

BENDIGO COMMUNITY HEALTH SERVICES

POSITION TITLE: OPERATIONS MANAGER FAMILY SERVICES

Award:	Health and Allied Services Managers and Administrative Workers Victorian Stand Alone Community Health Services Multi-Employer Enterprise Agreement 2022-2026 OR Community Health Enterprise Agreement relevant to the incumbent
Classification:	Management & Administrative Officer Grade 7 (HS7) or equivalent
Site:	This position is primarily based at our Central site, however may be required to work from any BCHS' site or outreach location as negotiated.
Hours per fortnight:	76 hours per fortnight (1.0 FTE)
Tenure:	Ongoing
Position description developed:	March 2024
Responsible to:	Chief Operations Officer

We want (Vision)

Better health and wellbeing across generations.

We exist (Mission)

To work hand in hand with our community to achieve healthier lives.

We strive for (Values)

- Integrity**
 We are authentic and accountable, and we honour our obligations.
- Respect**
 We build respectful relationships through trust, empathy and collaboration.
- Inclusive**
 We recognise and promote accessible, safe and holistic supports and services as a basic human right.
- Innovation**
 Through continuous learning, we ensure an agile, responsive and sustainable service.
- Togetherness**
 We create a sense of connectedness, pride and support through enjoying our work and being passionate about making a difference.

Our pillars	Consumer and Community	Influence	Visible	Sustainable
The change we want to see	People in our community, especially those most in need, have improved health and wellbeing	We use evidence, data and the voice of our community to shape our supports and services	Our service is identified as a quality provider and our people are recognised as leaders	Our sustainability is based on a healthy culture, improved systems, outcomes and growth

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The Role of the Team

The Family Services team takes a multidisciplinary approach to planning and delivering a range of support services for families including outreach support, referral to appropriate services, group work, and educational programs to parents and carers and the broader community. It comprises a large Family Services team alongside complementary programs, including early intervention, paediatrics, school readiness, Family Day Care and supported playgroups. It includes the leadership of the Loddon Children's Health and Wellbeing Local which is a partnership model offering a range of specialist medical, mental health, allied health and wellbeing services.

Family Services staff help families to identify goals which will assist families and children to reach their potential. Many of the families referred to the Family Services team have had, or are involved with the statutory system, which mean managing risk, advocating for children, and navigating the service system are all important functions of the team.

The overall outcomes for the Family Services programs are:

- Families function well in nurturing and safe environments.
- Children and families have the knowledge and skills for life and learning.
- Families, including children, especially those who are vulnerable or disadvantaged benefit from better social inclusion and reduced disadvantage.
- Organisations provide integrated services and work in collaboration with other services and the community.
- Services focus on vulnerable and disadvantaged families and children.

Position Role

The Operations Manager Family Services role is responsible for creating strong community connections and flexible models of care that are responsive to people's needs and operates from a social model of health that acknowledges the social, environmental and economic factors that affect health, as well as the biological and medical factors.

The position will lead the Family Services team within a systems-based approach, working collaboratively with colleagues and other community health organisations and local partners to ensure a coordinated approach to service delivery against program objectives with clear client outcomes.

Position Responsibilities

The responsibilities of the position are:

- Assess and refine current service approaches placing the client at the centre of care and decision making.
- Identify opportunities for greater integration to improve service delivery and redesign client pathways to ensure services are operating in a united and efficient manner.
- Provide strategic direction and advice concerning the development of the Family Services Team's operational budget and oversee financial performance to optimise budget goals.
- In accordance with BCHS policies, procedures and delegations, manage a broad range of resources and assets, including finance, physical resources and general operations.
- Leadership of projects and activities affecting the team.

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- Lead the development of operational policy and procedures for use within the team and more broadly across BCHS.
- Provide advice to the Chief Operations Officer regarding service development opportunities within BCHS' Family Services portfolio.
- Create and maintain a safe working environment for all employees and contractors within the Family Services team.
- Work with BCHS subject matter experts to lead and manage recruitment and employee relations matters within the Family Services team.
- Participate in relevant networks to ensure compliance with funding and to maximise opportunities for development of future service provision.
- Lead the preparation and delivery of all external communication and submission material in accordance with BCHS delegations.
- Monitor and regularly review Federal and State health policy, initiatives and funding opportunities to identify prospects for BCHS service development.
- Other duties as directed.

