

Position Title	Program Manager – Child, Youth & Family
Department	Service Delivery (Services)
Reports to	Chief of Services
Direct reports	Program Senior Practitioners and/or Program Team members

PROGRAM SUMMARY

The Service Delivery team at Connect Health and Community is a multi-disciplinary service area with a holistic view towards supporting a healthy community. Our services include a variety of Health Promotion, Allied Health, Mental Health, Dental, Volunteering, Transport and Gamblers Help services, for people across the whole life span and living with a diverse range of presenting needs.

POSITION SUMMARY

The Program Manager role is central to providing leadership, direction and accountability within the Services portfolio. This position will provide effective leadership and management oversight for a dedicated team of professional staff in the delivery of high quality, evidence based services. This role may have Snr Practitioners as Managers within the team which will require responsibility to support, coach and assist them to effectively manage their direct reports.

This leadership role identifies and implements initiatives which position Connect Health and Community (Connect Health) as an industry leader ensuring Healthy People and a Healthy Community. A critical part of this role is to identify, co-ordinate and lead service and business growth initiatives for new services and expanding existing services, program innovation and improvements projects. As part of the Connect Health leadership team, this role will contribute to the strategic and operational initiatives for Connect Health and the services portfolio.

ROLE OBJECTIVE

The position will ensure the program service offering and delivery are evidence based, financially viable and compliant with quality, legislative and accreditation standards.

The Program Manager will ensure strategic priorities and operational objectives are integrated and aligned in all planning activities and program goals, and will maintain and further develop collaborative and effective relationships with stakeholders, peak industry bodies, volunteers, staff and clients.

This role manages government funded programs, fee for service models including MBS and NDIS and will develop further fee for service options.

This role has expectations for

- Service Delivery – Client Experience
- Reporting, Systems and Analytics
- Culture, Engagement, Diversity – People Experience
- Financials, Budgets, Targets, Funding
- Health and Safety
- Risk Management and Compliance – Quality and Accreditation

Universal Responsibilities of all employees:

- Promote activities and programs in accordance with Connect Health Vision and Purpose.
- Model and promote Connect Health Values in the workplace
- Adhere to Connect Health Code of Conduct, ensuring professional conduct and confidentiality is maintained at all times, Equal Opportunity principles are followed at all times and undertake and promote safe work practices and procedures in accordance with Connect Health Policy

Connect Health & Community recruitment and selection procedures reflect our commitment to the safety and wellbeing of children, young people and vulnerable older people.

- Comply with all legislative requirements relevant to the position, policies, procedures, systems and processes of Connect Health and other external stakeholders
- Connect Health are committed to the safety and wellbeing of children and young people
- Intellectual Property remains the sole property of Connect Health, unless otherwise authorised and confirmed in writing

Internal and External Relationships

This role is expected to develop and maintain effective communication networks and working relationships both internally and with key external stakeholders.

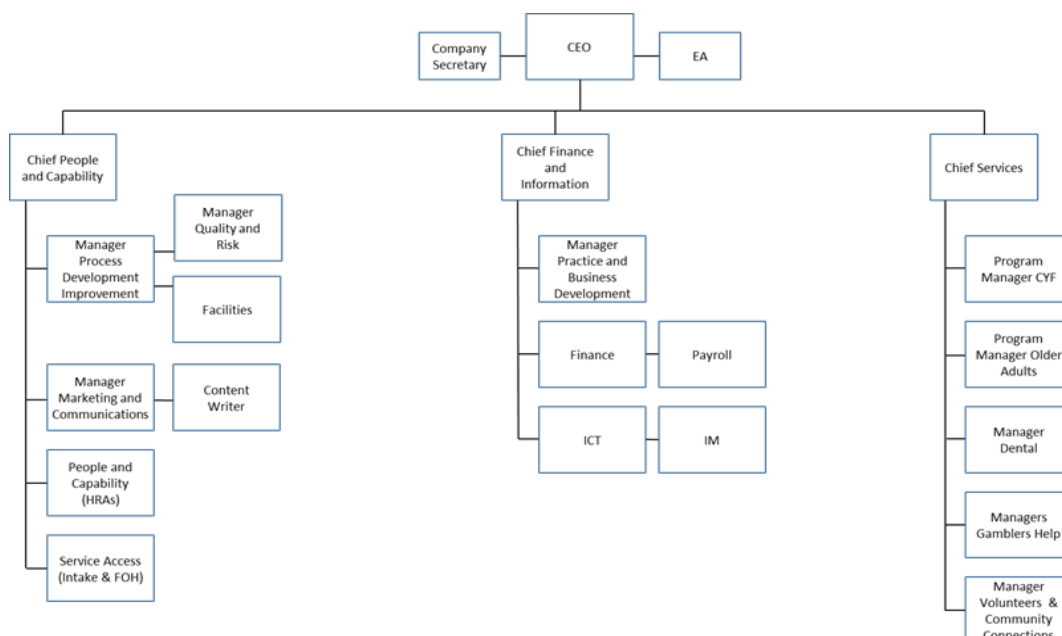
Internal working relationships include:

- Chief of Services
- Program team members
- Snr Practitioners and /or Co ordinators
- Other Program Managers
- Volunteers
- CEO and other Connect Health Staff

External working relationships include:

- Service Providers
- Network Groups
- Local councils
- Community Groups
- Clients and Carers
- Government Agencies
- Related Associations

ORGANISATIONAL CHART



POSITION SPECIFIC RESPONSIBILITIES

Service Delivery – Client Experience

- Promote activities and programs in accordance with the Connect Health Vision and Purpose
- Deliver client acquisition strategies
- Strategically plan and co-design services within the Program

- Ensure the Program and Operational Business Plans outcomes are achieved
- Drive the long term growth and strategic development of the Program
- Drive an ambitious client and person centred approach for all Program areas
- Ensure managers of teams (Snr Pracs/Co ordinators) are empowered to develop their teams and effectively lead their services to deliver high quality client outcomes where applicable
- Identify, contribute to and respond to key policy directions of governments and/or funding bodies that impact on client experience
- Ensure evidence based models of care are in place and are regularly reviewed to financially sustainable, outcomes driven services
- Monitor the internal and external environments to identify opportunities for service delivery expansion or redesign, including scoping for funding opportunities to enhance the program and its services

Reporting, System and Analytics

- Manage direct reports and/or Managers of teams to ensure productivity is maximised including work force planning, employment arrangements and leave.
- Develop monitoring & evaluation procedures to assess programs, service gaps and identify opportunities for Connect Health to meet community and stakeholder needs
- Provide high quality, timely and concise reports for internal and external stakeholders
- Meet all contractual reporting requirements including to external regulatory bodies
- Promote an outward looking organisational culture, respond to external opportunities and trends with capacity for analysing and forecasting the organisations external environment
- Actively use and promote the use of Connect Health data and support systems such as TRAKcare, TRIPS, ProMapp, Outlook booking systems, in/our boards, Learning Hub (ELMO) and Payroll HR3
- Deliver a program of continuous improvement activities
- Review and develop policy, procedures and work manual(s) for the programs

Culture, Engagement, Diversity – People Experience

- Model and promote Connect Health Values in the workplace
- Adhere to all Connect Health policies and procedures.
- Demonstrate and promote professional conduct and confidentiality at all time
- Create and implement a culture of trust, collaboration and accountability
- Initiate, complete and promote the value of regular supervision, annual work plans and undertake annual learning and achievement planning and reviews
- Actively participate in and promote all required training, inductions and development, including ensuring your team completes all required training and demonstrates skills learnt
- Initiate team meetings and attend organisational required meetings in a positive constructive manner offering balanced views and seeking solutions.
- Ensure that Managers of the team also initiate team meetings and attendance at organisationally required meetings
- Actively support and demonstrate inclusive behaviour with a zero tolerance for any bullying, harassment and inappropriate conduct
- Promote and recognise team members in Award submissions, Reward and Recognition programs, and during days of recognition/celebration that are discipline or team specific

Financials, Budgets, Targets, Funding

- Achieve productivity targets and budgets for the Program
- Ensure all team members have productivity targets relevant to their area of work
- In consultation with the Chief of Services, develop and report on an annual framework of key performance indicators for the program and report against those KPIs on a timely basis
- Contribute to budget preparation, track and manage expenditure against budget, and actively participate in forecasting
- Identify opportunities to enhance the financial sustainability and growth of the Program and services
- Identify opportunities for other funding sources including the preparation of tenders. Contribute to tender submissions.

- Ensure that all financial transactions are undertaken in line with approved Connect Health policy and delegations
- Ensure that all contractual requirements are met including budget parameters, service targets and quality expectations

Health and Safety

- Comply with relevant Occupational Health and Safety laws, standards, safe work practices, policies and procedures and attend all safety initiatives, improvements & training.
- Take reasonable care to ensure no risk of harm to self and others in the workplace. This includes immediately reporting any incidents, near miss, hazards and injuries.
- Act as a role model by demonstrating safe work behaviours and conducting work in accordance with our safety management system
- Ensure team members are committed to the safety and wellbeing of children and young people

Risk Management and Compliance – Quality and Accreditation

- Comply with all legislative requirements relevant to the position , policies, procedures, systems and processes of Connect Health and other external stakeholders
- Adhere to legislative and funding body standards and overarching policy requirements
- Ensure all accreditation standards relevant to the Program, service and disciplines are achieved and maintained including Child Safe Standards and MARAM framework;
- Provide useful performance data and feedback to direct reports and relevant committees and engage staff in identifying and taking appropriate action in response
- Actively identify, monitor and manage areas of key risk and lead appropriate escalation and response
- Identify risks as they emerge and proactively address new and known risks

GENERAL RESPONSIBILITIES

1. Commit to the transition of Connect Health & Community towards a contestable market environment where funding for service provision will be changeable and evolving
2. Meet performance expectations and mitigate the risk that under performance will have to contract obligations and stakeholder expectations
3. Promote activities and programs in accordance with Connect Health and Community strategic plan 2019-21
4. Contribute to team activities that are in line with the Prevention and Health Promotion Strategy and participate in training as required.
5. Participate in working towards continual quality improvement within the business
6. Promote awareness to the community that Connect Health & Community encourages consumer, carer and community participation at all levels of the organisation
7. Participate in staff meetings and other organised activities such as quality improvement programs.
8. Undertake other duties as directed.

KEY SELECTION CRITERIA

Program Managers experience in program planning, delivery and evaluation, grant applications, budget management with the ability to undertake gap analysis in training and service delivery, meet internal and external reporting requirements and ensure delivery of high quality services and programs is critical

An enthusiastic Program Manager is pivotal to the development and success of Connect Health. It requires an individual who can think laterally, is capable of a high level leadership and skilled in developing and team members. The role demands a highly motivated individual with strong organisational skills who shows initiative, the ability to problem solve and the capacity to respond flexibly to unexpected demands. The incumbent will continue to develop a culture of innovative practice and have knowledge and skills to continually work towards improving outcomes with our clients.

Key Skills, Competencies and Personal Attributes

- Proven leadership skills and competent in managing and developing others
- Demonstrated ability in client acquisition developing new programs/services and expanding existing service offerings
- Relevant and demonstrated program, service and discipline knowledge and experience
- Well-developed interpersonal and communication skills, both verbal and written with the ability to build effective relationships and liaise across all levels both internally, externally and with people from diverse backgrounds
- High levels of computer literacy in using a range of Office computer packages including, Word and databases
- Well-developed organisational and time management skills with the ability to plan workload, prioritise program activities and meet deadlines
- Ability to work autonomously and collaboratively as part of a team, in order to deliver on strategic goals and internal business unit volunteer requirements
- Ability to take ownership and responsibility for decisions
- Demonstrated ability to identify and resolve problems and make appropriate recommendations
- Understanding of and empathy with the values and ideals of Connect Health & Community

Desirable

- Understanding of related Health legislative reforms
- Knowledge and understanding of community health programs and services

Mandatory requirements:

- Current Victorian Driver's Licence
- Current Police and Working with Children Checks
- Must be a permanent Australian resident or hold a current, valid working visa.

Qualifications:

- Graduate /Tertiary qualification in a relevant health discipline and/or Business qualification

Assessment

Within the context of the role described above, the ideal applicant will be someone who has the following key capabilities:

- **Supports strategic direction**
Proven high level ability to analyse situations and propose creative solutions to meet the needs of the target populations
- **Achieves results**
Demonstrated ability to co-design and deliver high quality outcomes with the target population. Demonstrated ability to prepare effective and tailored materials for communications and marketing projects and to monitor and evaluate their implementation.
- **Supports productive working relationships**
Demonstrated high level communication, both written and oral and consultation and negotiation skills with proven ability to liaise with senior executives and the staff within the organisation.
- **Displays personal drive and integrity**
Proven ability to act independently to meet project goals within identified deadlines and budgets.
- **Communicates with influence**
Knowledge of contemporary communications and marketing best practice, and experience in implementing communications and marketing strategies in practical situations.

Performance Appraisal

This position description contains the key responsibilities and associated performance indicators for this position. The list of key requirements is not intended to be complete. Other tasks will be assigned from time to time to meet the needs of the organisation.

Specific actions and objectives of this role will be outlined through the learning and achievement planning and review process.

