

## Position: **Coordinator Human Resources**

**Hours per week** 38 hours per week **Closing date:** 19/11/2018

### In this kit you find:

All Information on how to apply for a position with Grampians Community Health

- Key Selection Criteria to be addressed separately – *see page 2*
- Privacy Disclosure Authorisation Form – *see page 3*
- Job description of the position you are applying – *see page 4*

1. **Key selection criteria** must be specifically addressed in your application separately
2. Include **clear details** of work experience and qualifications
3. Include the name, address and daytime telephone number of two work- related **referees**
4. Include day and evening **telephone contact numbers** so that we can readily arrange interview times if necessary
5. Read and sign the **“Privacy Statement & Disclosure Authorisation Form”**, send with your application
6. If you are emailing your application, you will be sent an email confirmation of receipt of your application. If you do not receive this, please contact reception to confirm that your application has been received.
7. Successful applicants would be required to undergo a **Police Check, Disability Worker Exclusion Scheme**, and organise a **Working with Children Check**, **prior to commencement.**

Application must reach GCH by  
**12 noon Monday 19/11/2018**  
Late applications will not be considered.

**For more information**  
Call - 5358 7400

### Address applications to:

#### **By Mail** Send to:

**“CONFIDENTIAL”**  
Greg Little  
CEO  
Grampians Community Health  
8 – 22 Patrick St  
STAWELL Vic 3380

#### **By e-mail** Send to:

email: [restructure@grampianscommunityhealth.org.au](mailto:restructure@grampianscommunityhealth.org.au)

**Please demonstrate clear connections between your qualifications, skills and knowledge, in the selection criteria by detailing your, experience and understanding of:**

1. Qualifications

Mandatory:

- i. Tertiary qualifications in a relevant field.
- ii. Proven industry experience of two years in Human Resource coordination or management
- iii. It is essential that the person has an understanding and commitment to the concept of Community Health.
- iv. Understanding of industrial relations and legislative requirements

Desirable

- v. Demonstrated experience as a leader within a human resource team in a health and welfare organisation and working with multi-disciplinary programs.

2. Demonstrable skills, experience and/or understanding of:

- i. Ability to provide a consultative leadership style that promotes participation, involvement and a positive culture. A tactful, personable, courteous and non-judgmental attitude is essential
- ii. Leadership to a diverse workforce across the broad healthy people and communities' disciplines; to motivate staff; resolve conflict; encourage innovation and to actively demonstrate the values of Grampians Community Health all times.
- iii. Understanding of the issues impacting on rural communities, including an awareness and sensitivity to needs and confidentiality of clients when working within privacy guidelines and working in remote communities.
- iv. Well-developed organisational skills that enables setting for yourself a high level of performance, acknowledging and understanding when support is needed; the ability to create client and customer support; to delegate where appropriate and set goals and steps for program success.
- v. Work with a deep understanding of the WHO's Social Model of Health and the Social Determinants of Health, to allow for a holistic approach, and how they relate to wellbeing and good health outcomes for clients.
- vi. Demonstrated strength in written and verbal communication skills to:
  - a) Effectively communicate with a variety of audiences, with the capacity to engage with and negotiate persuasively with internal and external stakeholders
  - b) Develop quality reports, correspondence and funding applications
  - c) Identify and market business opportunities
- vii. Skills in innovative and creative program development; the confidence to recommend changes, make decisions, and to promote a continuous quality improvement environment
- viii. Knowledge of community health service programs, functions and budgetary obligations, particularly in relation to human resources, volunteer and student programs
- ix. A demonstrated ability to work independently and co-operatively to achieve the objectives of the strategic plan and to provide leadership exemplifying GCH values to program staff members.



## PRIVACY STATEMENT & DISCLOSURE AUTHORISATION FORM

As an applicant participating in Grampians Community Health’s (GCH) recruitment and selection process you are advised that the process involves a range of selection, methods and tools. These tools are used to address the selection criteria identified for the position and gathers employment related information about you as an applicant.

Information gathered during the process will not be used for purposes other than selection for the position you have applied. Information that GCH may gather in relation to your application may consist of the following:

- An employment application form
- Resume / Curriculum Vitae
- Interview Guides (completed during interview)
- Reference Checks (completed with third party organisations)
- National Police Check (completed with third party organisations)
- Passport and/or Work Visa
- Copy of Drivers Licence

Applications, interview guides and selection assessment documentation of all applications remains the property of GCH and storage of such records will comply with GCH’s Privacy Policy upon completion of the selection process for a maximum period of twelve (12) months. Records are stored securely & will be disposed of confidentially following the completion of this time.

Please ensure upon submitting your application that you return a signed copy of this Privacy Disclosure Authorisation Form.

Yours faithfully

*Greg Little*

Greg Little  
CEO

I, \_\_\_\_\_ ( name)  
consent to Grampians Community Health obtaining the personal information outlined above for the specific purpose of assessing my ability to meet the selection criteria for the position I have applied for.

Please tick this box if you agree to have your application considered for other employment opportunities within Grampians Community Health. Your application will be retained confidentially for a period of six months, and will be released for consideration when recruiting for other suitable positions.

Signed \_\_\_\_\_ Date \_\_\_\_\_

How did you hear about this Job position?

Did you encounter any difficulties downloading/reading or requesting this application kit?

### Stawell

(Registered Company Address)  
8 – 22 Patrick Street  
Stawell 3380

### Ararat

60 High Street,  
Ararat - 3377

### Horsham

25 David Street,  
Horsham - 3400

### Nexus

14-16 Pynsent Street,  
Horsham - 3400

## JOB DESCRIPTION

<b>Position Title and cost code</b>	<b>Coordinator Human Resources</b>
<b>Program and Function</b>	<b>Business Support and Innovation Manager Resources and Culture</b>
<b>Funded By</b>	<b>Internally funded</b>
<b>Based</b>	<b>Any GCH site</b>
<b>Responsible To</b>	<b>Manager of Resources and Culture through to Chief Executive Officer</b>
<b>Award</b>	<b>VICTORIAN STAND-ALONE COMMUNITY HEALTH SERVICES(HEALTH AND ALLIED SERVICES, MANAGERS AND ADMINISTRATIVE OFFICERS) MULTIPLE ENTERPRISE AGREEMENT 2018-2022 Grade 4</b>
<b>Tenure</b>	Subject to the signing of a “ <b>Letter of Offer</b> ” and successful <b>clearance of required checks</b> prior to commencement. All positions are subject to a six month probationary period with a review being conducted before employment is confirmed. The period of employment is subject to ongoing funding availability and satisfactory work performance.
<b>Hours per week</b>	<b>Full time, 38 hours per week</b>
<b>Last update of this PD</b>	<b>October 2018</b>

### GRAMPIANS COMMUNITY HEALTH - PREAMBLE:

Grampians Community Health (GCH) is a not for profit Company Limited by Guarantee and operates as a registered Community Health Centre under the Health Services Act. Established in 1985, GCH has expanded from a small counselling /community development service to a combined team of 150 plus staff and active volunteers of 95 people. GCH provides a broad range of primary health care, therapeutic and community support services, within the Central Grampians and Wimmera sub regions. GCH is embedded in and operates from a number of sites servicing the local government areas of Rural Cities of Ararat and Horsham and Pyrenees, Northern Grampians, Yarriambiack, West Wimmera and Hindmarsh Shires. GCH’s five primary sites are in Horsham, Stawell, St Arnaud, Warracknabeal and Ararat.

GCH delivers services, backed by the social determinants of health, in aged, disability, youth, drugs and alcohol, family violence, homelessness, community mental health, health promotion, community inclusion, and gambling counselling. GCH is a registered provider under NDIS and My Aged Care. GCH works collaboratively and has many signed partnerships for the delivery of services and programs.

All GCH sites have collocated services. GCH’s is the lead tenant at the Stawell Health & Community Centre (SH&CC) providing a unique integrated model of care, co-locating Stawell Regional Health, Grampians Psychiatric Services, Wimmera Uniting Care and Patrick Street Family Practice, a GP clinic. GCH is fully accredited with QIC, Rainbow Tick and White Ribbon, Commonwealth Aged Care Standards, Mental Health and state DHHS standards.

[www.grampianscommunityhealth.org.au](http://www.grampianscommunityhealth.org.au)

## OUR VISION:

Grampians Community Health is a strong social and community service provider in Western Victoria. We lead the change towards better, healthier, and more capable individuals and communities.

## OUR PURPOSE:

To improve the health and wellbeing of people in our region, and forge strong, thriving, and connected communities.

