandatory Qualifications/ Professional Registrations and Licences

- Tertiary qualification in Aged Care/Management/Business/Public Health and/or equivalent
- Minimum of 3 years' experience in Executive/Senior Management role within a comparable community controlled service, not for profit, government or private sector agency
- Current C Class Drivers Licence (QLD)
- Current Suitability 'Blue Card' for working with children and young people, unless professionally exempt
- First Aid Certificate
- Satisfactory Police Check – no Serious/Criminal/Court Record

General Role Requirements

- Work out of normal hours of duty, including some weekends, 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

Executive Management

- As part of the Executive team, provide regular advice, updates and reports on strategic performance, service development, community programs and governance risk management
- As a member of the Executive team, participate fully in the collective responsibility of delivering on organisational objectives, including through engagement and collaborative efforts with employees at all levels in the organisation
- Provide strategic and operational leadership and management to create, maintain and optimise a positive, healthy and safe organisational culture and an engaged Corporate Services team.
- Prepare and manage NCACCH Board reports
- Provide or ensure the provision of regular team and individual check-ins, resourcing and support
- Provide ongoing coaching and feedback to direct reports on performance and undertake annual performance planning, development and review in collaboration with direct reports
- Play a leadership role in creating an environment that supports the cultural integrity of Aboriginal and/or Torres Strait Islander workforce, learning and improvement
- Promote the vision, mission and values of NCACCH and ensure direct reports are aware of, adhere to and promote the vision, mission and values and comply with policies and procedures.
- Effectively manage change management processes, encouraging innovation, diversity and continuous improvement

Aged Care and Community Service Planning and Analysis

- Contribute to the achievement of the strategic directions via the development, implementation and monitoring of allocated work plans
- Advise the CEO on short and long-term health services and/or clinical governance objectives, policies, strategies and actions
- In conjunction with the CEO and General Manager – Corporate Services, proactively participate in the process for the preparation of budgets, forecasts and identify clinic capital and equipment needs
- Analyse aged care and/or community health service data to identify trends and service gaps and in consultation with the Executive and or management team, reevaluate service plans to reflect data trends and monitor for improvements

Aged Care Management

- Coordinate implementation of targeted increased growth in market share, funding base and community access to Aged Care across the NCACCH service area
- Provide leadership for the multidisciplinary team in the delivery of efficient, effective and responsive aged care services
- Coordinate the reporting, monitoring and management of Aged care service delivery outcomes in line with service agreements, activities and budget objectives
- Identify data trends and service gaps in the aged care and community services sector to improve NCACCH service delivery and introduce new and innovative ideas to fill service gaps

- Utilise data, evaluations, stakeholder feedback, credible online information etc for effective planning and reporting purposes
- Advise the CEO on short and long-term aged care, community services and/or clinical governance objectives, policies, strategies and actions
- In conjunction with the CEO and General Manager – Corporate Services, proactively participate in the process for the preparation of budgets, forecasts and identify capital and equipment needs (as required)
- Analyse aged care and community health service data to identify trends and service gaps and in consultation with the Executive and/or Management team, reevaluate service plans to reflect data trends and monitor for improvements

Community and Programs and Financial Management

- Develop, implement and review Community and Program plans ensuring alignment with the organisation's strategic goals, operational requirements and funder obligations
- Lead the contract management for all funding received to administer Community and Program activities
- Lead the Community and Programs team to deliver against planned objectives and KPIs, managing areas of employee development and provide coaching and performance feedback
- In conjunction with General Manager – Corporate Services, assist in the preparation of financials for relevant funding submissions and funder acquittals
- Ensure that funds are used in accordance with approved budgets, NCACCH Policies and Procedures and funding body requirements
- Oversee management of program expenditures and ensure consistent with the budget and where possible, investigate opportunities to promote cost efficiencies
- Ensure the CEO and Executive and/or Management team are kept informed of any changes to the relevant funder legislation, standards or contractual obligations
- Implement project management planning and lead the development of internal control policies
- Manage and ensure the integrity of NCACCHs Service and Program Management System/s and reporting of NCACCHs statutory regulatory, management and other obligations and respond to recommendations made as a result of external audit processes
- Lead the development and review of effective Service and Program performance indicators including management of the program dashboard (if required)
- Manage systematic data reporting to track KPIs and relevant key business indicators to guide decision making and continuous quality improvement
- Conduct regular systems review against agreed indicators to identify gaps in business processes and service delivery and to formulate a response to address gaps

Relationship Management

- Collaborate with Practice and/or Program Managers and teams 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
- Manage 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 evaluate/implement service options as required
- Work in conjunction with Executive and/or Management team to oversee the provision of support to the NCACCH Community and Programs workforce through document management and streamlined administrative, community and program systems

- Collaborate with Executive and/or Management team 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

- Conduct regular risk analysis reviews and provide recommendations to CEO and Executive Management on community programs, frameworks, best practice, data and ICT improvements
- Manage systems to ensure the security of premises, systems and assets
- Ensure effective controls are in place to detect unauthorised use of NCACCH funds and assets

Compliance and Quality Management

- In collaboration with the Executive/management team, lead the preparation and lodgement of all organisation and 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
- Lead the development/maintenance of the NCACCH Community and Programs Manual, and other subsequent policies and procedures and recommend changes as required
- Develop and implement Community and Programs Quality Improvement plans and ISO 9001 accreditation processes and actions
- Lead Community and Programs activities, audits and regularly monitor the achievement of deliverables that ensure the maintenance of ISO 9001 and/or AGPAL accreditation
- Develop, implement and review the risk management plan and provide regular reporting relating to the risk management register
- Contribute to organisation direction by undertaking risk analysis of internal and external environment that affects NCACCH and identifying continuous quality improvement
- Maximise and address client satisfaction with the community service programs, oversight 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 all IT related equipment including desktop, server, communications and outlying equipment as required
- Assist with the troubleshooting, installation, and implementation of new and existing client management systems and/or portals
- 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 implementation of communications plans

- Contribute to the regular review of the NCACCH website and social media plan ensuring NCACCH health services 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
- 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
- Demonstrate leadership in NCACCH Work Health Safety goals and objectives remaining compliant with WHS Legislation and NCACCH policies and procedures
- 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.