



POSITION DESCRIPTION

POSITION TITLE	Director Community Care
DEPARTMENT	Executive
REPORTS TO	Chief Executive Officer
DIRECT REPORTS	Allied Health Team Leader Community & In-Home Support Team Leader Support at Home Team Leader Primary Care Team Leader Community Care Business Support Officer Community Care Intake Officer Community Care Quality Officer Multi-Disciplinary Team Coordinator
AWARD	Dependent upon designation: Allied Health Professionals (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2026 Nurses and Midwives (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2020-2024 Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2025
CLASSIFICATION	Dependent on qualifications and experience
DATE OF CREATION/AMENDMENT	Jan 2026
CREATED/AMENDED BY	CEO

“Caring for Our Community”

POSITION OBJECTIVES

In collaboration with the Chief Executive Officer (CEO) and other executive colleagues, the Director Community Care will collaborate to achieve the vision and strategic priorities of REDHS.

The primary purpose of the role is to provide strategic and professional leadership and management for the Community Care services provided by REDHS.

Community Care services and programs currently provided by REDHS include:

- Allied Health – Physiotherapy, Podiatry, Occupational Therapy, Exercise Physiology, Dietetics, Social Work, Allied Health Assistants
- In Home Care - including personal care, domestic assistance, in-home respite, meal preparation, shopping assistance, garden maintenance
- On-site programs - including Social Support Group and Exercise Groups
- Health Promotion – supporting staff health and wellbeing and local population health priorities
- Support at Home program currently supporting over 90 clients on different packages
- A primary care (GP) clinic with over 1000 active clients

The range of services and programs are supported by funding provided via, for example, Support at Home Packages, CHSP, HACC-PYP, NDIS, TAC, brokerage and contract arrangements and Medicare.

The role is accountable for:

- application of best practice; ensuring person centred, safe, high quality service delivery to all clients
- quality, risk and compliance oversight as it relates to services provided,
- development and oversight of budgets, targets and reporting to funding bodies,
- the maintenance of professional standards and professional development of staff, and
- identifying opportunities to grow and enhance services in response to community need.

Position is responsible to the Chief Executive Officer and is a member of REDHS Executive team.

RESPONSIBILITIES & PERFORMANCE INDICATORS

Performance Area ~ 1 Leadership Corporate

- Lead and support a positive culture and safe working environment across all services
- Actively participate with the Executive to plan, implement and evaluate the strategic and operational plans, including annual business plan for Community Care services
- Responsible for performance against funded targets, financial budget management, clinical indicators and any other key performance indicators that apply from time to time with regular monitoring and reporting completed
- Represent REDHS at community, regional and state-wide forums and advocate for REDHS in matters affecting service needs and care provision
- Be aware of the relationship of REDHS to statutory authorities; ensuring that relevant Acts of Parliament are complied with and maintaining an awareness of the effects of any pending Legislation changes
- Be conversant with the relevant Standards and Accreditation requirements to ensure that all aspect of the Community Care service complies with those standards
- Actively consult / confer with the Executive to address issues arising within Community Care areas or REDHS generally

Performance Area ~ 2 Leadership – Professional

- Provide overarching professional, intellectual and strategic leadership and direction to the Community Care workforce
- Foster strong working relationships that enable effective professional liaison with other leaders and staff across REDHS
- Understand and contribute to changes in Aged Care and Disability policy and standards, service direction and models of care for the services as indicated
- Demonstrate at all times, highly developed interpersonal skills and the ability to work collaboratively as part of a team
- Actively participate in the Murray and the Loddon Mallee Community Care Leadership teams

Performance Area ~ 3 Operational Management

- Responsible for the efficient and effective delivery of quality clinical care
- Promote efficient and effective channels of communication between consumers/clients, staff and REDHS personnel and community
- Lead / participate in relevant operational committees
- Ensure knowledge, compliance, education and support is provided for all staff as indicated
- Constant evaluation of service delivery and provide advice to the Executive on future strategies

Performance Area ~ 4 Financial Management

- Participate in the formulation of annual budget for REDHS, and monitor financial allocation for staff salaries and general expenses for area of responsibility
- Be conversant with current and emerging funding streams
- Be involved in contract negotiation and management for which REDHS both provides and receives services

- Pursue service growth by actively seeking new and innovative opportunities / funding sources that meet demonstrated community care needs and prepare submission for these programs
- Support staff to ensure relevant documentation is completed to support reporting & billing processes