## OUR VALUES

Value	Behaviours
<p><b>Compassion</b></p> <ul style="list-style-type: none"> <li>At the core of our work for our community and each other.</li> </ul>	<ul style="list-style-type: none"> <li><i>show empathy and support</i></li> <li><i>care for and support others sympathetic to their emotions, feelings and circumstances</i></li> <li><i>try to build trust with others</i></li> <li><i>strive to address concerns with kindness and consideration</i></li> <li><i>work for positive outcomes for individuals</i></li> </ul>
<p><b>Inclusive</b></p> <ul style="list-style-type: none"> <li>we are collaborative with others who can make a difference to our community,</li> <li>we are respectful that we are not all the same, and</li> <li>we will engage with people and agencies to understand what services are needed and how we can deliver them to the highest possible standard</li> </ul>	<ul style="list-style-type: none"> <li><i>Create an environment that celebrates and respects diversity</i></li> <li><i>Co-operate and collaborate with others to make a difference (internally and externally)</i></li> <li><i>Seek input into the work we do</i></li> </ul>
<p><b>Professional</b></p> <ul style="list-style-type: none"> <li>we will be openly honest and accountable for the services we provide</li> <li>our staff will display the integrity that builds trust,</li> <li>when we make commitment, we will see it through, and</li> <li>excellence will underpin the minimum standard of quality we strive for</li> </ul>	<ul style="list-style-type: none"> <li><i>Open, honest and accountable</i></li> <li><i>Meeting standards is our minimum ambition, and strive for excellence in our work</i></li> <li><i>Act with integrity and respect</i></li> <li><i>Do what we say we will do</i></li> <li><i>Trust each other</i></li> <li><i>Continually develop our skills, services and systems</i></li> </ul>
<p><b>Courageous</b></p> <ul style="list-style-type: none"> <li>we will not sit back and not let the needs of our community be met without exploring change, opportunities for new or varied service provision, avenues of funding.</li> <li>We will be known for making decisions</li> </ul>	<ul style="list-style-type: none"> <li><i>Look for ways to improve the work we do and to meet the needs of clients, community and organisation in a changing environment</i></li> <li><i>Make informed decisions within a person's capacity</i></li> <li><i>Advocate for needs where services don't exist or actions of others impact on the community we serve</i></li> </ul>
<p><b>Empowering</b></p> <ul style="list-style-type: none"> <li>We will encourage staff, individuals and community to contribute to the decisions and design of the services that we provide.</li> <li>Where services don't exist or actions of others impact on the community we serve we will support people to tell us or others what they need</li> </ul>	<ul style="list-style-type: none"> <li><i>Consumer choice, control and involvement</i></li> <li><i>The ability to influence decisions that are made about them</i></li> </ul>

## GCH MANAGEMENT STRUCTURE

The GCH management structure consists of the following components:

- **GCH Board of Directors** consists of elected and appointed members who have ultimate responsibility for the management of the organisation. The operational management of GCH is delegated to the Chief Executive Officer (CEO). Finance and Risk is a sub-committee of the Board.
- **Senior Management Group (SMG)** consists of CEO and two General Managers. The SMG works cohesively to ensure the strategic goals set by the Board result in improved health and community services for a growing community. The SMG is a collaborative and flexible unit that can respond quickly to new opportunities and the changing service delivery and funding environment.
- **CORE** consists of the CEO, SMG, Program Managers and the Executive Office. The group contributes to operational decision making and discusses operational client and staffing strategies to improve GCH services.

## BACKGROUND OF THIS POSITION

This position provides human resource coordination, leadership and support to all programs, staff and volunteers at Grampians Community Health. The Coordinator Human Resources goals are to ensure all HR processes at GCH are followed according to legislation, industrial agreements and awards and to facilitate robust human resource processes. This includes but is not limited to, administering employee health and welfare plans, acting as a liaison between employees and management; ensuring recruitment, and termination processes are clear, transparent and followed, responding to employee queries, assisting managers to coordinate the volunteer recruitment program, assist managers and coordinators of all programs with recruitment processes, interviews, performance reviews and termination processes and contribute to building a trusting and honest culture at GCH. The role will support managers and coordinators and staff to ensure staff resources meet program needs appropriately, to enable them to provide social and community services to people regardless of age, ability or social status. The role will also be required to provide support, advice, leadership and subject expertise to other organisations, forums and decision making authorities is part of the services provided from this program area.

## THE PRIMARY PURPOSE OF THIS POSITION

The primary purpose of this position within the frame work of the Peak Policies of GCH is to provide:

- Coordination of GCH human resources (specified above) in accordance with GCH's strategic direction, policy and philosophy
- Support to managers in their delivery of accessible, safe and flexible quality services to the staff, clients, other service providers and communities across the Grampians and Wimmera region
- Ensure the effective and responsive reporting of human resource and resource requirements including staff, budgets and assets to the Manager of Resources and Culture
- Liaise with other Coordinators to create an innovative, inclusive, energised and sharing work environment for all staff that is open to new ideas and opportunities
- Support management to create and lead a dynamic and positive culture and work environment at GCH
- Ensure service delivery is provided to meet the requirements of funding bodies and the quality standards applicable to the program
- Provide accurate and timely reports to meet regular and strategic organisational requirements, funding bodies requirements and legal obligations
- Identify growth opportunities and strategic partnerships for GCH in line with the strategic plan.

## KEY AIMS & OBJECTIVES OF THIS POSITION

The Program Coordinator is responsible to the Manager of Resources and Culture for the development and coordination of the human resource portfolio.

The position will contribute to achieving the vision, goals and values articulated in the organisation's strategic plan. It will promote the social model of health and knowledge and understanding of the health prevention issues, including social, behavioural, psychological, environmental and biological factors.

## KEY TASKS AND RESPONSIBILITIES

### Responsibilities:

Within the authority delegated to the position the Coordinator of Human Resources will:

- Report directly to the Manager of Resources and Culture





- Support efficient program management of Human Resource portfolio within the Human Resources and Culture programs
- Work in partnership with the Coordinator Customer Engagement within the Business Services program
- Act as Manager of Resources and Culture as required when the Manager is absent
- Role model expected workplace behaviours and contribute to the development of positive workplace culture
- Contribute to overall coordination of portfolio and program activities at multiple sites
- Identify opportunities for volunteer and student program growth that could have the potential to improve and increase Grampians Community Health services across the region
- Be part of building the GCH reputation and profile regionally and at agency level

### **Coordinator Leadership functions:**

- Provide leadership in staff meetings
- Support organisational policies and processes
- Support the Manager in providing leadership and fostering a productive and harmonious environment
- Provide an environment that fosters innovation, forward and creative thinking that has the potential to grow the suite of volunteer and student opportunities and organisational cultural training events GCH offers
- Promote staff participation and involvement in decision making and change management
- Organise and Chair meetings within the program portfolio in partnership with the Coordinator Information and Assets and Manager of Resources and Assets
- Ability to be flexible and resourceful in dealing with the ever changing requirements of the program, organisation, and employment legislation and the community health sector
- Monitor, motivate and support staff to think abstractly and laterally.
- Monitor and support staff to keep clear, concise and accurate records and reports
- Interact with and influence a range of contacts inside and external to the organisation within delegated limits
- Provide timely responses to all internal and external queries
- Provide supportive assistance and guidance in recruitment and staff retention. Make recommendations to the Manager when positions become vacant, review, revise and recommend replacement role, hours etc.
- Assist in the review and development of positions and position descriptions
- Provide supervision and support to staff, including efficient planning and rostering of staff supervision
- Support the Manager to monitor and review staff progress and professional development needs
- Plan and organise work processes within the program to ensure organisation's objectives are met
- Promote the organisation and its activities both internally and externally
- Meet set KPI's and targets
- Arrange and support the induction of new staff, volunteers and students to the organisation area.
- Encourage and promote a 'no wrong door' approach for client access across the organisation.
- Discuss and resolve problems as they arise with the employees, volunteers and students
- Ensure communications promote the desired organisational culture, are well targeted and appropriate to diverse audiences both internally and externally
- Support all Managers in complex negotiations with each other and key stakeholders to work through change management processes that will develop sustainable systems and processes and achieve better service integration and coordinated client outcomes
- Participate in the Board Buddy System.

### **Program Coordination**

- Maintain effective working relationships in respect to performance planning and management, leave and professional development
- For highly complex client cases take on direct coordination and management of the client services
- Support the Manager in coordination of program referral prioritisation, allocation and distribution
- Ensure policies and procedures are followed by staff
- Ensure staff administrative roles and data entry is completed within required timeframes
- Facilitate reflection and identification of opportunities for improvement in staff support and service provisions
- In conjunction with Coordinator Quality and Compliance ensure funder compliance and reporting requirements are met
- Approve leave within level of delegation



