

Position Description

Position Summary	
Position Title	Head of Community Services
Program	Community Services Operational Management Team
Enterprise Agreement / Award	Health and Allied Services, Managers and Administrative Workers (Victorian Stand-Alone Community Health Services Multi-Employer) Enterprise Agreement 2022-2026
Classification	HSU7
Reports To	Chief Operating Officer
Ordinary Location	23 Lennox Street, Richmond, VIC
Immunisation Requirements	Category C

Organisation Profile
<p>North Richmond Community Health (NRCH) is committed to making healthcare more accessible and culturally relevant. It works with community members to support social justice principles which afford all people the right to dignity, respect, and the highest quality of care. NRCH is dedicated to combating stigma and discrimination experienced by people who use drugs and improving their quality of life.</p> <p>NRCH provides a range of medical, allied health, dental and community services to clients from all backgrounds. We also provide specialist health services in other parts of Victoria, and work with health, government, and community services around the country.</p> <p>Website Information: www.nrch.com.au</p>
Position Purpose
<p>The Head of Community Services will provide key management and oversight of Community Services programs across North Richmond Community Health (NRCH) including but not limited to the Centre for Culture Ethnicity and Health, Healthy Communities, Community Empowerment and Development, Outreach and Community Engagement, Volunteers and other community service projects as they are developed.</p> <p>The Head of Community Services is part of the Executive Members Table reporting through to the Chief Operations Officer and supports the organisation to meet its Strategic Objectives by driving a culture of performance excellence, service growth and development and embedding the principles of service integration across NRCH, ensuring NRCH meets all legislative, accreditation and funding targets and objectives.</p>
Key Responsibilities
<ul style="list-style-type: none"> - Oversee NRCH's ongoing operations and service development of Community Health services including leading and designing services and seeking funding opportunities to deliver services. - Provide oversight of professional and quality standards, workforce development, financial and resource allocation for relevant community services. - Develop and drive community programs annual planning in line with NRCH strategy and annual planning cycle, ensuring delivery of organisation goals. - Provide strong leadership and oversight of community service staff ensuring the principles of collaboration, accountability and performance excellence are at the core of team behaviours. - Manage, oversee and develop the community program budgets, ensuring programs run in budget and are aligned with funding requirements. - Provide leadership guidance and support of the consumer advisory committee.

- Oversee, guide and direct the NRCH's focus on client experience and community engagement utilising extensive stakeholder and partnership management experience that can elevate the organisation to achieve strategic outcomes.
- Lead, support and deliver on organisation strategic projects and committees as required.
- Attend Executive Table meetings and contribute to strategic organisation discussions and decisions. Ensure organisation policies, processes and ways of working are embedded across portfolio area.

KEY SELECTION CRITERIA

Qualifications

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| Essential | <ul style="list-style-type: none"> • Diploma level Community Development or Business Management equivalent. |
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Experience

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| Essential | <ul style="list-style-type: none"> • Extensive relevant experience in a leadership and management role within a Community Health Setting or equivalent. • Demonstrated advanced skills in strategic and business planning processes, critical thinking and decision making to operationalise strategy into outcomes. • Capacity to build strong partnerships and maintain relationships with key stakeholders. • Highly developed conceptual and negotiation skills and a capacity to formulate innovative solutions. • Demonstrated in-depth knowledge of Community Health Services. • Demonstrated in-depth knowledge of current health and social issues and political environment. • Demonstrated capacity to lead and influence people and meet outcomes through complex change cycles in the organisation. |
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Attributes, Qualities and Skills

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| Essential | <ul style="list-style-type: none"> • Excellent interpersonal communication skills. • A high level of sensitivity and respect for a culturally diverse community experiencing a high level of disadvantage. • Forward thinking and proactive leadership that leads by example and empowers teams and individual staff to create and drive innovation. • Ability to work collaboratively with the executive group through open communication and shared decision making and accountability. |
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Required Competencies, Core Values and Behaviours

Leadership competencies:

- The ability to inspire and guide individuals including the meaningful link between NRCH's Strategic plan and the individual's role in day-to-day operations.
- The ability to build capacity within the team to develop and strengthen specific knowledge and skills needed to provide quality client care and promote self-responsibility for learning.
- Deal with differences of opinion fairly before they escalate into conflict and seek common ground among individuals when opinions differ.
- The ability to coordinate information from a variety of sources; identify, define, and analyse operational problems and situations and anticipate potential roadblocks.