Performance Area ~ 5 Human Resource Management

- Comply with and promote to all staff the REDHS Code of Conduct and values
- Ensure recruitment, retention, staff rosters and leave within program areas are in accordance with relevant industrial awards and determined EFT levels
- Ensure all staff within program areas undertake annual performance appraisals and participate in an annualised education plan to ensure the maintenance of competency and safe practice standards
- Manage leave balances efficiently
- Make informed decisions confidently and solve problems fairly, consistently and effectively using staff input
- Promote an environment that empowers and motivates staff to achieve organisational objectives in a health and wellbeing environment
- Liaise with other disciplines to achieve common goals - promoting a culture of positive workplace relations and partnership and enabling the strengths, capabilities and experience of others to contribute to achieving organisational goals
- Maintain a cooperative working relationship with all staff
- Communicate effectively and accurately and document relevant information according to REDHS policies and procedures
- Promote and support Industrial Relation policies and procedures and refer issues as relevant to Director People and Culture

Performance Area ~ 6 Personal and Professional Development

- Present as a role model in all areas of management and leadership within the organisation
- Maintain own personal active professional development program

Performance Area ~ 7 Customer Service

- Drive customer service excellence
- At all times promote good interpersonal relationships both within and outside the organisation, recognising internal and external customers
- Ensure that consumer/client rights of human dignity, confidentiality, privacy and informed consent are maintained
- Proactively review consumer's outcomes of surveys and follow up actions on feedback
- Engage with community members regarding the types of services required

Performance Area ~ 8 Continuous Quality Improvements and Risk Management

- Manage the delivery of services within the public health with particular emphasis on continuous improvement processes to ensure all services remain accredited and provide positive patient outcomes
- Commitment to quality improvement initiatives inclusive of the National Standards, Aged Care Quality Standards, NDIS Practice Standards, **AGPAL**, nursing and allied health professional standards
- Participate in and promote the value of research that contributes to development of evidence based health professional practice and improved standards of care
- Timely, proactive investigation of adverse events, reported incidents and complaints, ensuring that strategies to address identified risks are implemented.

QUALIFICATIONS / POSITION REQUIREMENTS

Essential:

- Qualified health professional, e.g. Registered Nurse or Allied Health professional (AHPRA Registered where applicable)
- Post graduate qualifications in Community/Primary Health, management or similar
- Experience working within a Primary Health setting
- Membership of relevant professional organisation/s

Personal Qualities/Traits:

- A personal approach which is positive, enthusiastic, friendly and helpful.
- High level of self-confidence.
- Ability to introduce new concepts through influencing, negotiating and persuasion skills.
- Flexibility to operate in an environment of change and continuous improvement.
- Exhibit flexibility, creditability, commitment, enthusiasm and caring to staff, consumers and the organisation.
- Current National Criminal History Check, Working with Children Check, NDIS Worker Screening Check, current vaccinations.

KEY SELECTION CRITERIA

1. Significant experience and success providing strategic and operational leadership within a health service that provides a range of community, primary, aged and acute health services to a local community
2. Demonstrated high level ability to monitor, analyse and report on program performance, direction and future opportunities
3. Current operational experience in budgetary management and delivering a service within agreed financial budget across a variety of funding streams
4. Demonstrated experience in continuous improvement projects within a community care setting, resulting in enhanced outcomes for clients
5. Highly developed interpersonal skills and the proven ability to lead a multidisciplinary team, including supervising staff, ensuring accountability and working collaboratively
6. Strategic and operational knowledge of the legislative compliance and performance measures that are required to comply with funding, contract and accreditation obligations
7. Demonstrated success in identifying the need for and leading organisational change.

NDIS WORKER SCREENING CHECK

This role has been identified as a “risk assessed role” under the NDIS (Practice Standards – Worker Screening) Rules 2018 and as such is subject to the provision of an NDIS Worker Screening Check prior to commencement. During their term of employment, all employees are required to notify REDHS via their manager if the NDIS Quality and Safeguards Commission issues:

- An interim bar;
- A suspension;
- An exclusion;
- The closure of an application for a worker screening clearance; or
- The revocation of a clearance.

OCCUPATIONAL HEALTH, SAFETY & WELLBEING

All REDHS employees have a responsibility to take all reasonable care to prevent incident or injury to themselves or to others in the workplace. Employees are expected to learn and follow approved policies and procedures that apply to their work.

All REDHS employees share responsibility for occupational health and safety (OH&S) with specific responsibilities and accountabilities allocated to positions with REDHS organisational structure.