- Provide student supervision
- Actively participate in annual planning sessions, staff meetings and other meetings as appropriate and required
- Participate in and support data collection as requested and use this information in grant and tender applications
- Ensure appropriate record keeping and the maintenance of filing systems
- Advise the Manager on purchases and replacement of equipment that is outside of the delegated authority or budget
- Attend internal and external meetings as required, negotiating and liaising effectively with internal and external stakeholders
- Respond to complaints within delegated limits
- Prepare and submit reports as required by funding bodies and GCH Management
- Proactive identification of opportunities for building operational level partnerships between agencies that will better facilitate the growth of services provided by GCH that will meet the changing needs of the communities
- Support the Manager to design systems and processes that ensure employment processes and services are properly managed and relevant data is collected and analysed for reporting and service improvement purposes
- In keeping with the principles of the Victorian Government's Child Safe Standards, embed within GCH an organisational culture of child safety through effective leadership, and to always perform the duties of this role within those standards.
- To work within a diverse community, upholding the rights and responsibilities of all clients, staff, students and volunteers, including the right to access quality care regardless of social status, age, gender identity, sexuality, race, culture, religion or political belief.

## **Financial Management**

- Liaise with other staff where required on matters pertaining to budgets, funding and administration, facility maintenance requests and marketing to ensure viability of the programs and services offered
- Monitor financial status of programs in your portfolio in consultation with your manager
- Make minor budget decisions within approved limits
- In conjunction with Coordinators of Business Growth, Customer Engagement and Marketing and information and Assets identify and apply for grants that enable specific projects to be undertaken by Grampians Community Health.

## **Business Development**

- Proactive identification of opportunities and collaborations that may result in expansion of service delivery
- Ensure GCH programs are promoted across the region
- Seek out opportunities and partnerships for service innovation and growth
- Contribute to the development and achievement of business plans
- Develop business cases that justify the implementation programs and services in response to identified community needs within in the resource capability of GCH
- Identify trends and evaluate current programs to ensure a high degree of innovation and quality in services
- Develop and nurture partnership and collaboration opportunities to expand the range of programs offered to the community.
- Identify opportunities to influence the culture of GCH as identified in GCH Values and expected behaviours.
- Support marketing strategies designed to increase business and client access to services
- Devise and review systems for operational efficiency and control within the boundaries of the role and make recommendations to the manager.

## **Quality and OH&S**

- Provide a timely response to program complaints and feedback
- It is your duty to take reasonable care of the safety and health of yourself and other persons who may be affected by your acts or omissions in the work place, and to report any incidents or hazardous situations immediately to the CEO or the elected OH &S Officer
- Ensure operating processes are compliant with relevant legislation including client rights, records and storage
- Ensure HR processes are compliant with current industrial relations and legislative requirements
- Apply the principles of quality improvement and risk management and assist with ensuring staff work within the organisational policies and procedures





- Lead staff in taking responsibility for a safe and healthy work environment and a commitment to equal opportunity and a workplace free from discrimination and harassment
- Maintain knowledge of and comply with government legislation and regulations
- Maintain a level of knowledge of impending changes to the political, economic legislative and physical environments of the organisation
- Ensure consumer engagement and feedback is part of service design, delivery and improvement
- Monitor and provide reports to manager on staff development, recruitment and retention including occupationally injured employees
- Actively participate in accreditation process to ensure reaccreditation assessment runs smoothly and is successful
- Abide with all systems and process required by the Coordinator of Human Resources
- Ensure all feedback is included in the quality improvement process
- Be aware of OH&S issues that could be associated with any business growth opportunities

### Professional Support & Development

- Leading in a manner where staff feel valued, supported & empowered to work to achieve shared goals
- Provide staff supervision and support individually and as a group
- Identification of training needs within the program in consultation with Coordinator Information and Assets and Manager of Resources and Culture
- Ensure staff attend mandated training within required time frames

Reports To:	Manager of Resources and Culture General Manager Business Support and Innovation Chief Executive Officer
Supervises:	Direct Service employees, students and volunteers
Internal Liaisons:	GM People and community Support Coordinator Information, Infrastructure and Assets Board of Directors Manager Healthy People and Community Manager Business Services Manager Healthy Lifestyles Financial Accountant All Coordinators within the management structure at GCH All other GCH Staff
External Liaisons	Funding bodies Service providers across the Grampians and Wimmera The communities we serve

### Other Duties:

- To perform or delegate where appropriate any other duties relevant to the position.
- Grampians Community Health has a responsibility to our community in the time of a significant emergency event or disaster. In the event this occurs, senior staff within GCH is required to share responsibility for the Disaster Management responses – this may include the enactment of rostered on call or after hour's duties.

