

Position Title	Community Connections Lead
Department	Services
Reports to	Program Manager, Community Connections
Direct Reports	Team Members

PROGRAM SUMMARY

The Service Delivery Department is a multi-disciplinary service area with a holistic view towards supporting a healthy community. The Community Connections Program is part of the Service Delivery Department at Connect Health & Community (Connect Health).

The Community Connections Team create positive changes in our community and make a difference through the development of new and innovative services and programs, including a variety of Health Promotion, 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 Community Connections Lead reports to the Program Manager and will provide effective leadership and management of a dedicated team of professional staff. This leadership position has responsibility for the delivery of Health programs and population based initiatives in line with the Prevention and Health Promotion Plans responding to community need. The Coordinator will solve community-based problems, create positive changes in our community and question and rethink concepts, assumptions and practices.

ROLE OBJECTIVE

This position is responsible for the team's delivery of prevention and health promotion plans that respond to community need and organisational strategy, in collaboration with internal and external stakeholders and within budget.

This role has expectations for:

- Program Delivery – meeting targets
- Reporting, Systems and Analytics
- Culture, Engagement, Diversity – People Experience
- Financials, Budgets, Acquittals, 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 & Community Vision and Purpose.
- Model and promote Connect Health & Community Values in the workplace
- Adhere to Connect Health & Community 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 & Community Policy
- Comply with all legislative requirements relevant to the position , policies, procedures, systems and processes of Connect Health & Community and other external stakeholders
- Connect Health & Community are committed to the safety and wellbeing of children and young people
- Intellectual Property remains the sole property of Connect Health & Community, 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 Manager
- Team members
- Students
- Volunteers
- CEO and other Connect Health Staff

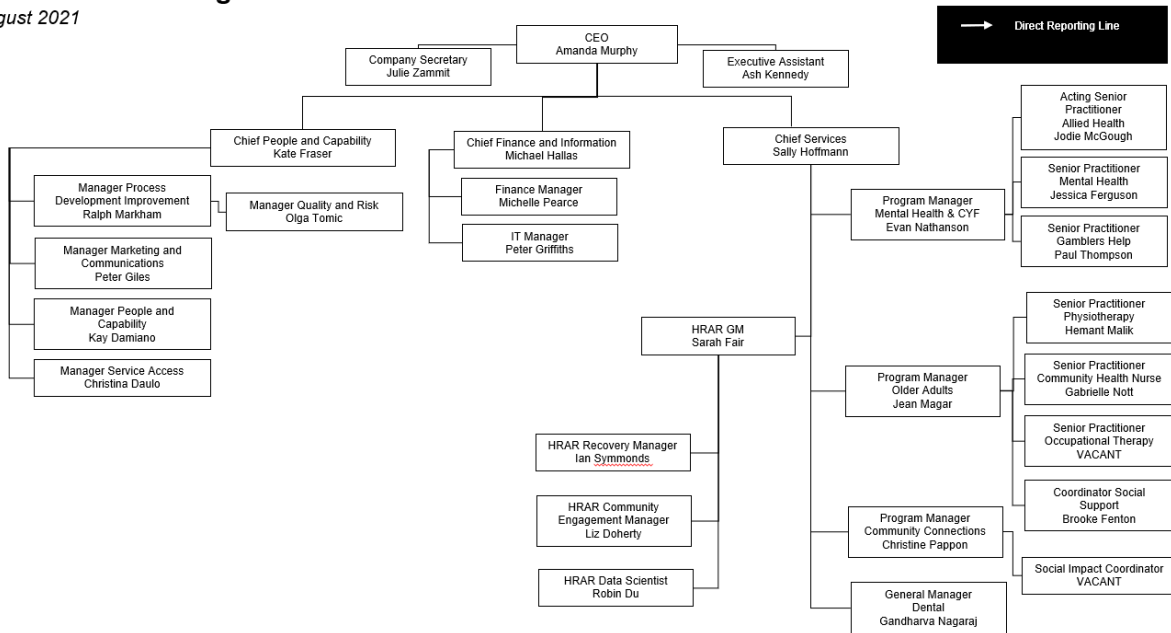
External working relationships include:

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

ORGANISATIONAL CHART

Connect Health Org Chart

August 2021



POSITION SPECIFIC RESPONSIBILITIES

Service Delivery

- Promote activities and programs in accordance with the Connect Health Vision and Purpose
- Strategically plan and co-design services within the Program
- Monitor the internal and external environments to identify opportunities for service delivery expansion or redesign.
- Produce, deliver and evaluate the internal and external organisational Prevention and Health Promotion Plans in line with funding requirements and the organisational strategic and operational plans
- Manage the Bluff Road public housing estate engagement project, to create a vibrant community and to increase health and social support service access for residents

- Promote activities and programs in accordance with the Connect Health Vision and Purpose
- Contribute to client acquisition strategies, develop and implement new services and programs
- Ensure all program areas outcomes are achieved, including Health Promotion and Gamblers Help Community Engagement services
- Drive a person centered approach with team members to extend the reach and depth of community health initiatives
- Develop the team and effectively lead the services to deliver high quality client/community outcomes
- Explore and implement relevant International, Federal, State and Local government priorities and targets to inform decisions and recommendations for planning and interventions.
- Work collaboratively with internal and external stakeholders to inform planning and achievement of measurable prevention and health promotion outcomes

Reporting, System and Analytics

- Annual Evaluation and Progress report of the Prevention and Health Promotion plans
- Investigate and make recommendations for funding opportunities for prevention and health promotion
- Ensure productivity is maximised including work force planning, employment arrangements and leave
- Develop monitoring and evaluation of 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 ProMapp, Outlook booking systems, in/our boards, Learning Hub (ELMO) and 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

- Contribute to organisational prevention and health promotion events, actions and communication
- Provide day to day leadership, management and support including timely, effective and operational support for the team and individuals in the team
- Model and promote Connect Health & Community 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
- 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 disciplinary or team specific

Financials, Budgets, Targets, Funding

- Identify grant and income opportunities and produce funding applications
- Manage and acquit program budget and grant income
- Achieve productivity targets and budgets for the Program
- Ensure all team members have productivity targets relevant to their area of work
- Identify opportunities to enhance the financial sustainability and growth of the Program and services
- Identify opportunities for other funding sources including the preparation of grant and tender applications. Contribute to tender submissions as required.
- 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 CHC and other external stakeholders
- Adhere to legislative and funding body standards and overarching policy requirements
- Ensure all accreditation standards relevant to the team, service and disciplines are achieved and maintained
- 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

This role requires experience in prevention and health promotion, community engagement and/or marketing for a socially conscious organisation. Experience in planning, delivery and evaluation with the

ability to undertake gap analysis in delivery, meet internal and external reporting requirements. The ability to achieve a social return on investment and ensure the delivery of high quality services and programs to solve community based issues or concerns is critical.

An enthusiastic and organised Community Connections Lead is pivotal to the development and success of Connect Health. It requires an individual who can think laterally, is capable of effective leadership, skilled in developing team members and relationships with stakeholders. The role demands a highly motivated individual committed to prevention and health promotion in our community who shows initiative, the ability to problem solve and the capacity to respond flexibly to unexpected demands.

Key Skills, Competencies and Personal Attributes

- Proven team leadership experience and skills and competent in managing and developing others
- Demonstrated experience and knowledge of contemporary health promotion theory and practise
- Confidence and capability to liaise and influence stakeholders
- Sound knowledge of the National, State and Local Health policy context
- Well-developed interpersonal and communication skills, both verbal and written with the ability to build effective relationships 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 team activities and meet deadlines
- Ability to work autonomously and collaboratively as part of a team
- 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 and Community

Desirable

- Knowledge and understanding of community health programs and services

Mandatory requirements:

- Current Victorian Driver's Licence
- Current Police and Working with Children Checks
- Evidence of COVID-19 Vaccination Status
- Must be a permanent Australian resident or hold a current, valid working visa.

Qualifications:

- Graduate /Tertiary qualification in Health Promotion, Health Marketing, Population Health, Public Health or a related field
- Professional registration with the appropriate membership body where applicable

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

A professional review shall be conducted 6 months after commencement of appointment and 6 months thereafter with the Program Manager, Community Connections.

Conditions of Employment	
Remuneration:	Victorian Stand Alone Community Health Centres Social and Community Service Enterprise Agreement 2017 (SACS). Level and Year subject to experience and qualifications. Salary Packaging is available in accordance with prevailing legislation and Connect Health & Community Policy.
Tenure	Fixed Term to 30 th June 2024.
Location:	Primary Location will be East Bentleigh or Cheltenham. Staff may be required to work at any location deemed a Connect Health & Community (or partner) work site. Travel will be expected.
Hours of Duty/Flexibility	<ul style="list-style-type: none"> ◆ Part-time hours ◆ 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.
Membership	<ul style="list-style-type: none"> ◆ You must provide Connect Health a copy of your membership of a relevant association/professional body. Registration must always be current and maintained at your 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:	12/11/21
Revised Date:	November 2021
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.