Key Selection Criteria

Essential

1. Tertiary Qualifications in Health, Social Sciences or Management.
2. Extensive experience in Family Services program management.
3. Demonstrated understanding of the issues which impact vulnerable families in our community, including a substantial knowledge around trauma, attachment and child development.
4. Demonstrated experience in managing multi-disciplinary teams.
5. Extensive understanding of the legislative, quality and funding frameworks underpinning family services.
6. Complex problem solving and decision-making skills.
7. Highly developed communication skills in a range of formats and contexts.
8. Demonstrated ability to develop strong relationships with internal and external stakeholders to influence positive outcomes.

Probationary Period

Employment with BCHS is conditional on satisfactorily completing a probationary period of six (6) months from date of commencement. During this period your performance will be reviewed with your Chief Operations Officer and, assuming this is mutually satisfactory, your employment will be confirmed at the end of this period.

Staff Review & Development (SRD)

Each BCHS staff member is required to participate in the annual SRD process. The SRD will be based on the position role and responsibilities and key selection criteria in addition to the relevant branch and team plans and the following performance indicators.

Position Performance:

Demonstrate achievement of negotiated performance indicators specific to your position.

- Participate in supervision and professional development as negotiated with line manager.
- Knowledge and compliance with BCHS' privacy and confidentiality procedures.

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Communication and Teamwork:

High level communication and interpersonal engagement that contributes to productive and collegial relationships between staff and with consumers

- Display your capacity for self-awareness through reflection, planning and communication.
- Show evidence of your ability to work co-operatively within a team to achieve team goals.
- Establish and develop as key functions of relationship management, regular and professional communication with all your relevant colleagues.
- Demonstrate alignment and integration of practice according to BCHS' vision, values, and strategic directions.

Self-Management:

Demonstrated experience and understanding of the need for ongoing personal and professional development that contribute to self-satisfaction and professional growth.

- Continually develop personally and professionally to meet the changing needs of your position, career and industry.
- Demonstrate behaviours that lead you to achieving your goals.
- Demonstrate understanding and behaviour to reflect BCHS' values.

Administration and Documentation:

Through the use of BCHS' processes ensure that all administration and documentation requirements are initiated and completed in a professional and timely manner.

- Show evidence that the administrative tasks of your position are completed in an orderly, timely and accessible manner.
- Demonstrate that your documentation is completed in an accurate, legally and ethically compliant standard, and is produced to an appropriate professional standard.

Learning:

Demonstrated knowledge and application of the capabilities required for this position including knowledge and understanding of appropriate equipment, legislation, policies and procedures.

- Show evidence of knowledge and understanding of BCHS' strategic directions and the ability to link key strategic directions to individual and teamwork plans and individual self-development.
- Demonstrate initiative and enterprise skills that contribute to innovative outcomes.
- Display an appropriate level of awareness of the implications for BCHS of decisions and situations that involve you and others.

Diversity and Culture:

BCHS treats all people with respect; values diverse perspectives; provides diversity training opportunities; and provides a supportive work environment. BCHS is committed to employing people from diverse backgrounds and providing a workplace free from discrimination and harassment.

Child Safety:

BCHS values children from all backgrounds and is committed to making our community a safe, nurturing and welcoming place for children to grow and develop. We are committed to making sure **all** children reach their individual potential.

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Other Essential Requirements

Staff will:

- Complete all required probity checks **before** employment is confirmed.
- Provide vaccination information that meets the requirements for healthcare workers.
- Present a copy of original professional qualifications document or registration (if required).
- Receive and comply with BCHS' policies and procedures including the Code of Conduct.
- Actively contribute to continuous quality and service delivery improvement through the organisation.
- Be proactive in risk identification, notification and management.

BCHS believes that *“Quality is everyone’s business, safety is my responsibility”*

Co-operate with and contribute to BCHS' occupational health and safety procedures and participate in appropriate safety information and education activities as required.

Other Information

- Salary packaging would be available to the successful applicant.
- BCHS' Employee Assistance Program is available to employees and immediate family.
- BCHS is an Equal Opportunity Employer.
- All BCHS sites are smoke and free workplaces.
- BCHS has a commitment to environmental sustainability.