

## BENDIGO COMMUNITY HEALTH SERVICES

### POSITION TITLE: EXECUTIVE LEADER ORGANISATIONAL SUPPORT

<b>Award:</b>	Health and Allied Services Managers and Administrative Workers Victorian Stand Alone Community Health Services Multi-Employer Enterprise Agreement 2022-2026
<b>Classification:</b>	Management & Administrative Officer Grade 8 (HS8) or equivalent
<b>Site:</b>	This position is primarily based at our Central site, however may be required to work from any BCHS' site or outreach location as negotiated.
<b>Hours per fortnight:</b>	76 hours per fortnight (1.0 FTE)
<b>Tenure:</b>	Ongoing
<b>Position description developed:</b>	March 2024
<b>Responsible to:</b>	Chief Executive 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
<b>The change we want to see</b>	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

BCHS' Executive Leaders play a key strategic and operational role, sharing responsibility for delivering the BCCHS' Strategic Plan and vision through a whole-of-organisation approach to engagement, integration, service delivery and performance.

### Position Role

The Executive Leader Organisational Support drives excellence in people management and leadership and strengthens the organisation's physical and technological capability to achieve its strategic intent. The role leads the first point of contact client services function, as well as facilities and fleet management, including oversight of all capital or infrastructure projects.

The Executive Leader Organisational Support is responsible for operational financial performance, and business improvement strategies for BCCHS. The role leads the corporate functions driving efficiency, effectiveness and integration of systems and functions across the organisation. In addition to driving values-based culture, the role will oversee organisational approaches to quality, risk management, accreditation and compliance.

This position is a key driver of technology innovation and will ensure that all internal and external accountabilities relating to the organisation's finances, human resources, information technology, quality and risk management are met, timely and of a high standard.

This role will be required to work within a systems-based approach, working collaboratively with other community health organisations and local government to ensure a coordinated approach to service delivery. Engagement with the Departments of Health, Families, Fairness and Housing and Murray Primary Health Network (PHN) and other key stakeholders is critical to ensure our programs are aligned with regional community health priorities.

As part of the Executive Leadership team, the role will work cohesively with the Chief Executive Officer (CEO) and Executive to ensure the strategic priorities set by the Board result in sustainable high quality health services for our community. An opportunity to act in the CEO position from time to time is highly likely.

### Position Responsibilities

The responsibilities of the position are:

<p><b>1. Organisational Leadership</b></p>	<ul style="list-style-type: none"> <li>• Role model a leadership style which is consistent with BCCHS' values and workplace culture.</li> <li>• Lead discussions and decisions regarding implementation of innovation and best practice.</li> <li>• Establish a culture and supporting systems that facilitate information sharing, communication and learning across the organisation.</li> <li>• Deputising for the CEO during absence and provide effective organisational leadership and decision making.</li> </ul>
<p><b>2. Organisational Management</b></p>	<ul style="list-style-type: none"> <li>• Manage the day-to-day operations with relevant members of the Executive Leadership team.</li> <li>• Consistently provide and monitor management information reports, using the information to guide clear direction and support to achieve all organisational requirements.</li> </ul>