### EXPECTED OUTCOMES / KEY MEASURABLE:

- Demonstrate and encourage a culture that is in line with the Grampians Community Health values
- Ensure, in conjunction with SMG that GCH staff, students and volunteer engagement and leadership is provided consistent with GCH Human Resource practices and GCH values and behaviours, including:
  - Staff recruitment & retention
  - Management of staff issues including performance improvement.
  - Recommending changes in staffing structure and or position requirements
  - Debriefing of GCH staff as required
  - Identification of training and professional development, including induction & orientation.
  - Work place health and safety
  - Providing options for mentoring and professional development for staff

- Maintain professional standards of practice and ensure staff participation in professional development, internal supervision and external (professional/personal) supervision
- Deliver within the authority delegated by the Board of Directors, and the CEO the Resources and Culture programs to the community we serve, including acting on feedback and following up incidents
- Provision of timely completion of reports, leave applications; participation to the Manager Resources and Culture

In conjunction with the Manager Resources and Culture

- develop future direction for growth or diversity of the Human Resource programs in line with the GCH strategic plan as appropriate including:
  - Establish and maintain relevant stakeholder involvement for the Human Resource programs.
  - Engage with funding body's representatives for the Human Resource programs.
  - Contribute to tender/grant writing for program funding
  - Participation in agency wide and program specific Health Promotion activities
- In conjunction with Manager Resources and Culture, General Managers and Finance officers:
  - Contribute to forward planning and oversight of program budgets and assets to enable a sustained service in accordance with legal obligations and GCH Financial Policy
  - Ensure all financial reporting requirements internally and externally are met
  - Attend or delegate to Human Resource staff the Quality Improvement Reference Group meetings
- To ensure quality assurance frameworks and improvement recommendations are embedded into work practices.
- Participate in an annual professional development reviews, including the review of your position description to ensure its relevance to the role and the task requirements.
- In conjunction with Coordinator Information and Assets ensure the quality of client record recording and assist with the development of data analysis.
- Ensure a high quality flow of relevant information to staff particularly from the Manager Resources and Culture
- Ensure the provision of timely, accurate and quality reports
- Ensure that people and agencies accessing the agency understand the services that GCH can offer and are supported throughout their experience with GCH.
- Enhance the profile of GCH so that it is highly visible and known in Western Victoria

## KEY SELECTION CRITERIA:

### 1. Qualifications

Mandatory:

- Tertiary qualifications in a relevant field.
- Proven industry experience of two years in Human Resource coordination or management
- It is essential that the person has an understanding and commitment to the concept of Community Health.
- Understanding of industrial relations and legislative requirements

Desirable

- Demonstrated experience as a leader within a human resource team in a health and welfare organisation and working with multi-disciplinary programs.

### 2. Demonstrable skills, experience and/or understanding of:

- Ability to provide a consultative leadership style that promotes participation, involvement and a positive culture. A tactful, personable, courteous and non-judgmental attitude is essential
- Leadership to a diverse workforce across the broad healthy people and communities' disciplines; to motivate staff; resolve conflict; encourage innovation and to actively demonstrate the values of Grampians Community Health all times.
- Understanding of the issues impacting on rural communities, including an awareness and sensitivity to needs and confidentiality of clients when working within privacy guidelines and working in remote communities.
- Well-developed organisational skills that enables setting for yourself a high level of performance, acknowledging and understanding when support is needed; the ability to create client and customer support; to delegate where appropriate and set goals and steps for program success.

- v. Work with a deep understanding of the WHO's Social Model of Health and the Social Determinants of Health, to allow for a holistic approach, and how they relate to wellbeing and good health outcomes for clients.
- vi. Demonstrated strength in written and verbal communication skills to:
  - a) Effectively communicate with a variety of audiences, with the capacity to engage with and negotiate persuasively with internal and external stakeholders
  - b) Develop quality reports, correspondence and funding applications
  - c) Identify and market business opportunities
- vii. Skills in innovative and creative program development; the confidence to recommend changes, make decisions, and to promote a continuous quality improvement environment
- viii. Knowledge of community health service programs, functions and budgetary obligations, particularly in relation to human resources, volunteer and student programs
- ix. A demonstrated ability to work independently and co-operatively to achieve the objectives of the strategic plan and to provide leadership exemplifying GCH values to program staff members.

