

► POSITION DESCRIPTION

POSITION TITLE:	Manager Community Care
DEPARTMENT:	Community & Corporate Services
UNIT:	Community Care
TENURE:	Permanent Full Time
CLASSIFICATION:	Senior Executive Officer
LOCATION:	Daylesford Office, and various other locations within the municipality
DATE APPROVED:	February 2019

### Hepburn Shire Council Organisational Values

#### Accountability

- We will be responsible for our choices
- We will acknowledge and learn from our mistakes

#### Respect

- We will accept people's differences
- We will look for the best in people and value their contribution
- We will treat people with respect and dignity

#### Excellence

- We will perform to the best of our ability
- We will commit to learning and growing
- We will strive to achieve the organisation's long term vision

#### Trust

- We will encourage creativity and innovation
- We will value everyone's contribution
- We will lead by example
- We will act honestly

#### Fun

- We will acknowledge and celebrate our successes
- We believe in getting involved
- We will promote a healthy sense of humour

## POSITION OBJECTIVES

- To achieve the best possible outcomes from the delivery of community care services (incorporating aged, disability and early years) to the people of Hepburn Shire.
- To provide leadership, direction and support to the community care team to ensure the team is innovative and customer focused.
- To provide a strategic focus in the planning, development and delivery of community care programs and services within the Shire.

## KEY RESPONSIBILITY AND DUTIES

### Staff

- Develop and implement a staff induction, development and review program for community care staff.
- Direct, supervise, support and empower all staff reporting to the position.
- Conduct regular staff meetings to ensure information flow, support and to develop a team approach to service delivery.
- Advertise, interview and employ staff in accordance with Council's Human Resource Policy and Procedures.
- Ensure a strong, proactive focus by all staff on Council's OH&S and Risk Management system.
- Participate in the On-Call roster, which provides support for Home Care Workers and Contract Agencies during after-hours periods and weekends.

### Service Management and Development

- Provide an integrated range of support services through case management, care planning and cooperative arrangements with service providers in the community, as required.
- Actively participate as part of Council's Leadership Team and provide strategic advice and policy guidance to Council's executive management team in relation to community care programs, facilities and contract operations.
- Undertake policy development and strategic planning for community care giving consideration to Council's values and priorities, community needs and industry best practice.
- Initiate service and process improvement strategies and development of a continuous improvement program in response to changing needs, service gaps or policy changes by Council or State and Commonwealth Government.
- Analyse and report on current issues facing community care services at a regional, State and Commonwealth level with particular reference to their impact on Hepburn Shire Council.
- Initiate programs and services to support early years initiatives for the community.
- Develop and maintain effective networks with internal and external stakeholders.
- Liaise with State and Commonwealth Government, regional and local agencies on statutory procedures, policy and resource issues and allocation.

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- In consultation with relevant Council staff, manage Council's senior citizen and activity centres.
- Provide reports for the Executive Team, Council, Department of Health & Department of Social Services and other relevant authorities on the performance of the community care department.
- Ensure Council meets all community care agreement requirements, ensuring financial and administrative responsibilities are met.
- Ensure client confidentiality is protected by all appropriate means, with respect to verbal and written communication and in the management and handling of client records.
- Monitor and assess gaps in service provision and make recommendations to Director Community and Corporate Services for enhanced service provision.
- Prepare funding submissions which reflect identified needs and opportunities to enhance existing services and new initiatives.

### Financial Management

- Manage the community care budget including the monitoring of expenditure, the preparation of reports and the annual budget.
- Prepare budget estimates for annual budget and mid-year budget review.
- Provide regular financial reports to relevant staff to ensure service expenditure is appropriate.
- Liaise with Council's Finance Department to ensure accurate and timely client accounts.

### Occupational Health & Safety

- Follow safe work practices, procedures, instructions and rules at all times.
- Perform all duties in a manner that ensure personal health and safety, and that of others in the workplace and the general public.
- Regularly inspect own immediate work environment and report all hazards or incidents that can cause harm or that represent a threat to public safety.
- Ensure compliance with the provisions of the Occupational Health and Safety Act and Regulations at all times.
- Ensure appropriate actions are taken to implement the OHS policies, OHS procedures and legislative requirements within area of responsibility
- Monitor OHS performance within area of responsibility
- Visibly show commitment to OHS through participation in formal and informal discussions, workplace visits and hazard inspections, etc.
- Investigate all accidents/incidents and prepare reports, within area of responsibility
- Review of any OHS related documents
- Ensure consultation with employee health and safety representatives, particularly on any workplace changes which have an OHS component

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- Initiate actions to improve OHS
- Regularly review the OHS performance of Supervisors
- Facilitate rehabilitation of injured workers in conjunction with HR Services
- Ensure all employees are inducted in Risk and OH&S and receive regular training as required

Risk Management

- Ensure Council’s Risk Management policy, program and the application of sound risk management practices within the workplace and community are observed and complied with at all times.
- Minimize damage or loss of property in your control and report any damage, loss or exposures observed.

