

Employment

Position Description

Position:	Community Capacity and Development Manager
Award:	Lyndoch Living (Health and Allied Services, Managers and Administrative Officers) Enterprise Agreement 2016 – 2020
Classification:	HS6
Status:	As per Contract of Employment
Qualifications:	Tertiary Qualification in Business or Management or equivalent or minimum of 5 years in Management role together with demonstrated experience

Position Objective(s)

The Community Capacity and Development Manager will undertake a key leadership role with a focus on sector reform, business development and quality service integration in the delivery of Community services. The role incorporates identifying quality improvement opportunities and processes, ensuring performance reporting and compliance with relevant standards are in place across all services in the region.

Lyndoch Living Vision

By recognising each person for the individual they are, we will strive to provide them with the specific services, care and support they need to enjoy a lifestyle that is their own – dignified, engaging, fulfilling and rewarding

The Lyndoch Way

To support a positive work environment and culture that we believe will best fit the future we are strategically planning for, “seven pillars” have been identified.

One team

We value and recognise individuality as a vital part of developing a unified voice.

Pride

We support pride and passion in our work and in doing so, we attract others who share our values.

Welcoming workplace

We encourage warm, friendly and respectful interactions across all aspect of our service.

Yes culture

We always start with 'yes' in every deliberation.

Customer service

We ensure that customers feel engaged and valued in every interaction.

Innovation

We will enhance our services and exceed customers' expectations, by embracing innovation and fresh ideas.

Fun and enjoyment

We recognise that fun and enjoyment are critical to success

Social Purpose

Through the social conscience of our staff and consumers we actively engage with causes that impact our local community

Safety

We actively promote safety through the provision of innovative and high quality training, monitoring of risk, and compliance with OHS regulations

Key Result Areas

Leadership

- Develop and maintain communication links and cooperative arrangements with external funding bodies, community service providers and relevant key stakeholders.
- Program development including identified quality gaps as part of the regions overall service improvement
- Under the direction of the Manager – Risk and Quality and in consultation with Program Managers actively explore opportunities for continual improvement of standards of service, organisational processes and practices within the program including:
 - Nurture a positive and stimulating team environment, characterised by cooperation and willingness to work toward organisational objectives;
 - Facilitate the maintenance of a strong and appropriately focused culture which supports creativity and innovation;
 - Ensure that the training and development needs and opportunities for staff are recognised and addressed.

Quality Improvement

- Maintain an up to date knowledge of DHHS and any related standards and their operational requirements.

- Work with the Manager – Risk and Quality to develop systems and processes to ensure compliance with relevant standards.
- Ensure services meet the quality requirements as specified by ACQSC and DHHS.
- Identify opportunities to improve service systems across the region.
- Undertake reviews in response to critical incidents
- Undertake Quality of Care and Complaint investigations where relevant
- Coordination of Service level performance reporting and relevant data reporting and analysis
- Contribute to research initiatives, particularly those that give emphasis to determining quality, outcomes and evaluation in relation to core services.
- Ensure that services are accessible and culturally sensitive to diverse client and community needs
- Actively engage with key stakeholders to lead improvements in standards of service and organisational processes and practices, including:
 - The accurate interpretation and implementation of organisational policy and procedures.
 - Facilitate an engaging and professional team environment, focused on the achievement of organisational and service objectives.
 - Contribute to the professional development and support of the Managers within Community Services.
 - Lead quality improvement, compliance and assurance processes, including self-assessment processes in Community Services

Practice & Business Development

- Develop and maintain communication links and cooperative arrangements with the appropriate funding body, community service providers and other key stakeholders relevant to the program.
- Pursue opportunities for service development and advancement of organisational strategic projects
- Promote the development of a positive organisational and workplace culture in line with the principles of the organisation and the expectations of Lyndoch Living's Strategic Plan
- Contribute to the development of integrated service system capable of customising creative service responses to client needs and service contract expectations.
- In partnership with the Manager – Risk and Quality, identify and progress opportunities to expand operations through the development of strategic partnerships and other consortium arrangements.
- In partnerships with the Manager – Risk and Quality contribute to the overall planning, development, operations and evaluation of services
- Identify, evaluate and ensure continuous practice improvement and development across the services, as well as undertake program and case reviews.
- Collaborate in the development of budgets in accordance with set parameters.
- In conjunction with the Manager – Risk and Quality contribute to the development of business plans that will bring about the achievement of Strategic Directions and quality service outputs and outcomes through the astute deployment of all available

resources and infrastructure

- Undertake a key lead role re negotiations with DHHS and other funding bodies as required.
- Collaborate with relevant Director/s to lead the development of submissions for existing or new services.

