

IMPACT Community Services

Position Description



JOB CODE: 01.001.03
JOB TITLE: General Manager Health & Support
PROGRAM/SECTION: Management
REPORTS TO: Managing Director
AWARD: Social, Community, Home Care & Disability Services Award 2010
CLASSIFICATION: Level 8 - Above Award
PROBATIONARY PERIOD: 6 months (monthly reviews undertaken during this period)

Approval Date:	17/08/2018	Version:	20231103
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Impact Commitment Statement

Our staff will actively contribute to the organisation’s vision, mission, values, policies and procedures.

In return, our staff will enjoy making a difference in the community, working within a supportive team, with a strong commitment to learning and development; and appreciate significant employment benefits.

What is our vision?	Improving lives
What is our mission?	Building a caring and inclusive community through opportunities which empower people, increase individual choice, improve resilience and increase social and economic participation
What are our values? What do we expect from our staff and what do our participants expect from us?	<p>Build trust in relationships – Cultivate habits that build positive interactions and experiences with others</p> <p>Empower others – Walk beside someone as they increase their autonomy, self-determination and decision-making capacity</p> <p>Be compassionate – Strive to show kindness and a willingness to support others both in our organisation and in the communities in which we live</p> <p>Celebrate uniqueness – Create a place that is built on dignity and respect and where everyone is welcome</p> <p>Work together – Leverage collective genius to find new ways to think big, experiment and solve shared problems</p> <p>Create positive impact – Use our commitment and drive to energise, engage and inspire others to achieve our shared vision</p> <p>Strive for excellence – Pursue continuous growth, high performance and improvement</p>

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OVERVIEW:

The primary purpose of the General Manager Health & Support is to:

- Oversee all programs, services and contracts
- Implement strategies to achieve and/or exceed performance outcomes and meet compliance requirements.

Working within the management team, the position also contributes to the development and implementation of the organisation's Strategic Plan, policies and practices. This position will interact with the Board of Directors.

The position of General Manager Health & Support cannot be achieved from home and must be performed in the workplace.

IMPACT is a Child Safe Organisation and is committed to the safety and wellbeing of children and young people. All employees of IMPACT must follow the National Principles for Child Safe Organisations and all of IMPACT's internal policies and procedures in relation to safeguarding a child or young person.

DELEGATION OF AUTHORITY:

- As per the Delegation of Authority Register

MAIN DUTIES/RESPONSIBILITIES:

- Monitoring of the operation of programs and contracts, including:
 - Mental Health (Bundaberg and Burnett)
 - Support (Bundaberg and Hervey Bay)
 - IMPACT Community Health Service (Agnes Water)
 - Intensive Family Support (Bundaberg and Hervey Bay)
 - WORKFit (Bundaberg and Hervey Bay)
- Implement effective operational systems, processes and policies to support programs and contracts
- Long-term planning of contracts and programs to ensure operational excellence and viability of future funding
- Approve budgets to meet individual programs and contract requirements in line with organisational requirements
- Support the Strategic Plan and objective of substantial growth by way of mergers or amalgamations
- Contribute to the development and achievement of IMPACT's overall strategic plan
- Analysis of programs and contracts to provide extensive reports and attend regular meetings with the Managing Director and Board of Directors
- Delivery of the Operational Plan to achieve outcomes aligned against the strategic plan
- Continually review programs and contracts to ensure efficiencies and resources to achieve long term success
- Leadership of Managers accountable for delivering programs and contracts
- Implement, monitor and take responsibility for Key Performance Indicators for staff
- Implement, monitor and have overall responsibility for performance management strategies and systems targeted at improving the performance within programs and contracts
- Ensure timeliness, accuracy and reliability of information for any claims made within contracts
- Comply with relevant legislation, ensuring Managers administer programs and contracts to meet compliance requirements

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- Work with the Managing Director and Managers to develop short and medium-term projections for contracts and programs
- Provide input and relevant information for tenders
- Work with the Executive Leadership Team and other Managers to support the whole of organisation culture and goals
- Identify improvements/changes, implement change through change management processes
- Effectively participate and contribute to audits, risk management and quality management system (QMS) processes

General

- Take reasonable care for personal health and safety in the workplace and that of others
- Other duties as required, taking into consideration the experience and qualifications of the staff member and the level of the position, and including assisting with activities which are beneficial to the wider organization.

CORE COMPETENCIES (QUALIFICATIONS, SKILLS AND EXPERIENCE)

Essential

- At least 5 years' experience in Management
- Extensive experience in managing multiple contracts or services
- Experience in:
 - staff counselling including performance management
 - leadership and staff management
 - government contract management
 - extensive community liaison and activity
 - working within a compliance framework environment
- Excellent communication skills including negotiation, advocacy and conflict resolution
- Knowledge and experience in operations management and implementing best practices
- Time management, verbal and report writing skills
- Current knowledge or ability to gain knowledge of local service providers
- Demonstrated:
 - Computer skills with proficiency in Microsoft Office applications
 - Ability to develop effective working relationships with external stakeholders
 - Use of active listening and questioning techniques
 - Ability to coach and mentor others to achieve goals
- Ability to:
 - Advocate in the broader community including community agencies, government departments, service providers and others
 - Maintain accurate electronic records
 - Understand and implement contract requirements and guidelines
 - Set priorities and to achieve outcomes in a performance driven environment

Desirable

- Management qualification or equivalent
- Experience in the community services or community development sector

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LICENSING AND ADMINISTRATIVE REQUIREMENTS

Please note that employment is subject to obtaining/holding all requirements listed below and that failure to comply may lead to termination of employment. These requirements must be maintained throughout the employment period.

- Queensland Driver's Licence / C Class
- This is an NDIS Risk Assessed Role and therefore this position must obtain and hold a Possession of, or willingness to obtain an NDIS Worker Screening Card and Working with Children (Blue Card). There may be a requirement to also obtain a National Police Check (AFP).

Acknowledgement

I have received, reviewed and fully understand the position description for General Manager Health and Support. I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described.

PRINTED NAME

SIGNATURE

/ /
DATE