Emergency Management

- Assist with response / recovery arrangements in accordance with Council’s Municipal Recovery Plan.

Other Duties

Responsibilities and duties included in this Position Description are subject to the Multi-skilling provisions of the relevant Award and/or the Hepburn Shire Council Enterprise Agreement.

ORGANISATIONAL RELATIONSHIP

Reports to:	Director Community & Corporate Services
Supervises:	Coordinator Service Delivery Coordinator Assessment Rural Access Project Officer Coordinator Activity Group
Internal liaisons:	Chief Executive Officer Councillors Council staff
External liaisons:	General public Service providers Government Departments General Practitioners Hospitals Clients Volunteers Contractors Other municipalities

## ACCOUNTABILITY AND EXTENT OF AUTHORITY

- Independent, effective management of all aspects associated with Council's community care services.
- Accountable for implementing and promoting Council's Human Resources and Occupational Health and Safety policies and ensuring members of the team follow appropriate work place practices.
- Adopt a pro-active risk management approach to all Council activities that the incumbent is responsible for and ensure that risks are identified, quantified and controlled and that Council employees, contractors and the community are protected against reasonable loss.
- Responsible and accountable for the provision of quality services within budget constraints, policies and guidelines.
- Resolution of complex service, policy, industrial, staffing, interpersonal and budgeting problems within the community care sector, using professional skills, knowledge and expertise.
- Appropriate direction, supervision and support to staff reporting to the position.
- Preparation of timely and accurate reports, funding submissions and budget estimates.
- Ensure that services provided by Council are in accordance with all Service Agreements.

## JUDGEMENT AND DECISION MAKING

- Exercise independent judgement, decision making, conceptual and problem solving skills in resolving complex issues.
- Make decisions as to appropriate levels of service in accordance with Council and relevant program guidelines, and resource levels.
- Provide leadership and establish priorities within the Community Care team.

## SPECIALIST KNOWLEDGE AND SKILLS

- Extensive knowledge of policy and practice directions of Local, State and Federal Government and relevant authorities; and their impact on the development and delivery of Community Care Services.
- Extensive knowledge of in home and centre based aged care programs, funding, reporting and accountability requirements.
- Thorough knowledge and understanding of the issues associated with ageing; frailty; mobility; psychiatric, intellectual and physical disabilities; and the caring role; in relation to assessment and service provision.
- Demonstrated understanding of early years issues, including a knowledge of delivers services and outcomes for a rural setting.
- Thorough knowledge of Human Resources, Risk Management, Workcover and Occupational Health & Safety principles, regulations and practices, specifically within the context of community based service provision.

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- Highly developed computer skills, including experience utilising Microsoft Office, Client Management systems and Accounting systems.
- Sound understanding and application of accounting principles and practices, including budget development, monitoring and reconciliation.
- Knowledge of confidentiality and privacy and the issues associated with implementation.

### MANAGEMENT SKILLS

- Ability to interpret, implement and develop policies, guidelines, protocols and procedures.
- Demonstrated management, leadership experience and achievement, including experience in leading multi-disciplinary teams through complex and innovative change management initiatives.
- Ability to manage time, set priorities, plan and manage work.
- Competent in the management of financial and staff resources to ensure optimum service delivery. Ability to identify problems, propose and negotiate solutions and implement change.

### INTERPERSONAL SKILLS

- High level written and verbal communication skills, including observation and listening skills.
- A sensitive, respectful and non-judgmental attitude and approach toward people.
- Ability to liaise within the Community Care sector and other LGA's, other Government bodies, peak bodies and other organisations to identify, analyse, and strategically plan for issues impacting on service delivery.
- Ability to motivate staff and develop a team approach to service provision, gaining co-operation from staff.

### QUALIFICATIONS AND EXPERIENCE

- Tertiary qualifications in Community, Human Services or Early Years and/or related discipline.
- Demonstrated management, leadership experience and achievement, including experience in leading multi-disciplinary teams through complex and innovative change management and process improvements.
- Relevant experience in developing and implementing policies, guidelines, protocols and procedures.
- Demonstrated ability to develop, monitor and manage budgets.
- Well developed understanding, knowledge of, and demonstrated experience in the aged care system in relation to Aged and Disability Service requirements.
- Well developed understanding, knowledge of, and demonstrated experience in the early years sector.
- Highly developed computer skills and experience in using Microsoft Office and client management systems.