Networking & Relationship Management

- In partnership with the Manager – Risk and Quality, continue or enhance relationship management with key Government and other stakeholders
- Develop and maintain good working relationships with Program Managers
- Participate in the development and strengthening of strategic partnerships
- Manage a program of internal audits across multiple Accreditation frameworks
- Maintain a sound knowledge of relevant standards, contractual and statutory requirements that impact on service delivery

Organisational Relationships

Reports to: Manager – Risk and Quality

Supervises: N/A

Internal Contacts: All Lyndoch staff, residents, clients, families

External Contacts: Members of the Public, Contractors, Suppliers

Specialist Knowledge and Skills

- Comprehensive understanding of the Community service delivery system
- A thorough understanding of ACGSC and DHHS standards and their operational requirements
- Mediating and negotiating appropriate outcomes in complex work situations
- Managing change in a complex environment effectively and with sensitivity
- Representing the interests of the organisation publicly and building appropriate relationships with government, other organisations and key stakeholders
- Ability to lead and motivate staff and create a workplace culture based on cooperation, team work and common pursuit of organisational objectives
- Demonstrated ability to provide leadership and consultation in relation to practice in the area of Community Services
- Commitment to the mission and aims of Lyndoch Living as outlined in the Strategic Plan

Management Skills

- Sound understanding of quality management systems, including continuous improvement principles, quality frameworks, internal auditing practice and the ability to coordinate quality improvement plans
- Proven organisational and time management skills to ensure efficient and effective coordination of workload, including the ability to identify and prioritise actions which impact on quality requirements

Interpersonal Skills

- Well-developed interpersonal, conflict resolution, problem solving, negotiation skills and demonstrated capacity to establish new business relationships, including the ability to lead, coach and mentor staff
- Excellent verbal and written communication skills and ability to interpret and provide advice in relation to legislation as it relates to Lyndoch Living's compliance obligations.
- Computer literacy skills including the capacity to use and support others in using internet, word processing, database, Excel, and Outlook applications.

General

- Maintain a safe working environment by adhering to Workplace Health and Safety policies, procedures and guidelines and by working in a responsible manner to ensure the safety of oneself, other employees, clients and visitors
- Participate in relevant training to ensure continued professional development for the betterment of the organisation.
- There is an expectation that the role will include direction to perform other duties that must be reasonable in relation to the employee's skills and abilities.

Agreement

I accept and agree to the duties in this Position Description. I understand that this Position Description is to be read in conjunction with the General Terms and Conditions of Employment and I agreed to abide by terms and conditions stipulated therein.

Name (Please print)

Signature

Date

Appendix 1

General Conditions of Employment

Terms and Conditions of Employment

The conditions of employment are in accordance with the relevant Award and Agreement to which you are employed under. Copies of Awards and Agreements are available from the Human Resources Department.

Performance Review

In order to assist your development in your role, your manager and you will annual review your personal effectiveness in your role.

The performance review is a formal means of receiving feedback on your performance and of discussing training, development and career opportunities.

Probationary Period

This position is subject to a six (6) month probationary period during which time mutual suitability will be determined. During the probationary period either party may terminate the employment by giving two weeks' notice in writing.

At the expiration of the probationary period, should the appointment be confirmed, the terms of the Position Description and these Conditions of Employment will continue to apply to your employment.

Termination

Employment may be terminated in accordance with the provisions of the relevant Agreement.

Policy and Procedures of the Employer

The Employer directs you to abide by the policies and procedures of the Employer as varied from time to time.

Apparel and Equipment

You are required to use/wear safety equipment and apparel provided to you by the Employer and to abide by all the Employer's safety rules and regulations.

Notification of Prior Injury

Under the Accident Compensation Act 1985, the Employer requires you to disclose all pre-existing injuries and diseases which you foresee could be affected by the nature of your employment. Failure to do so may render you ineligible for Workers' Compensation in some circumstances. You are required to complete and return the Pre-injury Declaration Form as attached.

Appendix 2

Pre-existing Injury Declaration Form

Please complete and return with your Application for Employment

In accordance with s.82(7)-(9) of the *Accident Compensation Act* 1985 (Vic) ("the Act"), you are required to disclose any or all pre-existing injuries, illness or disease (pre-existing conditions) suffered by you which could be accelerated, exacerbated, aggravated or caused to recur or deteriorate by your performing the responsibilities associated with the employment for which you are applying with Lyndoch Living ("the employment")

In making this disclosure, please refer to attached position description, which includes a list of responsibilities and physical demands associated with the employment.

Where you have a pre-existing condition, consideration will be given to reasonable modification to the environment or tasks if at all possible or practicable.

Please note that, if you fail to disclose this information or you provide false and misleading information in relation to this issue under s.82(8) and s.82(9) of the Act you and your dependents may not be entitled to any form of workers compensation as a result of the recurrence, aggravation, acceleration, exacerbation or deterioration of a pre-existing condition arising out of, in the course of, or due to the nature of your employment.

Please note that the giving of false information in relation to your application for employment with Lyndoch Living may constitute grounds for disciplinary action including termination of your contract.

Employee Declaration

I _____ (print name) declare that:

I have read and understood this form, position description and have discussed the employment with LyndochLiving I understand the responsibilities and physical demands of the employment.

I acknowledge that I am required to disclose all pre-existing conditions which I believe may be affected by me undertaking the employment.

I acknowledge that failure to disclose the information or providing false and misleading information may result in invoking section 82(7)-(9) of the *Accident Compensation Act* 1985 (Vic) which may disentitle me or my dependents from receiving any workers compensation or any pre-existing condition which I may have arising out of, in the course of, the employment.

Please delete whichever of the following statement is **NOT** applicable

I have suffered no prior injuries that may recur or deteriorate, accelerate or be exacerbated or aggravated by the employment.

OR

I have suffered the following conditions that may recur or deteriorate, accelerate or be exacerbated or aggravated by the employment.

Please list details for all pre- existing conditions

I acknowledge and declare that the information provided in this form is true and correct in every particular.

Applicants Signature

Print name of Applicant

Witness Signature

Print name of Witness

Date

Date

Office Use Only

Additional Comment/ Requisite Modifications
(To be completed by Senior Manager/ CEO)