## OTHER CONDITIONS:

1. Grampians Community Health employees are eligible for salary packaging. Salary packaging is an Australian Taxation Office approved means of restructuring your salary to reduce your taxation. Salary Packaging allows you to pay for certain expenses with pre-tax income, lowering your taxable income therefore you may pay less tax. Salary packaging items include:
  - a) everyday living expenses including mortgage, rent or credit card payments
  - b) meal entertainment expenses
  - c) holiday accommodation and venue hire
  - d) the finance and running costs of your car through Novated Leasing
  - e) and other work related expenses.

Note: this is an arrangement between the Employee and the GCH Salary packaging provider. The employee will meet any costs or liabilities associated with these requirements during the period of their employment.
2. This position does not require overtime. Grampians Community Health normal spread of working hours is a 7.6 hour day worked between 8am and 6pm. Appointments, programs, Board and Committee meetings and other work may, at times, fall outside these hours. Time in lieu of time worked will be available but must be taken at a mutually agreed time with the CEO and may not be accrued to more than **15hrs/fortnight pro rata of employed hours**. Time in lieu should be used for exceptional circumstances instead of becoming a regular practice. It is expected that no more than 15hrs of TIL will be carried forward from one pay period to the next.
3. This position will have an annual professional development review at which time the job description will be reviewed by the CEO in consultation with you and modified if necessary.
4. Ensure knowledge of current GCH Occupational Health & Safety policies as they relate to this sphere of work. OH&S is a shared responsibility at GCH.
5. Annual Leave and Personal (Sick) Leave will be payable on a pro rata basis.
6. 48/52 or 50/52 leave variation options may be available at the CEO's discretion after a qualifying period.
7. A National Police Check, Working with Children Check (if required) and Disability Worker Exclusion check will be carried out at the GCH's expense prior to commencement of employment
8. GCH strongly supports Equal Opportunity and Access to Services, and requires all staff to be sensitive and inclusive of individual needs including but not limited to cultural, religious and sexual orientation.
9. The successful applicant will be required to hold a current driver's licence.
10. As a Registered Community Health Centre this position is required to share responsibility for the Disaster Management responses at GCH – this may include rostered on call for GCH base requirements.
11. The CEO may alter this Position Description if and when the need arises. Any such changes will be made in consultation with the employee. Statements included in this position description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all inclusive.
12. The organisation's cars can only be used for work related activities, depending on availability. Use of your own vehicle may be reimbursed, and is calculated at the agreed ATO kilometre rate. Claims are based on a set rate for each business kilometre travelled. Payment will be kept in line with the ATO rate. The use of a private vehicle to travel in excess of 40km needs to be approved in advance by the Program Manager or the CEO.

13. GCH understands that "normal working hours" are between 8am - 6pm Monday to Friday.
14. Superannuation contributions will be paid by Grampians Community Health in line with the Superannuation Guarantee Act
15. Grampians Community Health is a smoke free workplace.
16. Risk management responsibilities - all staff members are to:
  - a) understand and observe Risk Management Policy (1.4) and (8.1 to 8.8), strategy and related procedures
  - b) assist in the identification and management of risks to be entered into the Risk Register
  - c) contribute to the development and implementation of Risk Action Plans
  - d) identify, evaluate and mitigate risks associated with their agreed success measures
  - e) provide timely assistance when requested information in relation to any insurance claim or risk management issue
  - f) make prevention a priority whilst undertaking daily tasks in the centre's operations

## PERSONAL LEAVE

The entitlement for absence from work because of a personal illness or injury is 3 SINGLE days **without a doctor's certificate in a calendar year**. After that any absent days from work because a personal illness or injury requires the employee to provide a medical certificate or statutory declaration.

It is the responsibility of the employee to notify your place of work of the absence and prepare a payroll variation informing the reason of leave as soon as practicable. *(To be authorised by your Manager and sent to payroll officer)*

## ANNUAL LEAVE

Four weeks per year - pro rata of employed hours

## CONFIDENTIALITY:

### Definition of confidential Information

In this agreement, "Confidential Information" includes confidential and proprietary information and various know-how, processes, computer software and related data documentation owned or by GCH or its clients, marketing strategies, customer requirements, all clients information, customer lists, employees' information, methods of doing business, the financial affairs of GCH and other confidential business information which belongs to GCH or its clients.

