



West Wimmera Health Service Position Description

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| Position: | Community Operations Manager |
| Location: | Based at Nhill but may be required to work across all sites as mutually agreed upon |
| Reporting to: | Executive Director Community Health |
| Division: | Community Health |
| Award: | Nurses and Midwives (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2020-2024; or Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2025 |
| Level: | Dependent on skills, qualifications and experience as per Award |

Overview of West Wimmera Health Service

Our community is the heart of West Wimmera Health Service (WWHS). We are committed to delivering the highest quality health services and ensuring our services meet the needs of our population.

We deliver services across a 22,000 square kilometer region, which is home to nine rural townships including Nhill, Goroke, Jeparit, Kaniva, Rainbow, Natimuk, Minyip, Murtoa and Rupanyup.

Our Purpose – *Great care, every person, every time.*

Our Strategic Goals

Our people – Inclusive, Respectful, Productive

To be a great place to work where everyone contributes and everyone belongs.

Our Care - Safe, Effective, Innovative

To fully embrace new technologies and processes that enable world class rural healthcare.

Our Community - Connected, Informed, Healthy

To be fully engaged with the communities we serve, supporting people to live longer, healthier and happier lives.

Our Future - Environmentally Responsible, Economically Secure

To maintain financial sustainability and develop an Environment, Social and Governance (ESG) strategy to align the service's operations with established ESG principles.

Our Values



TOTAL CARE

Delivering care that is safe, effective and person-centred, always.



SAFETY

Providing a safe workplace and services free from avoidable harm.



UNITY

Working well together in a great place to work.



ACCOUNTABILITY

Doing the right thing by our stakeholders and ourselves.



INNOVATION

Using our imagination - if there's a better way we will find it.

West Wimmera Health Service acknowledges the Wotjobaluk, Jaadwa, Jadawajali, Wergaia and Jupagalk Nations as Traditional Owners of country and pay our respects to Elders past and present.

We celebrate, value and include people of all backgrounds, genders, sexualities, cultures, bodies and abilities.

Position Relationships:

| Key Internal Relationships | Key External Relationships |
|--|---|
| <ul style="list-style-type: none"> Executive Director Community Health and Executive Management Team CHSP Services Coordinator Community Care Business Coordinator Community Nursing Unit Manager NDIS/TAC Team Leader Home Care Packages Team Leader Support Worker Supervisor Allied and Community Health staff Cancer Support Coordinator Language Loop | <p>Community Health funding bodies including:</p> <ul style="list-style-type: none"> Commonwealth Home Support Program (CHSP) Home and Community Care Program for Young Persons (HACC-PYP) DHHS funded Community and Women's Health Program (CWH) Traffic Accidents Commission (TAC) National Disability Insurance Agency (NDIS) Department of Veteran Affairs (DVA) Commonwealth Department of Health Regional Health Services |

Position Overview:

The Community Operations Manager is responsible for the day-to-day operational oversight of the Commonwealth Home Support Program (CHSP), Transport Accident Commission (TAC), National Disability Insurance Scheme (NDIS), Home Care Packages (HCP) and Community Nursing team leaders.

The Community Operations Manager is responsible for ensuring care programs which deliver high quality and safe services based on best practice guidelines which meet all legislative and regulatory requirements, and which are responsive to local need.

The role is accountable for effective stakeholder engagement, including with clients/participants, families, carers and significant others as well as external providers, funding and regulatory bodies.

The Community Operations Manager is required to work collaboratively with senior management to ensure a strategic approach to service development, promotion, viability and sustainability.

Key responsibilities:

- Operational oversight of service delivery in relation to CHSP, TAC, NDIS, HCP and Community Nursing team leaders.
- Recruitment, orientation and supervision of staff for these departments ensuring staff only work within their scope of practice and that any additional staff training needs are identified and addressed.
- Using a risk-based approach, ensure service provision is delivered safely and to a high standard, in line with the WWHS values and relevant evidence-based, best practice and regulatory guidelines.
- Implement and assist with change management processes as required and take staff on an effective journey to meet the standard required and the strategic objectives of WWHS.
- Liaise with internal and external stakeholders to promote WWHS in its local communities and beyond.
- Facilitate staff meetings – organise agenda and staff meeting minutes for all relevant meetings and record meeting minutes.
- Form and manage relationships across the organisation, working with multi-disciplinary teams to establish workforce and individual capacity that fosters high level performance, standards compliance and continuous improvement.
- Employ professional, appropriate communication in a range of contexts; uses a range of techniques to elicit and provide information when working with clients and colleagues.
- Manage self to maintain effectiveness, inclusive of a commitment to continual professional learning and growth.

Statement of duties:

Professional Practice:

- Ensure familiarity with the expected standards of performance in the role and actively contribute to own personal development.
- Maintain a good working knowledge of and adherence to best practice guidelines and standards/legislation relevant to the role (such as Aged Care Quality Standards and NDIS National Standards) and actively promote compliance to any such guidelines, standards and legislation.
- Oversee the administrative and rostering systems for community-based services in the above areas of responsibility, ensuring processes are in place so that staff are only rostered to shifts where they have been adequately oriented to client needs (including shadow shifts where required) and which are within their scope of practice.
- Ensure processes are in place so that staff clearly understand and work within their scope of practice and can recognize, respond to and escalate changes in the client's condition.
- Identify any additional training needs of staff (beyond mandatory education) and support staff with accessing appropriate and relevant training and professional development.
- Ensure effective processes are in place for file and document management so that all client files, care plans and any alerts are up to date and accessible by all relevant staff.
- Ensure documentation meets the necessary standards of practice and requirements under relevant legislation.
- Ensure staff professional registrations are current.
- Facilitate regular team meetings as well as providing individual supervision for all direct reports and ensuring there are clear supervision and performance review processes in place across the division.
- Ensure policy and procedures are adhered to by all staff, are maintained, meet contemporary practice, and are reviewed regularly and as required.

- Advise and assist with policy & procedures development that is relevant to community nursing practice.
- Effectively manage the resources within program areas, meeting budget requirements.
- Manage and monitor program performance to ensure targets are met and data integrity is maintained.
- Seek opportunities to enhance the client/consumer experience through teamwork and care planning.
- Seek alternative funding opportunities to enhance services to clients/consumers.
- Comply with all relevant WWHS policies and procedures and any program specific guidelines.
- Attend all required staff meetings and trainings, both internally and externally.
- Take an active role in networking and professional organisations, to ensure WWHS maintains a high level of visibility, benefit, optimising the public profile of WWHS from such participation.
- Work in accordance with West Wimmera Health Service's Code of Conduct and the NDIS Code of Conduct and demonstrate commitment to the Service's core values.
- Complete required education to maintain professional registration/s.
- Provide frank, impartial and timely advice to the organisation; high quality services to the organization and the community; and identify and promote best practice.
- Treat others fairly and objectively; ensuring freedom from discrimination, harassment and bullying; and the improvement of outcomes on an on-going basis. Maintain confidentiality and recognise the rights, dignity and independence of all people.
- Work with clear objectives in a transparent manner; accept responsibility for decisions and actions; seek to achieve the best use of resources; and submit to appropriate scrutiny.
- Ensure familiarity with the expected standards of performance in the role and actively contribute to own personal development.
- Honesty, openness and transparency in dealings; use powers responsibly; report improper conduct; avoid any real or perceived conflicts of interest; and strive to earn and maintain public trust.
- Make decisions, and provide advice on merit and without bias, caprice, favoritism or self-interest; act fairly by considering all relevant facts and fair criteria; and implement policies equitably.
- Deliver services in accordance with the identified needs of the community. Provide accurate, appropriate and up-to-date information and strategies.
- Maintain a good working knowledge of and adherence to standards and legislation relevant to the role (such as Child Safe Standards, NDIS National Standards, and Aged Care Standards) and actively promote compliance to any such standards and legislation.
- Comply with all relevant WWHS policies and procedures and any program specific guidelines.
- Work in accordance with West Wimmera Health Service's Code of Conduct and demonstrate commitment to the Service's core values.
- Recognise, respond and escalate changes in the patient's condition.
- Perform other duties delegated as reasonably required by Manager Community Packages or Executive Director Community Health.

Quality, Safety and Risk Management:

- Ensure you are aware of the West Wimmera Health Service's emergency procedures.
- Ensure compliance at all times, with mandatory education competencies completed by the due date in accordance with WWHS policies and protocols.
- Ensure and take all reasonable care for your personal safety and the safety of patients, consumers, volunteers and colleagues.
- Participate in relevant quality improvement activities as directed by the Management.
- Actively participate in relevant accreditation processes.
- Identify and report relevant risks including those relating to human resource management, workplace culture and industrial relations and actively work other staff as appropriate to effectively manage such risks.

Communication:

- Maintain a professional and friendly approach in all interpersonal communication with patients, consumers, volunteers and colleagues.
- Ensure effective and open lines of communication with other team members, customers, volunteers) and WWHS management staff.
- Maintain confidentiality as per West Wimmera Health Service Policy and in accordance with relevant privacy and health records legislation.
- Demonstrated capacity to effectively give and receive constructive feedback and/or criticism.
- Demonstrated capacity to effectively manage conflict at a personal level and to appropriately escalate matters beyond a personal level.
- Establish, develop and maintain trust and confidence with line managers and direct reports.
- Work effectively consistent with policies and procedures to and agreed performance and behavioural expectations.

Key Selection Criteria:**Essential:**

1. Registered Nurse qualification/Allied Health qualification with current APHRA registration.
2. At least 5 years' experience working in a clinical and/or clinical supervision role.
3. Previous experience in a leadership role.
4. Excellent communication (written and verbal) and interpersonal skills, including the ability to communicate with clients, families and staff.
5. Competent in using and operating computer software packages, including Microsoft.
6. Ability to multi-task and be able to prioritise tasks.
7. Ability to work autonomously as well as within a team.
8. Knowledge of Australian Aged Care Quality Standards and Commonwealth Home Support Program guidelines and ability to put these into practice within the organisation.

Desirable:

1. Experience and understanding of issues specific to provision of services in rural and remote areas.
2. Completed or willing to complete a management qualification.
3. Competence in using RISKMAN, Pay Global, POLIXEN, UNITI, OPAL/ BOSSNET.
4. Experience in the disability and/or aged care field.

Pre Requisites:

1. NDIS Worker Screening Clearance
2. Working with Children Check
3. Fully vaccinated for COVID-19 as per current Department of Health Directive.
4. Flu Vaccination
5. Australian Driver's License

Direct Reports:

- CHSP (Community Home Support Program) Coordinator
- NDIS/TAC Coordinator
- Home Care Packages Team Leader
- Community Nursing Manager
- Community Care Business Coordinator
- Support Workers Supervisor

Appraisal:

- Initial appraisal – 3 months after appointment
- Thereafter – 12 monthly.

Certification

We hereby agree that the details contained in this document are an accurate statement of the primary requirements of the position.

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| Authorised By: Executive Director of Community Health |
| Name: Rhys Webb |
| Signature: Date: |

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| Position Incumbent Name: |
| Signature: Date: |