All REDHS employees also have responsibility to the National Safety and Quality Standards (NSQHS) ensuring the effective and safe delivery of healthcare services.

Any employee who fails to meet their obligations concerning health and safety may, depending on the circumstances, face disciplinary action up to, and including dismissal.

Employees have a responsibility to comply with all relevant OH&S management system Policies, Procedures and programs. This includes REDHS Injury Management Policy and Procedure.

Specific employee responsibilities include:

- Looking after their own health and safety and of others in the workplace.
- Following safe work practices and using personal protective equipment as required.
- Participate in OH&S consultation and OH&S training initiatives.
- Report any accidents, incidents, injuries, 'near miss incidents, safety hazards and dangerous occurrences, assist with any investigations and the identification of corrective actions.
- Cooperate with managers and supervisors so that they can meet their OH&S responsibilities.
- Don't willfully interfere with or misuse anything provided in the interest of health and safety or willfully put anyone at risk.
- Perform only those tasks for which they have received appropriate training and instruction.
- Ensure that they understand and comply with those responsibilities which apply to them while performing their duties at the workplace.
- Participate in emergency evacuation exercises.

To ensure a healthy and safe work environment for employees and our clients, smoking is not permitted on hospital grounds, in buildings and offices, or in any vehicle.

HEALTH SERVICE POLICIES AND PROCEDURES

It is every employee's responsibility to access and have knowledge of the relevant policies and procedures that relate to their employment. All REDHS policies and procedures can be accessed on the intranet site.

'THIS IS ME'

'This is Me' is a philosophical approach to how we provide care to patients and interact with other customers, including colleagues. 'This is Me' is based on the principles of respect, value of the individual, and the need to deliver service in an environment that supports peoples' physical, emotional, social and psychological needs utilising Montessori actions. 'This is Me' is underpinned by a culture of collaboration and partnership and all staff of REDHS are required to adhere to these principles.

RISK MANAGEMENT

REDHS supports an Organisational philosophy that ensures risk management is an integral part of corporate objectives, plans and management systems. Staff are to be accountable for risk management through organisational, team and individual performance objectives that are within their span of control.

PERFORMANCE REVIEW AND DEVELOPMENT

It is a condition of employment that employees participate in the Performance Review and Development program.

QUALITY IMPROVEMENT

All REDHS employees must participate in REDHS integrated risk management and quality improvement systems by being aware of their responsibility to identify, minimise and manage risks and identify opportunities for continuous improvement in the workplace through communication and consultation with managers and colleagues.

EMPLOYMENT PRINCIPLES

REDHS is committed to the employment principles that reinforce the public sector values. These principles ensure:

- Employment decisions are based on merit and employees are treated fairly and reasonably

- Employees have a reasonable avenue of redress against unfair or unreasonable treatment
- Equal employment opportunity is provided
- Human Rights are upheld in accordance with the Charter of Human Rights and Responsibilities Act 2006

VALUES & BEHAVIOURS

Employees are required to comply with REDHS Values. The way we behave in the workplace and the manner in which we undertake our job is as important as how we perform the tasks for our role. We expect that all employees will embrace the REDHS Values and demonstrate these in their daily work.

R	Reliability	Being trustworthy and performing consistently well
E	Engagement	Working collaboratively with people to address issues and create opportunities to bring about positive change
D	Diversity	Understanding that each individual is unique and respecting our individual differences
H	Hospitality	Receiving and treating all people in a warm, friendly, generous way
S	Sustainability	Meeting our current needs without compromising the ability of future generations to meet their needs

ADDITIONAL REQUIREMENTS

This position description is subject to review and amendment at any time, as appropriate and approved by the relevant Director. Any such amendments will be made in consultation with the affected employee(s).

Appointment is subject to a satisfactory Staff Immunisation clearance and a satisfactory Police Records Check, Working With Children Check and where required an NDIS Worker Screening Check prior to commencement.

Statements included in this Position Description are intended to reflect the general duties and responsibilities of this position and are not to be interpreted as being all inclusive.

An interim performance development and review discussion will occur with the employee's manager within three months from the commencement date and annually thereafter. Performance reviews are intended to be a positive discuss, outlining the key roles and responsibilities in the Position Description. The performance review discussion provides an opportunity to clarify the role, revise key performance activities and identify any objectives or goals for the year ahead.

ACCEPTANCE OF THE POSITION

I understand, agree to and accept the role as outlined in accordance with this position description.

Name		Date	
Signature			