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- Thorough knowledge, understanding and application of OH&S / Risk Management, specifically related to in-home service provision.

Adherence to all Hepburn Shire Council's policies and procedures including but not limited to:

- Code of Conduct
- Acceptance of Gifts and Hospitality
- Information and Privacy
- Equal Opportunity
- Counselling and Discipline
- Protected Disclosures

### VARIATION TO CONDITIONS OF EMPLOYMENT

These conditions of employment, your duties and your location may be varied by Council during the term of your employment.

The Terms and Conditions in this Position Description are to be read in conjunction with the General Terms and Conditions of Employment.

### KEY SELECTION CRITERIA

Selection will be based on the following Selection Criteria, however, reference will also be made to other listed skills, knowledge and attributes as required in the Position Description.

- Tertiary qualifications in Community, Human Services, Early Years and/or related discipline.
- Demonstrated management and leadership experience, including experience in leading multi-disciplinary teams through complex and innovative change management and process improvement.
- Demonstrated ability to develop, monitor and manage budgets.
- A high level of knowledge in the primary health and community services sectors as well demonstrated experience in the aged care system.
- High level written and verbal communication skills, including a sensitive, respectful and non-judgmental attitude and approach toward people
- Well developed understanding, knowledge of, and demonstrated experience in the early years sector.
- Thorough knowledge, understanding and application of OH&S / Risk Management, specifically related to in-home service provision.
- Ability to demonstrate and display the Hepburn Shire Council Values - Accountability, Respect, Excellence, Trust and Fun.

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The following signatures are required to indicate understanding, agreement and approval of the position description. This position description is current at the date of issue and is subject to review at least annually, in consultation with the employee.

AUTHORISATIONS

CEO: Evan King  Signed _____ Date __/__/__	Director Community & Corporate Services: Bradley Thomas  Signed _____ Date __/__/__
Manager People & Culture: Vivienne Green  Signed _____ Date __/__/__	Employee Name _____  Signed _____ Date __/__/__



### CONDITIONS OF EMPLOYMENT:

Employment conditions for all employees are in accordance with the relevant award, employment contract or industrial agreement. Currently the awards pertaining to Hepburn Shire Council employees are:

- Hepburn Shire Council Enterprise Agreement (#8) 2017 (Agreement ID AG2017/1883)
- National Training Wage Award 2000

Arrangements specific to your employment and work place will be explained to you during the recruitment process. For further details, copies of Awards and Agreements can be downloaded from Fair Work Australia [www.fwa.gov.au](http://www.fwa.gov.au).

You will be responsible for the duties as outlined in this position description and any such duties, which could be reasonably asked of a person in this position, as designated to you by your supervisor.

### APPLICATION PROCESS

The selection process has been designed to ensure that all eligible applicants have an equal opportunity to demonstrate their skills and suitability for the position. The selection process may include skills tests or work samples where appropriate, reference checking, psychological profiling, a medical examination and police check (where appropriate).

Appointment to positions within Hepburn Shire Council is on the basis of merit.

### KEY SELECTION CRITERIA

The Position Description should be read very carefully as this describes the core duties and requirements of the position and outlines the criteria used as a basis for selecting the most appropriate person for the job.

### Unless specified it is mandatory to address the key selection criteria.

We recommend that rather than stating you can meet each criterion; give specific examples illustrating particular skills which will enable us to determine how you meet the criteria of the position.

### MORE INFORMATION

The Contact Officer's name is stated on the Job Advertisement. If you have any queries please contact this person, so your questions can be addressed promptly. Speaking to the contact person may assist you in your decision on whether to apply for the position.

### CANVASSING OF COUNCILLORS AND COUNCIL OFFICERS:

Canvassing of Councillors and Council Officers, either indirectly or directly that may influence the outcomes of this application may be deemed a disqualification.

### WHERE TO SEND APPLICATIONS:

Applications can be sent to [employmentapplications@hepburn.vic.gov.au](mailto:employmentapplications@hepburn.vic.gov.au) or uploaded through SEEK where a role has been advertised.

Applications will be kept strictly confidential and should be addressed to -

Hepburn Shire Council –  
Attention CEO Mr Evan King  
(write name of position applying for)  
P.O. Box 21  
Daylesford VIC 3460