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	<ul style="list-style-type: none"> <li>• Utilise historical, political and broader context to inform current and future service directions, ensuring a Social Determinants of Health framework is considered in all approaches.</li> <li>• Ensure effective management of initiatives, with consideration to risks, progress and outcomes.</li> </ul>
<b>3. Contribution to Organisational Strategic Development</b>	<ul style="list-style-type: none"> <li>• Support the CEO in the preparation and implementation of strategic and annual operational plans, budget and audit preparations, demonstrating short term results and long-term sustainability, and providing regular and timely updates of progress.</li> <li>• Develop sound business plans and grant applications that support the overall direction of the organisation.</li> <li>• Make resource allocation decisions and support initiative that further the achievement of the strategic direction.</li> <li>• Create and implement a financial investment strategy for the organisation.</li> <li>• Implement a rigorous service review program in collaboration with the Executive team.</li> </ul>
<b>4. Quality, Risk and Compliance</b>	<ul style="list-style-type: none"> <li>• Provide reports identifying issues, opportunities and service gaps, and recommending initiative and amendments to policies and programmes as required.</li> <li>• In collaboration with the leadership team, prepare documentation that provides basis for Board of Directors decision making regarding financial investment into strategic initiatives which align with the direction of organisation.</li> <li>• Contribute to the development and implementation of guidelines to support the integration of social, environmental and corporate governance issues into the management processes.</li> <li>• Provide leadership to the quality and risk role in monitoring risk and ensure a strong quality management system is in place according to industry recommendation and requirements.</li> <li>• Lead information management and technology (IMT) and records management in ensuring tailored systems that meet the organisational service delivery needs and provides cyber security risk mitigation to protect against data breaches.</li> </ul>
<b>5. People and Culture</b>	<ul style="list-style-type: none"> <li>• Strategically plan and consider current and future workforce needs, including supporting principles of diversity and inclusiveness in our workforce planning.</li> <li>• Work across the organisation to recruit and retain appropriately qualified and skilled staff to fulfil the organisations objectives.</li> <li>• Ensure employees (and where necessary contractors and volunteers) are working in a safe environment that complies with occupational health and safety (OH&amp;S) requirements and respond promptly to any injury, incident or near miss.</li> <li>• Oversee consultation with Victorian Hospitals Industrial Association (VHIA) to ensure that BCHS is positively represented during enterprise bargaining agreements (EBA) negotiations; as well as management of complex employee relations issues as they arise.</li> </ul>

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	<ul style="list-style-type: none"> <li>• Ensure human resource (HR) systems are utilised to their potential and provide BCHS with strong HR systems governance and reporting.</li> <li>• Promote a culture in which learning and development is encouraged at all levels and in all staff.</li> </ul>
<b>6. Core Support Functions</b>	<ul style="list-style-type: none"> <li>• Oversee the client services function, ensuring a professional and supportive first point-of-contact for BCHS' clients at all sites.</li> <li>• Lead capital master planning for BCHS.</li> <li>• Ensure all facilities (buildings, assets and vehicles) are managed, maintained and insured to enable efficient and effective service delivery.</li> </ul>
<b>7. Organisational Culture</b>	<ul style="list-style-type: none"> <li>• Lead and exemplify a healthy and safe working environment, modelling and promoting ethical behaviour and practices and contributing to a positive environment free of occupational violence.</li> <li>• Operationalise, adhere to and demonstrate organisational vision, workplace culture and values.</li> <li>• Other reasonable duties as directed.</li> </ul>

### Key Selection Criteria:

#### Essential

1. **Qualifications:** Extensive senior leadership experience underpinned by tertiary qualifications in finance, business, human resources or equivalent.
2. **Leadership:** Demonstrated senior leadership experience, with the ability to lead and work collaboratively, demonstrating the values of BCHS.
3. **Strategy:** A demonstrated ability to monitor industry trends and research findings into the development and execution of strategic plans aligned with organisational objectives and priorities.
4. **Partnerships:** Excellent interpersonal skills, negotiating skills and experience in consulting, with and influencing a range of stakeholders.
5. **Collaboration & Integration:** Ability to lead cross-functional teams and foster collaboration across departments to ensure consistent integration of organisational functions.
6. **Governance:** Evidence of the ability to identify, mitigate and manage financial and corporate risk.
7. **Organisational management:**
  - 7.1 Overseeing and leading the financial reporting for the organisation. This includes monthly financial reporting, payroll, budgeting, forecasting and all statutory financial reporting.
  - 7.2 Experience implementing organisational wide change management strategies to support people, technology, infrastructure, quality and risk initiatives.
  - 7.3 Demonstrated understanding of legislation, regulations and standards relating to a health and/or community service environment.

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### **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 manager 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.

### **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.

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### **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 team work 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.

### **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' OH&S 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 vape free workplaces.
- BCHS has a commitment to environmental sustainability.