

## Position Description

### General Manager Healthy Communities

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Position Title:	General Manager Healthy Communities
Position Number:	VAC0828
Manager/Supervisor:	Chief Executive Officer
Division	Healthy Communities
Program:	Healthy Communities
Team (if applicable):	
Primary Location (and other sites as required)	Fitzroy Street, St Kilda
Classification Grade & Level	Management and Administrative Officer, Grade 7
Enterprise Agreement or Award	Health and Allied Services, Managers and Admin: Victorian Stand-Alone Community Health Centres (Health and Allied Services, Managers and Administrative Officers) Multiple Enterprise Agreement 2018-2022
Mode of Employment	Permanent - Full Time
FTE (Part-time only)	N/A if Full-time per fortnight
Dates (Fixed Term ONLY)	Fixed Term: <b>Start Date</b> to <b>Cessation Date</b>
Fixed Term Reason	Fixed Term Reason

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### Organisational Profile

Star Health is a provider of health support services in Victoria. Encompassing six main and five satellite locations, over 300 staff work in multi-disciplinary teams to deliver health outcomes. It is a responsive and agile community health service, providing a wide range of healthcare and welfare services for all members of the community.

Star Health Provides services spanning all periods of life including specialist childhood, youth and aged care services. In achieving its vision of **health and wellbeing for all**, Star Health is guided by our distinct service principles which include working with people and communities to achieve their health goals, understanding the context in which people live their lives, providing friendly, adorable, joined up services with a 'no wrong door' approach.

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### Position Objective

The General Manager, Healthy Communities is part of the Executive Leadership Team, which consists of the CEO, CFO, General Manager Clinical Care and the General Manager Organisational Support and Development. The role reports directly to the Chief Executive Officer.

The General Manager – Healthy Communities (the Role) will oversee the organisation's ongoing operations and service development of Healthy Communities services. This includes Alcohol and Other Drugs (AOD), Mental Health, and

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Strengthening Communities. The Role will be part of the organisation's Executive Management team and will work alongside other General Managers to assist the CEO meet the organisation's Strategic Objectives.

This Role will also be responsible for providing comprehensive reporting on performance indicators to the Board of Directors and driving professional culture changes across the organisation

### Key Responsibilities

The General Manager, Healthy Communities is responsible for developing the strategic direction and service delivery for a division encompassing –

- Alcohol and other Drugs
- Mental Health
- NDIS Disability Services
- Family Violence including Men's Behaviour Change Programs
- Counselling and
- Child Youth and Family Services.
- Resourcing Health and Education for the Victorian Sex Industry.
- Health Promotion, Consumer Participation & Volunteers

The General Manager Healthy Communities is responsible for:

- Management of the Star Health Healthy Communities division at strategic and operational levels; including review of services provided, benchmarking with other similar organisations, expanding Healthy Communities profile, day to day management of the Healthy Communities services, including comprehensive management of the Program budgets and staff;
- Champion the organisation's support of staff by advocating Star Health's safety and wellbeing programs;
- Management of Healthy Communities compliance activities, reporting deadlines and accreditation requirements ensuring all standards of practice, policies, protocols and procedures are developed to specified standards;
- Manage the budget for the Healthy Communities Program;
- Develop and monitor operating unit strategic objectives that are aligned with the mission and strategic objectives;
- Leading their Area in a manner that exemplifies personal drive and integrity and that facilitates the development of a strong, effective and resilient organisational culture;
- Management of Healthy Communities compliance activities, reporting deadlines and accreditation requirements ensuring all standards of practice, policies, protocols and procedures are developed to specified standards;

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- Contribute to Executive management of the organisation through collaborative planning, reviews, evaluation and peer support;
- Support the organisation's strategic plan and work to achieve its goals including; developing and monitoring an operational plan for the Healthy Communities Program, addressing the strategic risks identified by the Executive team;
- Act as a resource person encouraging leadership, improvement, accountability and problem solving among staff, as well as fostering collaboration across the organisation;
- Ensuring the division achieves results in performance targets, financial indicators, quality standards and professional positioning;
- Forging purposeful, strategic working relationships internally and externally that facilitate cooperation and partnerships with stakeholders that facilitate and enhance the Star Health strategic direction;
- Creating initiatives and approaches that appropriately reflect the diverse health needs of the community;
- Communicating the purpose and vision of the organisation, inspiring a sense of purpose and direction and demonstrating personal courage in the commitment to achieving key outcomes for the organisation.

### Skills and Experience

- A demonstrated capacity to be an integral part of the Senior Executive Team and support the CEO and the Board of Directors in achieving the Strategic direction of the Organisation;
- Executive leadership experience in complex human service organisations with demonstrated ability to manage high volume client pathways with a sound understanding of AOD, Mental Health, Family Violence and other areas outline in the Key Responsibilities of this PD;
- A demonstrated commitment to social justice and an understanding of the barriers that exclude people from mainstream services;
- Track record of leadership in program innovation and implementation;
- Understanding of the sectors relevant to Community Health;
- Problem solving skills that are lateral, timely and inclusive;
- Knowledge of the current issues and trends in the social services sector;
- High level communication, negotiation, interpersonal and consultancy skills;
- Sound fiscal management within an environment attracting multiple sources of funding;
- Excellent written and oral skills, including demonstrated ability to write and present clearly and concisely for specific targeted groups and prepare high level briefings, reports, papers and correspondence.