A professional review shall be conducted 6 months after commencement of appointment and 6 months thereafter with the Chief of Services.

Conditions of Employment	
Remuneration:	<p>Victorian Stand-Alone Community Health Services (Health and Allied services, Managers and Administrative Officers) Multiple Enterprise Agreement 2018-2022 . Grade to be determined based on skills and experience.</p> <p>Salary Packaging is available in accordance with prevailing legislation and Connect Health & Community Policy.</p>
Tenure	Fixed term – 3 years
Location:	<p>Primary Location will be East Bentleigh or Cheltenham.</p> <p>Staff may be required to work at any location deemed a Connect Health (or partner) work site. Travel will be expected</p>
Hours of Duty/Flexibility	<ul style="list-style-type: none"> ◆ Full-time ◆ It is the intention that the program and/or service coverage is provided across the span of Connect Health operating times, however staff maybe required to work outside of business hours as requested. ◆ It is also our intention to offer staff flexibility in relation to hours and days of work.
Probationary Period:	<ul style="list-style-type: none"> ◆ Confirmation of new employees to Connect Health is subject to a 6 month probationary period, during which time the employee must demonstrate satisfactory capability to perform the Key Tasks and Accountabilities.
Pre-employment Checks	<ul style="list-style-type: none"> ◆ Employment is contingent upon a satisfactory Police Check, Working with Children Check, Disability Worker Exclusion Scheme and NDIS Code of Conduct, as required. ◆ All employees must be either an Australian Citizen, Permanent Resident or have an appropriate Australian visa that will legally enable them to fulfil the obligations of the contract of employment. ◆ Relevant prior service must be disclosed
On-going employment Checks	<ul style="list-style-type: none"> ◆ It is the responsibility of staff to maintain and keep up to date all mandatory Checks, related to their position at their own cost.
Pre-Existing Injury/Illness:	<ul style="list-style-type: none"> ◆ Applicants are required to sign a Pre-Employment Declaration Form.
Organisational, program and personal KPI's	<ul style="list-style-type: none"> ◆ Annual organisational, program and personal KPI's will be established and will be incorporated in individual performance plans.
General:	<ul style="list-style-type: none"> ◆ Management, in consultation with the staff member, reserves the right to modify this position description as required. ◆ Connect Health and Community requires declarations and personal information relevant to employment. The collection and handling of this information will be consistent with the requirements of the Information Privacy Act 2000

Approval Date:	9/12/20
Revised Date:	December 2020
Written By:	Chief of Services
Authorised:	CEO
Acknowledgement:	
Employee Declaration:	I have read, understand and acknowledge the contents of this position description.
Employee Name:	
Employee Signature:	
Date:	

ORGANISATIONAL INFORMATION

Connect Health & Community is a registered Company Limited by Guarantee operating in a quality, accredited, not-for-profit environment and governed by a Board of Directors.

Connect Health & Community incorporate key service delivery and community programs for Community Health, Commonwealth Home Support Program, Dental, Gambler's Help Southern (GHS) and Volunteers and Community Connections.

Connect Health & Community employ approximately 160 staff with an operating budget of approximately \$14.7M. Connect Health & Community has approximately 200 dedicated volunteers who assist our organisation and community. The organisation's strategic directions and organisational values are supported by our staff and volunteers and defined by behaviours, skills and attitudes.

Connect Health & Community is guided by the principles of the social model of health; holistic service provision; continuous quality improvement; community and consumer participation and the diverse social aspects of our community.

Vision

Healthy People, Healthy Communities

Purpose

Assisting you in meeting your health and wellbeing goals.

Values**Respect**

- Treating others fairly and objectively
- Value the central role of family and community
- Freedom from discrimination, harassment and bullying

Responsiveness

- Meet the needs of our diverse community by providing services that are accessible and innovative, timely, cost effective, appropriate and of a high standard.
- Build an adaptive workforce to respond to changing community needs.
- Minimise barriers for people, especially vulnerable communities.

Accountability

- Accepting responsibility for decisions and actions
- Best service value with public funds
- Providing services professionally and to the highest ethical standards
- Acting in a transparent manner

Collaboration

- Working with people and communities to deliver quality, accessible integrated service
- Actively involve the community to achieve people-centered service
- Joint communication and decision making treating all clients, staff and the community with care, dignity and understanding
- Provide a supportive and safe work environment for all voluntary and paid staff

Responsiveness

- Meet the needs of our diverse community by providing services that are accessible and innovative.