

Position Description

Program Manager, Older Adults

Position Title:	Program Manager, Older Adults
Position Number:	N/A
Manager/Supervisor:	Director Services
Division:	Operations
Program:	Older Adults
Primary Location:	2A Gardeners Road, Bentleigh East, VIC 3165
Other Location:	
Classification Grade & Level:	Grade 6
Enterprise Agreement or Award:	Health and Allied Services, Managers and Admin: Victorian Stand-Alone Community Health Centres (Health and Allied Services, Managers and Administrative Officers) Multiple Enterprise Agreement 2018-2022
Mode of Employment:	Fixed Term - Part time

Better Health Network

Better Health Network (BHN) encompasses more than 22 locations and has over 800 staff work in multi-disciplinary teams to deliver health and disability outcomes. BHN is a responsive and agile community health service, providing a wide range of healthcare, social support, disability, and welfare services for all members of the community.

BHN provides services spanning all periods of life including specialist childhood, youth, and aged care services. In achieving its vision of health and wellbeing for all, BHN is guided by our distinct service principles which include working with people and communities to achieve their health goals, understanding the context in which people live their lives, providing friendly, affordable, and holistic service.

Position Objective

The Program Manager, Older Adults is one of two Program Managers within the Primary Health Area. The role is responsible for providing strategic leadership and operational oversight to the Older Adults Program which comprises three multi-disciplinary health teams.

This position is responsible for leading, developing, implementing and monitoring multidisciplinary integrated services. The Program Manager will have a strong focus on: financial sustainability, risk management, policy development, clinical governance, systems development and the implementation of the integrated model of care.

The aim of the role is to ensure the Older Adults Program provide high quality, comprehensive, client focused and multi-disciplinary health services to the community.

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The Program Manager will ensure that the program philosophy aligns with the strategic and operational objectives of the organisation to deliver quality health services. The Program Managers work collaboratively with the Senior Practitioners to contribute to the strategic development and leadership of the program and the broader organisation.

Key Responsibilities

The Program Manager, Older Adults holds the responsibility for the strategic and operational leadership of the Older Adults Program within Primary Health area. This Program comprises of staff from a range of disciplines distributed across 3 multi-disciplinary teams.

This position is directly responsible for the efficient and effective delivery of services in the Older Adults Program teams which includes the following responsibilities:

- Leads and manages program staff, including ongoing development and performance management, and monitors workflow delegated to the program teams
- Strategic management of existing suite of services
- Leading the implementation of the Integrated Model of Care within the Program
- Developing, monitoring and reviewing ongoing business plans for services
- Optimising relationships with relevant organisations and stakeholders
- In conjunction with the GM PH, assist in budget setting and monitoring, ensuring the program operates within a responsible, sustainable financial framework.
- The management of a range of funding sources and agreements
- Program performance monitoring, improvement and reporting
- Participating in the preparation of relevant tenders and submissions
- Providing operational supervision and support to direct reports.
- Developing and implementing clinical governance systems and risk management processes that ensure the delivery of safe, high quality service delivery in a manner congruent to organisational frameworks

Leadership & Culture

- Foster a program culture based on safety and client-centred, high quality care
- Lead, develop and empower teams to adapt to change by modelling interpersonal and professional behaviours consistent with Better Health Network values and Code of Conduct
- Provide leadership of multidisciplinary integrated services in a manner which promotes pride in the workplace and a collegiate approach to organisational goals and values
- Ensure the appropriate tools, policies and models of practice are embedded in the team/program for desired business and organisation culture outcomes
- Develop and implement program plans (in conjunction with the GM) which incorporate goals and objectives that align with the strategic direction of Better Health Network
- Lead the implementation of the integrated model of care across the Older Adults Program.
- Management of budgets and financial systems / resources; manage, maintain and optimise a range of funding sources
- Contribute to the overall leadership of the organisation in conjunction with the Leadership group of the whole organisation

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Workforce Development

- Develop, monitor and review ongoing workforce and business plans for Older Adults Program services.
- Older Adults Program performance monitoring, improvement and reporting
- Plan and allocate appropriate resources to meet agreed service requirements
- Monitor performance against targets
- Direct line management and professional supervision of three Senior Practitioners and 1 Team Leader/Coordinator
- Ensure processes are in place to identify staff development priorities and contribute to relevant training and development activities within organisation policy and budget
- Ensure the Older Adults program follows the Better Health Network Scope of Practice and Credentialing Framework.

Clinical Practice

- Develop, implement and evaluate new service models in line with best practice and in response to policy reforms and evidenced based practice
- Monitor service delivery, waiting lists and priorities and identify areas where improved efficiencies and outcomes could be implemented
- Develop and oversee clinical governance systems and risk management processes that ensure the delivery of safe, high quality service delivery in a manner congruent to organisational frameworks
- Policy and procedure development in the program scope and contribution to wider service policy formulation.
- Take a leadership role in continuous quality improvement and accreditation across the Older Adults program
- Work with the Older Adults Program to ensure care planning is effectively implemented and reviewed
- Ensure the Older Adults Program adopts a system of regular clinical audits and reviews and uses information to improve services.