### Key Selection Criteria

#### Essential Skills & Experience

- Proven ability to establish metrics that evaluate quality and effectiveness of work delivered and encourages new and different approaches, ways of working and solutions that will deliver outcomes beyond client or stakeholder expectations;

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- Proven ability to use own professional knowledge and the expertise of others to drive forward organisational objectives;
- Demonstrated ability to define organisational directions and set priorities and business plans, referring to key financial committed outcomes;
- Demonstrated ability to guide others through the strategic planning process, creating a shared vision for the future, ensuring that overall strategic plan cascades to operational and team planning processes and performance plans, and providing subject matter expertise and building capability of others;
- Demonstrated provide high-level advice on influencing and the needs of target audiences, and provides advice on the content and style appropriate to the audience;
- Demonstrated ability to establish a culture and supporting systems that facilitate information sharing, communication and learning across the organisation;
- Demonstrated ability to facilitate discussions and/or decision making a major and complex issues, and manage conflict to achieve a timely and pragmatic resolution;
- Demonstrated leadership skills in creating an organisational culture that enables others to perform at their best to achieve the outcomes of the organisation;
- Demonstrated leadership skills with experience in managing large teams;
- Demonstrated ability to build relationships at senior levels and acts as a convenor between teams and departments to build collaboration;
- Demonstrated computer information communication technology skills and ability to use a variety of software

#### Essential attributes

- Ability to build teams and work collaboratively, and effectively, with people from a wide range of professional and social backgrounds and who are both internal and external to the organisation;
- A commitment to advocate for policy changes, at the government, professional and organisational level that will enhance outcomes for individuals and communities;
- Demonstrated capacity to lead and influence people and meet outcomes through complex change cycles in the organisation;
- Possess a high level of sensitivity and respect for a culturally diverse community experiencing a high level of disadvantage;
- Ability to create initiatives and approaches that appropriately reflect the diverse health needs of the community;
- Demonstrated understanding of and alignment with the values that underpin the organisation and the capacity to take a leadership role in promoting these throughout Star Health;
- Forward thinking and proactive leadership that leads by example and empowers teams and individual staff to create and drive innovation;
- Ability to demonstrate a high ethical conduct, a commitment to transparency, and accountability for one's own actions and uses established structures to resolve ethical issues

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- Ability to work collaboratively with the executive group through open communication and shared decision making and accountability.

#### Qualifications \ Registration requirements

- Possession of a tertiary qualification in a health profession discipline, or equivalent
- Possession of post-graduate qualifications in Health Services Management and/or demonstrated experience will be highly regarded
- Victorian driver's license (or equivalent)

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## Compliance

#### Compliance Responsibilities:

It is the responsibility of both the Manager and Incumbent(s) of the role to ensure the employee(s) performing the role will meet relevant requirements of:

- Professional Standards/Codes of Conduct imposed by AHPRA, National Boards, or under Industry Codes.

## Probity Checks

#### Probity checks must be completed as indicated -

☒ National Police Check/Criminal Record Check ☒ Working with Children Check ☐ NDIS Worker Screening Check  
☐ Aged Care statutory declaration ☐ AHPRA Registration ☐ DWES ☒ Evidence of Right to Work in Australia.

## Occupational Health and Safety (OHS) Commitment

Ensure that adequate resources (financial, human and physical) are allocated within the program to address the OHS risk for employees, clients and visitors.

#### Managers/Team Leaders

- Identify, assess, manage and review risks to the health and safety of employees, contractors, and clients.
- Ensure that the documented systems of work are safe and without risk to health, and are adhered to by employees through appropriate training, supervision and monitoring

#### Employees

Comply with all Star Health and safety policies and procedures, take all reasonable care to ensure actions or omissions do not impact on the health and safety of others in a Star Health workplace.

Staff have a responsibility to participate in the development of a safe and healthy workplace and must comply with safe work practices for their own health and safety, and that of others.

## Equal Opportunity

Star Health is an equal opportunity employer and encourages individuals of diverse backgrounds including those from the Aboriginal and Torres Strait Islander, Culturally and Linguistically Diverse and LGBTI+ community to apply.

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#### Gender Equity

At Star Health we believe that people of all genders deserve equal rights, voice, opportunities, dignity, fairness, equity and to feel safe, valued and respected in their workplace and community. As a workplace and health service we are committed to promoting gender equality and creating a culture, conditions and practices that are inclusive and equitable for all genders.

#### Protecting babies, children and young people from child abuse and neglect.

##### Protecting Children Policy Information:

Star Health has zero tolerance of child abuse. Protecting babies, children and young people from child abuse and neglect is integral to the provision of health services to this group and their families and is a core responsibility for all Star Health staff.

#### Important Information

- Star Health is committed to providing and maintaining a working environment which is safe and without risk to the health of its employees. The organisation is a smoke-free workplace.
- Star Health's usual span of operating hours are from 8:00am to 8:00pm Monday to Friday. For Programs that operate on weekends, weekend work may be required. Specific days and hours of work will be determined in accordance with operational requirements and contained the Contract of Employment.
- Your Letter of Offer may state you will be based at a Star Health site; however, it is expected that you may be required to work at different locations.

##### Offers of employment are contingent upon:

- Successful references check (all positions)
- Non-Adverse National Police Check/Criminal Record Check (all positions)
- Holding and maintaining a valid 'Working with Children Check' (all positions)
- NDIS Worker Screening Check (select positions)
- Fitness for work medical examination (specific positions)

#### Salary Packaging Information

Star Health currently has two types of Salary Packaging:

- General salary packaging of \$15,900 per FBT year; and
- Meal Entertainment/Facility leasing of \$2,650 per FBT year
- Salary packaging is optional.
- You should seek independent financial or taxation advice when considering salary packaging.

Person who completed and authorised the Position Description	
Position Title	
Division/Program	

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**Recruitment Contact:** [hr@starhealth.org.au](mailto:hr@starhealth.org.au)

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