- The ability to present information clearly and persuasively and seek out the ideas and views of others.
- An understanding of the social model of health, clients' rights and responsibilities, health promotion and community participation concepts and the ability to integrate these concepts into action within the Program.

All NRCH employees must:

- Complete all relevant employment checks consistent with current organisation policy including:
 - **National police check** or international police check advised by NRCH.
 - **Mandatory immunisation** relevant to the roles immunisation category status
 - **Working with children check** for roles engaged in child related work.
 - **NDIS Worker Screening and** completion of the NDIS Worker Orientation Program completion (called 'Quality, Safety and You') and read & acknowledge receipt of the NDIS Code of Conduct.
- Conduct themselves in a manner consistent with organisation's Code of Conduct, Scope of Practice, Organisation Values, Employment Contract, Cultural Competency standards and all other policies and procedures.
- Create and provide a child-safe environment and to the participation and empowerment of children. NRCH has zero tolerance of all forms of child abuse and all allegations and safety concerns will be treated very seriously.
- Contribute positively to a safe workplace by reporting hazards and incidents immediately to an OHS representative, committee member or manager and complying with all health and safety policies and procedures.
- Participate in annual performance reviews where all staff will have responsibility for an individually tailored work plan. All position descriptions are open to periodic review by management in consultation with staff.

Job Demands Checklist

North Richmond Community Health endeavours to provide a safe working environment for all staff. The table below describes the demands and risk factors associated with this job. Applicants must review this information to ensure they can comply with these requirements. Successful applicants will be required to sign the acknowledgment at the end of the position description to confirm their ability to perform the job demands of this position.

Frequency definitions:	
I = Infrequent	Activity may be required very infrequently
O = Occasional	Activity required occasionally, not necessarily all shifts
F = Frequent	Activity required most shifts, up to 50% of the time
C = Constant	Activity that exists for the majority of each shift and may involve repetitive movement for prolonged periods
N/A = Not Applicable	Activity not performed

Aspects of Normal Workplace		Frequency				
Demands	Description	I	O	F	C	N/A
Physical Demands						
Sitting	Remain seated to perform tasks				x	
Standing	Remain standing to perform tasks				x	
Walking	Periods of walking required to perform tasks				x	
Bending	Forward bending from waist to perform tasks		x			
Kneeling	Remaining in a kneeling position to perform tasks	x				
Lifting/Carrying	Light lifting and carrying		x			
	Moderate lifting and carrying		x			
	Assisted lifting (mechanical, equipment, person assist)	x				
Climbing, Working at Heights	Ascending and descending ladders, steps, scaffolding					x
Pushing/ Pulling	Moving objects e.g. trolleys, beds, wheelchairs	x				
Reaching	Arms fully extended forward or raised above shoulder	x				
Crouching	Adopting a crouching posture to perform tasks					x
Foot Movement	Use of leg and/or foot to operate machinery					x
Head Postures	Holding head in a position other than neutral (facing forward)	x				
Fingers/Hand/ Arm Movement	Repetitive movements of fingers, hands and arms e.g. computer keyboarding				x	
Grasping/Fine Manipulation	Gripping, holding, clasping with fingers or hands	x				
Driving	Operating a motor vehicle e.g. Use of hospital cars, deliveries, visiting clients, tractor, ride on mower, forklift, bus etc.		x			
Using role specific tools/equipment	Floor Polishing Machines, Floor Scrubbing Machines and Vacuums					x

Position Description: Head of Community Services

Reviewed: April 2024

Aspects of Normal Workplace		Frequency				
Demands	Description	I	O	F	C	N/A
Psychosocial Demands						
Distressed People	Highly emotional people crying, upset, unhappy, depressed. Eg. Emergency or grief situations			x		
Aggressive/ Unpredictable People	Raised voices, yelling, swearing, arguing. Eg. Drug/alcohol, dementia, mental illness			x		
Exposure to Distressing Situations	Eg. Child abuse, delivering bad news, viewing extreme injuries, viewing deceased		x			
Environmental Demands						
Security Concerns	Concerns about safety and security of self, accessing and leaving work, performing duties		x			
Noise	Environmental/background noise necessitates people raising their voice to be heard		x			
Confined Spaces	An enclosed or partially enclosed space that is not designed or intended primarily to be occupied by a person					x
Biological Hazards	Eg. Exposure to body fluids, bacteria, infection diseases requiring PPE	x				