Risk Management

- Ensure compliance with all relevant legislation, funding guidelines, service standards, reporting requirements and contractual obligations.
- Ensure that systems are in place at a program area to actively identify, assess and manage risk within the teams (in line with the Risk Management Policy)
- Ensure clinical incidents are identified and reported consistent with the relevant requirements
- In conjunction with the General Manager, ensure that clinical incidents are investigated and underlying systems issues and root causes are identified and addressed

Consumer Partnerships

- Optimise relationships with relevant organisations
- Encourage the Program area to seek feedback from clients, carers and families and use information to improve service delivery
- Coordinate appropriate opportunities for clients, carers and families to have input into every aspect of their care.

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- In consultation with the General Manager and the other Senior Practitioners, develop links within the wider community sector and be informed about sector directions and developments

Organisational Values

All positions are required to follow the BHN values of respect, kindness, accountability, and innovation to guide their actions and behaviours towards employees and clients.

Organisational Responsibilities

All positions are required to:

- Comply with BHN safety policies and procedures including a responsibility to participate in the development of a safe and healthy workplace. All employees must follow safe work practices for their own health and safety, and that of others. This includes ensuring work is undertaken safely and that injuries, accidents, near misses and potential hazards are reported immediately. Managers / Team Leaders must identify, assess, manage, and review risks to the health and safety of employees, contractors, and clients.
- Participate in the established quality and safety systems to ensure that safe high-quality care is always provided to all clients. This includes assisting BHN to maintain quality accreditation standards by identifying and participating in the development and implementation of quality improvement initiatives.
- Ensure a Duty of Care by taking reasonable steps to protect themselves, their colleagues and clients from injury or harm. This includes ensuring that adequate supervision/support is provided to all clients.
- Familiarise themselves with and abide by BHN policies, procedures, values, and Code of Conduct.
- Comply with the principles of equity by promoting gender equality and creating a culture, conditions and practices that are inclusive and equitable for all genders and equity for individuals of diverse backgrounds including those from the Aboriginal and Torres Strait Islander, Culturally and Linguistically Diverse and LGBTI+ community to apply.
- Follow legislative responsibilities and compliance requirements (including the child safety standards) for keeping children and families safe with BHN committed to the safety of children and families and ensuring they are protected from abuse, neglect, and violence.

Working Relationships

Direct Reports

- Senior Practitioners
- Allied Health professionals

Internal working relationships include

- Other Program Managers
 - Senior Practitioners
 - Team Leaders
 - Quality Manager
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External working relationships include

- Government agencies and legislative bodies
- Health and Community providers

Key Selection Criteria

Essential Skills & Experience

- Experience establishing and leading multidisciplinary teams
- Well demonstrated leadership skills including the ability to lead and manage a program and the capacity to plan work, motivate staff and monitor performance
- Demonstrated experience in designing, leading, implementing and evaluation change management in a complex service environment
- Excellent written and oral skills, including demonstrated ability to write and present clearly and concisely for specific targeted groups and prepare high level briefings, reports, papers and correspondence.
- Familiarisation with basic budget principles
- Experience in developing and managing integrated, multi funded, multidisciplinary services.
- Experience in taking a lead role in applying clinical governance and risk management frameworks.

Essential Attributes

- Demonstrated high level interpersonal, facilitation and consultation skills and the ability to effectively communicate with senior management, internal and external stakeholders, clients and staff
- Capacity to engage and communicate with people at all levels
- Self-motivated and able to work independently
- Commitment to a learning culture and continuous improvement

Qualifications / Registrations Requirements

- Preferred relevant post-graduate qualifications and/or demonstrated experience

Compliance

Compliance Responsibilities:

- It is the responsibility of both the Manager and Incumbent(s) of the role to ensure the employee(s) performing the role meet relevant requirements of Professional Standards/Codes of Conduct imposed by AHPRA, National Boards, or under Industry Codes.

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Probity checks must be completed as indicated

- | | |
|---|---|
| <input checked="" type="checkbox"/> National Police Check/Criminal Record Check [Mandatory] | <input checked="" type="checkbox"/> Working with Children Check |
| <input type="checkbox"/> NDIS Worker Screening Check | <input checked="" type="checkbox"/> Aged Care statutory declaration |
| <input checked="" type="checkbox"/> AHPRA Registration (if applicable) | <input type="checkbox"/> Discipline Specific Vaccination (Flu / Hep B) |
| <input checked="" type="checkbox"/> Evidence of Right to Work in Australia [Mandatory] | <input checked="" type="checkbox"/> COVID 19 Vaccination(s) [Mandatory] |
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Person who completed and authorised the Position Description

Position Title: Director Services

Division/Program: Operations

Employee Declaration: I have read, understood, and acknowledge the contents of this Position Description.

Employee Name:

Employee Signature:

Date:
