



**Our Vision**  
People living well  
**Our Values**

We care – We work together – We achieve – We learn – We innovate

Position Description			
<b>Name:</b>		<b>Date:</b>	
<b>Position Title:</b>	Program Manager – Ovens and Murray Integrated Bushfire Support Program		
<b>Reporting to:</b>	<ul style="list-style-type: none"> <li>General Manager Population Health, Planning and Performance</li> </ul>		
<b>Direct Reports:</b>	<ul style="list-style-type: none"> <li>Case Managers</li> <li>Intake Officer</li> <li>Clinical Supervisor</li> </ul>		
<b>Budgetary Responsibilities</b>	Responsible for managing Program funding and brokerage.		
<b>Liaises with Internally</b>	GH staff, including Quality, Risk/Compliance and People & Culture roles		
<b>Liaises with Externally</b>	<p>This position will be expected to liaise with, though not limited to the following;</p> <ul style="list-style-type: none"> <li>Department of Health &amp; Human Services and Bushfire Recovery Victoria.</li> <li>Local Government staff and representatives.</li> <li>Community service organisations.</li> <li>Other Not for Profit Organisations.</li> </ul>		
<b>Program Context</b>	<p>The Bushfire Case Support Program is a project funded by the Department of Health and Human Services (DHHS) and Bushfire Recovery Victoria (BRV) aims to support the personal recovery of people and social recovery of communities affected by emergencies.</p> <p>The time-limited project delivers a known point of access and scalable model of support for individuals and the community, recognising the importance of connectedness in recovery. In working with individuals and families, the program provides:</p> <ul style="list-style-type: none"> <li>Brief screening of people's immediate and short-term needs and capacity, followed by further assessment of longer term needs as appropriate.</li> <li>Information and advice to clients and to services supporting people and communities affected by an emergency.</li> <li>Coordination or management of services for individuals and families, depending on level of intervention required.</li> <li>Advocacy for access to services.</li> <li>Management of flexible support funding (brokerage).</li> <li>Outreach visits as required including joint visits with other services where client needs have been identified and client consent obtained.</li> <li>Encourage, and where necessary, facilitate the participation of people affected by emergencies in events and activities.</li> <li>To strengthen service responses available to people affected by an emergency, the program also identifies service needs and collaborates with key stakeholders to develop responses.</li> </ul> <p>The Program Manager will be required to provide leadership and support to the GH Bushfire Support Program Team and ensure all DHHS/BRV funding and reporting requirements are met.</p>		

<b>Organisation Context</b>	<p>Gateway Health is a not-for-profit Company limited by guarantee and a registered Community Health Service under the Health Services Act 1988 (Vic).</p> <p><b>Vision:</b> People living well</p> <p><b>Mission:</b> Gateway Health provides primary health care &amp; support to all in our community &amp; focuses on providing services to those with the highest risk of poor health.</p> <p><b>Values:</b> We care – We work together – We achieve – We learn – We Innovate</p> <p>These five values reflect the way we interact with consumers, our approach to service delivery &amp; how we look after each other. Gateway Health strives for an achievement culture that encourages innovation &amp; initiative. We build &amp; foster strengths-based programs that focus on support &amp; recovery. Our staff are our greatest asset.</p> <p>Services are delivered by over 380 staff members at sites in Wodonga, Wangaratta &amp; Myrtleford in Victoria, &amp; through outreach services provided across North East Victoria &amp; Southern NSW. A broad range of services are provided by Gateway Health ranging from Bulk Billing Medical Practices, Allied Health, Alcohol &amp; Drug services including Home Based Withdrawal; Counselling services, Gamblers Help, Health Promotion, Chronic Disease Management, Aged Care services including Assessment; NDIS Services, Indigenous programs, Young Parenting programs, Family Violence &amp; Men's Behaviour Change programs, headspace, Youth Services, Refugee Health and Sexual Health.</p> <p><b>Review of Position Descriptions:</b></p> <p>This position description will be reviewed annually (July each year), during annual appraisals, when the position becomes vacant or as deemed necessary.</p>
<b>Code of Conduct</b>	<p>Employees are expected to, at all times:</p> <ul style="list-style-type: none"> <li>Adhere to the Gateway Health Code of Conduct including the Child Safe Procedures.</li> <li>Maintain a high professional standard and work with integrity.</li> <li>Develop collaborative working relationships.</li> <li>Communicate with respect.</li> <li>Maintain a client focus.</li> <li>Adopt a Continuous Quality Improvement approach.</li> <li>Work within legislative and compliance framework.</li> </ul>
<p style="text-align: center;"><b>Best Practice</b></p> <p style="text-align: center;"><i>(Knowledge &amp; application of skills required for this position. Knowledge &amp; understanding of equipment, legislation, policies &amp; procedures)</i></p>	
<p style="text-align: center;"><b>Key Responsibilities</b></p> <ul style="list-style-type: none"> <li>Ensure the Bushfire Support Program operates within existing legislative and Funding and Service Agreements and ensure completion of all data, reports and case notes.</li> <li>Provide operational line management to the GH Bushfire Support Program Team, ensuring they have a consistent understanding of their core tasks and accountabilities.</li> <li>Assist staff to develop and maintain agreed work plans that assist with prioritising work flow and are reviewed regularly</li> <li>Advise Executive Manager of any staff management or critical issues.</li> <li>Provide advice and strategic direction to the Executive Manager in relation to the program's operational functioning.</li> </ul>	<p style="text-align: center;"><b>Agreed Achievements</b></p> <ul style="list-style-type: none"> <li>Funding and Service Agreement Targets are met to ensure Clients are exited from the program appropriately and timely.</li> <li>Budgets are managed within projection or better.</li> <li>Staff are supported to work effectively and manage their time well.</li> <li>All new staff transition into their roles in a timely and efficient manner</li> <li>Consumer satisfaction feedback is rated at 85% or higher</li> <li>Bushfire Support records, case notes and consumer data are accurate and up-to-date</li> <li>Brokerage expenditure is closely monitored and acquitted.</li> </ul>

<ul style="list-style-type: none"> <li>Under direction of Executive Manager and within delegation, undertake financial resource management including brokerage.</li> <li>Provide progressive summary reports to GH Executive and funding bodies.</li> </ul>	<ul style="list-style-type: none"> <li>Program data is effectively recorded monitored and reported.</li> <li>Daily allocation of referrals to Bushfire Support Case Managers.</li> </ul>
<b>Research, Leadership and Education</b> <i>(Demonstrated experience and understanding of the need for continuation of personal &amp; professional development)</i>	
<b>Key Responsibilities</b>	<b>Agreed Achievements</b>
<ul style="list-style-type: none"> <li>Professional Development</li> <li>Mandatory training</li> </ul>	<ul style="list-style-type: none"> <li>Maintain professional development as required by relevant professional body.</li> <li>100% compliance within all agency mandatory training</li> <li>The provision of evidence-based practice in line with funding requirements</li> </ul>
<b>Team, Culture Building and Communication</b> <i>(Communication &amp; interpersonal skills including liaising with internal &amp; external stakeholders)</i>	
<b>Key Responsibilities</b>	<b>Agreed Achievements</b>
<ul style="list-style-type: none"> <li>Provide staff de-briefing in an accessible and flexible way.</li> <li>Be available after hours for debriefing or crisis response if required.</li> <li>Aligns the team with organisational values, behaviours and goals.</li> <li>Ensure issues of concern or non-performance are addressed in a timely manner, discussing these issues with and supporting staff to address any concerns.</li> <li>Develop and maintain professional and collaborative relationships with internal and external stakeholders.</li> <li>Conduct productive team meetings regularly.</li> </ul>	<ul style="list-style-type: none"> <li>Regular debriefing and supervision sessions with all team members.</li> <li>Bushfire Support Program Team are appraised of new or adjusted policies and associated impacts through email and team meetings.</li> <li>All staff behaviour congruent with organisational values, behaviours and goals</li> <li>Contribute to the development of procedures and systems within this program</li> <li>Recruitment and staff development results in team meeting or achieving targets</li> <li>Team meetings are positive and facilitated using an Appreciative Inquiry framework, with agenda, minutes and actions</li> <li>Conflicts are resolved and managed respectfully.</li> </ul>
<b>Clinical and Administrative Systems</b> <i>(Org processes, admin &amp; documentation requirements, professionalism &amp; timely reporting)</i>	
<b>Key Responsibilities</b>	<b>Agreed Achievements</b>
<ul style="list-style-type: none"> <li>Ensure relevant Program documentation is completed to required timeframes</li> </ul>	<ul style="list-style-type: none"> <li>Clinical notes are completed within agreed time frames and in accordance with GH policies and procedures and standards.</li> </ul>

## Quality, Safety and Compliance

*(commitment to ensuring quality services are delivered to both internal and external clients through continuous improvement)*

Key Responsibilities	Agreed Achievements
<ul style="list-style-type: none"> <li>To actively assess, manage and where possible mitigate workplace risk including (OH&amp;S), consumer related risk, reputation risk and personal risk.</li> <li>Ensure an understanding of individual responsibility for consumer safety, quality and risk and adhere to the relevant policies, procedures and guidelines.</li> <li>Contribute to Bushfire Support Program service improvement through the development, implementation and review of program processes and procedures.</li> <li>Provide and update Working with Children Check, Disability Workers Exclusion scheme and Police Checks, immediately reporting any changes to their status to Gateway Health</li> <li>Ensure a safe working environment for yourself, your colleagues and members of the public</li> <li>Identify, report and manage risks and ensure actions are taken to prevent and minimise harm to consumers and the Gateway Health workforce</li> <li>Contribute to organisational quality and safety initiatives.</li> <li>Comply with requirements of the Service Standards applicable to service delivery and other relevant standards, regulations and legislative requirements</li> <li>To continually develop both personally and professional to meet the changing needs of your position, career and organisation.</li> </ul>	<ul style="list-style-type: none"> <li>To report risk to your Manager and relevant GH employees, and utilise current risk management tools and procedures available.</li> <li>Ensure policies, procedures and codes are complied with at all times.</li> <li>As outlined in the Code of Conduct ensure all interactions are undertaken in accordance with the behaviour set.</li> <li>100% attendance at performance reviews.</li> <li>Completion of induction programs within set timeframes.</li> <li>Exhibit workplace practice, actions and behaviours in line with Gateway Health's Well-being Framework.</li> <li>Ensure work practices comply with Gateway Health's Continuous Quality Improvement principles.</li> <li>To positively embrace and adopt change as it occurs.</li> <li>To ensure arrangements are made so that 100% of courses are attended or completed by the Team.</li> <li>Protect the rights, safety and wellbeing of children and provide a child safe environment</li> </ul>

## Qualifications, Skills and Other Requirements

Key Responsibilities	Agreed Achievements
<ul style="list-style-type: none"> <li>Provide evidence of annual renewal of registration to practice (as required)</li> <li>Provide minimal qualifications and evidence of ongoing training and further education</li> </ul>	

## Key Selection Criteria

**Applicants MUST address the Selection Criteria below when completing an employment application**

### Essential

1. Demonstrated ability to behave in accordance to the Gateway Health Values of *We Care, We work together, We achieve, We learn, We innovate.*
2. Tertiary qualifications in Social Work, Community Welfare, Psychology or relevant equivalent studies.
3. Demonstrated leadership experience including the ability to effectively manage staff and the operational and administrative requirements of the program.
4. Well-developed interpersonal skills with the capacity to liaise effectively with a wide range of clients and service providers in a clear and appropriate manner for the purpose and audience.
5. Well-developed communication skills with the capability to prepare reports and correspondence in clear information in a manner appropriate to the purpose and audience.
6. A comprehensive knowledge of the range of generic and specialist service options available including health, welfare, financial and educational services and structure .
7. Understanding of the needs and issues for people who have been affected by trauma and disaster.
8. Ability to work outside of normal business hours off-site as required, where some overnight travel may be necessary in fire affected communities across the local government areas noted in the advertisement.
9. Knowledge of privacy principles and practice requirements.
10. Minimum 3 years' experience within the community sector, preferably in a trauma related field.
11. Current Australian Drivers Licence or accepted International Drivers licence.
12. Satisfactory National/International Police check, Disability Worker Exclusion Scheme and Victorian Working with Children Checks must be provided prior to commencement.

### Inherent Requirements

Gateway Health has a duty of care to all staff. The purpose of this section is to ensure that you fully understand and are able to perform the inherent requirements of the position (with reasonable adjustments if required) and that you are not placed in an environment or given tasks that would result in risks to your safety or the safety of others.

The position may require the following tasks among other things:

- Manual handling (pushing, pulling, lifting, holding, carrying)
- Sitting, standing, bending, reaching
- Computer work, data entry
- Operating equipment
- Use of personal protective equipment
- General waste handling
- Driving motor vehicles
- Dealing with anxious or upset staff, consumers or members of the public
- Work at and travel to other locations may be required

### Award and Conditions

- Victorian Stand-Alone Community Health Services (Health and Allied Services, Managers and Administrative Officers) Multiple Enterprise Agreement 2018-2022
- HS5 to HS6 depending on qualifications and experience, plus 9.5% Superannuation.
- 76 hours per fortnight, 1.0 EFT, Monday - Friday
- Length of contract; 12-month Fixed Term.
- Location to be negotiated in either Wodonga or Wangaratta with frequent travel to other locations.
- Initial 6-month probationary review and then annual performance appraisal.

## Performance Monitoring

An initial review of performance will be undertaken within six (6) months and then formally reviewed every 12 months based upon this position description.

Last Appraisal Date	
Next Appraisal Date	

I acknowledge:

- That I will observe child safe principles and expectations for appropriate behaviour toward and in the company of children.
- That Gateway Health has a zero tolerances of child abuse and all allegations and safety concerns will be treated very seriously. For more information refer to Gateways Health's Child Safety Standards procedure.
- That I have read and fully understand the Position Description and Inherent Requirements of the position
- I agree that I have the physical and psychological ability to fulfil the inherent requirements of the position, and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements.
- I understand that the information provided is a general outline and may not encompass every aspect of the position.
- Gateway Health may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected staff member(s).
- I understand that this is separate to the Employment Agreement that I will sign, outlining the terms and conditions of my employment.

Accepted by:

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Employee Signature:

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Date:

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Print Name:

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