



WWHS

## West Wimmera Health Service Position Description

<b>Position:</b>	<b>Executive Director of Community Health</b>
<b>Location:</b>	Based at Nhill but may be required to work across all sites as mutually agreed upon
<b>Reporting to:</b>	Chief Executive Officer
<b>Division:</b>	Community Health
<b>Award:</b>	Executive Contract
<b>Level:</b>	Dependent on experience

### Overview of West Wimmera Health Service

Our community is the heart of West Wimmera Health Service (WWHS). We are committed to delivering the highest quality health services and ensuring our services meet the needs of our population.

We deliver services across a 22,000 square kilometer region, which is home to nine rural townships including Nhill, Goroke, Jeparit, Kaniva, Rainbow, Natimuk, Minyip, Murtoa and Rupanyup.

**Our Purpose – *Great care, every person, every time.***

### **Our Strategic Goals**

#### ***Our people – Inclusive, Respectful, Productive***

To be a great place to work where everyone contributes and everyone belongs.

#### ***Our Care - Safe, Effective, Innovative***

To fully embrace new technologies and processes that 2 enable world class rural healthcare.

#### ***Our Community - Connected, Informed, Healthy***

To be fully engaged with the communities we serve, supporting people to live longer, healthier and happier lives.

#### ***Our Future - Environmentally Responsible, Economically Secure***

To maintain financial sustainability and develop an Environment, Social and Governance (ESG) strategy to align 4 the service's operations with established ESG principles.

## Our Values



### **TOTAL CARE**

Delivering care that is safe, effective and person-centred, always.



### **SAFETY**

Providing a safe workplace and services free from avoidable harm.



### **UNITY**

Working well together in a great place to work.



### **ACCOUNTABILITY**

Doing the right thing by our stakeholders and ourselves.



### **INNOVATION**

Using our imagination - if there's a better way we will find it.

West Wimmera Health Service acknowledges the Wotjobaluk, Jaadwa, Jadawajali, Wergaia and Jupagalk Nations as Traditional Owners of country and pay our respects to Elders past and present.

We celebrate, value and include people of all backgrounds, genders, sexualities, cultures, bodies and abilities.

### **Position Relationships:**

<b>Key Internal Relationships</b>	<b>Key External Relationships</b>
<ul style="list-style-type: none"><li>All Service employees, contractors and volunteers as required.</li></ul>	<ul style="list-style-type: none"><li>All Service stakeholders.</li></ul>

### **Position Overview:**

The Executive Director of Community Health has functional responsibility for the following Service areas:

- Allied Health
- Community Health
- Public Health
- Community Care, incorporating NDIS, TAC, HCP and CHSP
- Health Promotion
- Dental Services
- Community Nursing
- Social Support Groups
- Early Years – incorporating antenatal, maternal & child health and child care
- Management of Community Health Centres – Goroke, Minyip & Murtoa

### **Key responsibilities:**

- Reliable, inclusive and responsive management of the Community Health Division.
- Coordination and oversight of the delivery of safe and innovative person-centred care in the community setting, both centred based and in the home.

- Adapting to the changing needs of the community through the timely introduction of innovative and effective activities.
- Promote the wellness and independence of the elderly through the delivery of client-centred socialisation programs through Social Support Groups.
- Act as the principal advisor to the executive team on all matters relating to primary and community programs.
- Ensure performance across all funded programs meets targets as defined and that throughput related data is submitted in accordance with required business rules and timeframes.

#### **Statement of duties:**

##### **Professional Practice:**

- Promote professional and personal development programs for self and all staff in collaboration with the executive team and other relevant staff.
- Monitor policies and protocols in line with those required for the efficient, safe and effective management of the division.
- Be aware of changing trends within the programs and work to ensure organisational awareness through provision of relevant education programs as required.
- Ensure familiarity with the expected standards of performance in the role and actively contribute to own personal development.
- Maintain a good working knowledge of and adherence to standards and legislation relevant to the role (such as Child Safe Standards, Aged Care Act etc.) and actively promote compliance to any such standards and legislation.
- Comply with all relevant WWHS policies and procedures and any program specific guidelines.
- Attend all required staff meetings and trainings.
- Work in accordance with West Wimmera Health Service's Code of Conduct and demonstrate commitment to the Service's core values.

##### **Leadership**

- Manage and oversee the provision of Community Health programs across all Service sites.
- Promote a culture within the division and wider organisation that puts the delivery of safe, effective and timely care at the centre of all services provided.
- Through effective human resource advice and support recommend the appointment of personnel; conduct annual performance evaluations; recommend disciplinary action where required; support and implement disciplinary procedures if required; maintain high standards necessary for the efficient and professional operation of the organisation.
- Participate as an effective, efficient and cooperative team member within the executive team.
- Align operational systems within programs to ensure delivery of objectives of the Service's strategic plan.
- Assist in the strengthening of the Service's Board's governance and leadership capabilities.
- Model and promote the identified values of the Service throughout its campuses.
- Develop divisional goals and objectives; develop and implement division procedures and develop and recommend relevant policies.
- Strengthen the personal and professional growth of staff.
- Demonstrate a commitment to positive and consultative leadership to develop and motivate individuals through coaching and positive role modelling.