It is mandatory that all employees respect the rights of client's confidentiality. Within the building and between professional staff, there can be "program shared" client information under agreed circumstances but this should be cleared first through the client. Under NO circumstances should a client be discussed or commented on by employees outside the agreed circumstances – see current Policy documents

- By signing this Position Description, I agree to retain all confidential Information in the strictest confidence. I will not disclose any confidential information to any person. I will not use for my own purposes or for purposes other than those of GCH, any confidential information which I have acquired in relation to the business of GCH, its affiliates, clients, employees or either. I acknowledge that the obligation to disclose to others or use the confidential information continues in effect following the termination of my employment with GCH, for whatever reason, unless I obtain the prior written consent of the Chief Executive Officer or Board of Directors.

I understand my obligations under this agreement, not to use or improperly disclose to others confidential information, shall remain in effect until the date upon which the confidential information has been publicly disclosed in a manner authorized by GCH or its affiliates or otherwise has become known to others, without my breaching this agreement.

**In the event of you finish your employment** with GCH it is mandatory that all exited employees respect the rights of clients to still have their confidentiality upheld. Under no circumstances should a client be discussed or commented on by an exited employee.

As part of the GCH team, you have been privy to much commercial in confidence information about GCH business and forward plans – it is a requirement that you keep this confidential after leaving us.



GRAMPIANS  
COMMUNITY HEALTH  
*vibrant and healthy communities*

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## GCH Job Application Kit

### **Specific grounds for disclosure**

*Circumstances when the interest of the community or other individuals outweigh the interest of consumer, information may be disclosed without consulting the consumer, for example when there is a serious threat to public health, safety or welfare.*

### **ETHICAL PRACTICES**

This position is to be delivered always consistently with the Grampians Community Health Code of Ethics.

### **CONFLICT OF INTEREST**

Staff must ensure that they understand potential or actual conflict of interest via their position at GCH if they are also employed in either their own business or another health/welfare agency, and take the relevant steps to ameliorate this conflict. The CEO must be made aware of any potential, actual or perceived conflicts of interest and agree to the management of these conflicts

- In signing this position description, I agree to abide by the policy and procedures of GCH
  - copies are available from Manager and the 'Wall' (GCH intra- network)

**Grampians Community Health is proud to be an accredited White Ribbon Workplace, accredited by the Quality Improvement Council, QIP Community Organisation of the Year finalist and has the Rainbow Tick.**



## Appendix for Grampians Community Health Position Descriptions 2017

### Philosophy Base:

GCH's Philosophy is grounded in the Ottawa Charter for Health Promotion (WHO 1986), the Jakarta Convention (WHO 1996) and the Health Development Paradigm now better known as the Social Model of Health, and more recently the Victorian Charter of Human rights and Responsibilities.

The process of information, skill development, empowerment, community collaborative ventures, resilience and self-responsibility embedded in a caring framework of non-judgemental acceptance of diversity underpins the GCH approach to both its staff & clients.

Management philosophy is loosely based around the Deming Management Philosophy, Social Model of Health for staff, Total Quality Improvement and Facilitatory Management

### GCH Management Structure:

GCH has a collaborative management approach which harnesses knowledge, wisdom and experience from across the organisation. There are four main levels of leadership with specific levels of responsibilities:

- The Board of Directors
- The Chief Executive Officer (CEO), who is also the Company Secretary
- The Management Support Group (SMG), and
- CORE – a team consisting of the CEO, MSG members, and Program/Team Managers where many of the operational decisions are discussed and made

### Sub Committees:

- Ethics
- Finance & Risk
- Intake Coordination
- OH&S
- Quality Improvement Reference Group
- Rainbow Committee
- Staff Conference Committee

### Accreditation & Quality Standards:

GCH has an embedded culture of Continuous Quality Improvement and participates in external quality reviews and accreditation processes.

- **QIC** – Quality Improvement Council Standards. A whole-of-organisation continuous quality improvement approach with the aim of increasing organisational capacity.
- **Home Care Standards** – continuous improvement approach for Commonwealth Home Support Program providers, with a focus on the needs and preferences of care recipients.
- **Human Service Standards** - service quality standards that embed and promote rights for people accessing Victorian Department of Health & Human Services funded programs.
- **Rainbow Tick** – inclusive practice standards to ensure safe service delivery for Lesbian, Gay, Bisexual, Transgender and Intersex (LGBTI) people in our community.
- **Victorian Child Safe Standards** – Compulsory child safe standards based on belief that all children have the right to feel safe and to be safe all the time.
- **White Ribbon Work Place Accreditation** - recognises workplaces that are taking active steps to prevent and respond to violence against women.

*Refer to the Grampians Community Health Vision and Values Document on the website  
[www.grampianscommunityhealth.org.au](http://www.grampianscommunityhealth.org.au) for further information.*