## **Quality, Safety and Risk Management:**

- Ensure you are aware of the West Wimmera Health Service's emergency procedures.
- Ensure compliance at all times, with mandatory education competencies completed by the due date in accordance with WWHS policies and protocols.
- Ensure and take all reasonable care for your personal safety and the safety of patients, consumers, volunteers and colleagues.
- Participate in relevant quality improvement activities as directed by the Management.
- Actively participate in relevant accreditation processes.
- Identify and report relevant risks including those relating to human resource management, workplace culture and industrial relations and actively work with other staff as appropriate to effectively manage such risks.
- Ensure that quality systems support division requirements and uphold organisation wide accreditation.
- Ensure all programs within the Community Health Division participate in external accreditation processes including – National Quality Standards, Aged Care, Home Care Common Standards
- Implement and monitor key performance indicators for the division and its departments.
- Promote and model a quality and safety driven culture within the organisation.
- Participate in the development of quality and safety monitoring systems.
- Ensure external benchmarking activities are implemented to identify improvement opportunities within the division.

## **Community Involvement**

- Ensure the development of a customer service culture organisation wide.
- Consult regularly with current and potential customers of services provided.
- Provide consultative advice on customer service surveys organisation wide.
- Coordinate services with other divisions and sections within departments as well as with private, public and voluntary health and social service agencies/providers in the community.

## **Personnel Management**

- Ensure appropriate recruitment of appropriately skilled and qualified staff across all programs and departments within the division.
- Ensure annual staff appraisals are conducted for all staff in the division.
- Oversee the allocation of leave and provide arrangements for leave relief as required.
- Ensure all division personnel are aware of roles and responsibilities in regard to occupational health and safety and risk management.
- Promote a zero tolerance approach to unacceptable workplace behaviour in the division and across the organisation.
- Promote diversity and acceptance in the division and across the Service.

## **Statistical and Financial Management**

- Remain aware of and strive to meet the division's annual budget.
- Ensure throughput targets across all relevant funding programs are achieved.
- Ensure data is collated and submitted to external stakeholders in accordance within relevant timeframes and business rules.
- Collate and present activity related information to internal stakeholders, including Board, the executive team and staff in a manner that is clear, concise and understandable.

- Review and develop the physical infrastructure to meet the needs of the staff within the individual programs in collaboration with the executive management team.
- Analyse services against benchmarks and standards for executive management team comment and improvement planning.

### **Communication:**

- Maintain a professional and friendly approach in all interpersonal communication with patients, consumers, volunteers and colleagues.
- Ensure effective and open lines of communication with other Community Care Team members, customers, volunteers) and WWHS management staff.
- Maintain confidentiality as per West Wimmera Health Service Policy and in accordance with relevant privacy and health records legislation.
- Demonstrated capacity to effectively give and receive constructive feedback and/or criticism.
- Demonstrated capacity to effectively manage conflict at a personal level and to appropriately escalate matters beyond a personal level.
- Establish, develop and maintain trust and confidence with line managers and direct reports.
- Work effectively consistent with policies and procedures to and agreed performance and behavioural expectations.
- Provide an environment, which is conducive to communication throughout the Service and also to external stakeholders:
  - By management staff meetings and interdepartmental meetings.
  - By ensuring an efficient information and technology system is available for staff or an efficient communication system is available by other means.
  - Validated data is used as a basis for quality improvement and change.
  - Ensuring compliance and attendance at board subcommittees to present data and trends in programs under the directorship of the Community Health division.

### **Key Selection Criteria:**

#### **Essential:**

1. Effective communication and organisational skills.
2. Understanding of and commitment to client centred care including safety and quality in the Victorian health industry.
3. Understanding of and commitment to a healthy organisational culture.
4. Tertiary qualifications in health related field.
5. At least 5 years' recent experience at senior management level within healthcare agency.
6. Understanding of and commitment to improved population health.
7. Demonstrated experience and qualifications in management and/or leadership.
8. Excellent interpersonal, communication and organisational skills.
9. Demonstrated information and technology experience and/or qualifications.
10. Excellent analysis and report writing skills.

#### **Pre Requisites:**

1. NDIS Worker Screening Clearance
2. Working with Children Check
3. Fully vaccinated for COVID-19 as per current Department of Health Directive.
4. Flu Vaccination
5. Australian Driver's License

**Internal Direct Reports:**

Nil

**External Direct Reports:**

Nil

**Appraisal:**

- Initial appraisal – 3 months after appointment
- Thereafter – 12 monthly.

**Certification**

We hereby agree that the details contained in this document are an accurate statement of the primary requirements of the position.

<b>Authorised By: Chief Executive Officer</b>	
<b>Name:</b>	
<b>Signature:</b>	<b>Date:</b>

<b>Position Incumbent Name:</b>	
<b>Signature:</b>	<b>Date:</b>