

# Position Description

Position Identification			
Position Title:	Manager, Primary Care Children’s Health		
HRIS Position Number:	XXX	Effective Date:	February 2025
Location:	All Holstep Health sites as required		
Scope of Practice:	Not applicable		
Delegation of Authority:	Refer to Delegation of Authority Policy		
Agreement/Classification *For HR use only	Merri Health Enterprise Agreement 2021 <ul style="list-style-type: none"> <li>Management and Administrative Officer, Grade 6</li> </ul> <i>Note: this will be translated to a new grade in the Merri Health Enterprise Agreement 2024 once approved</i>		
Organisational Context			
Divisional:	Aged and Primary Care		
People Lead:	Director – Aged and Primary Care		
Program:	Children’s Services	Unit:	NA
Position Summary			
<p>Reporting to the Director - Aged and Primary Care, the Manager Primary Care Children’s Health is responsible for leading the allied health and Primary Care Children Services teams, including multidisciplinary allied health and the School Readiness teams to deliver the services in line with programs’ objectives and funding guidelines, to meet local needs.</p> <p>The Manager will be responsible for the smooth functioning of the Primary Care Children’s Health programs ensuring that high quality performance outcomes, budget, data reporting and administrative requirements are met in a timely and efficient manner. The Manager will guide the development of services and program in an integrated way, identify and manage risks and engage and communicate with internal and external stakeholders.</p>			
Position Accountabilities			
Responsibilities	<ul style="list-style-type: none"> <li>Develop children services in an integrated way and in line with overall strategic and divisional plans.</li> <li>Meet performance KPIs as set in collaboration with Director Aged &amp; Primary Care</li> <li>Manage ongoing operations of Holstep Health’s Primary Care Children’s Health</li> <li>Drive innovation and new business development opportunities with a view to growing the reach and breadth of Holstep Health’s Primary Care Children’s Health, in line with service utilisation and resources with demand, consumer expectations and early adoption of emerging trends.</li> <li>Position the Holstep Health to respond to industry reforms, initiatives and growth opportunities in conjunction with the Director Aged &amp; Primary Care</li> <li>Demonstrate financial and information management acumen to develop annual budget and facilitate compliance with annual budget and service and funding agreements and to assist organisational strategy in service provision and development</li> <li>Ensure compliance with relevant Agreements/funding arrangements, and that the services are delivered in accordance with the standards, best practice and relevant professional quality standards.</li> <li></li> </ul>		

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	<ul style="list-style-type: none"> <li>• Prepare timely, reliable and succinct reports, data and analysis and provide advice to Director and Holstep Health’s management.</li> <li>• Monitor and achieve high quality performance targets, outcomes and reporting requirements</li> <li>• Respond to community need to deliver evidence based services to children and their families</li> <li>• Oversee the management and coordination of a mobile workforce across a large geographic area in collaboration with Team Leaders</li> <li>• With the Team Leaders, manage business continuity responsibilities during emergencies</li> <li>• Oversee service mapping across the region and establish relevant partnerships and collaborations</li> <li>• Communicate the role, goals and function of service and Holstep Health’s values to community members</li> <li>• Coordinate the development and implementation of integrated services Operations Manual in line with Guidelines and Requirements</li> <li>• Ensure effective risk management procedures are in place to minimise any major areas of identified risk</li> <li>• Uphold and adhere to Holstep Health values and conduct</li> <li>• Ensure systems are in place to monitor client outcomes. Ensure client feedback, complaints and identified issues are managed according Holstep Health’s policy.</li> <li>• Maximise client experience and satisfaction levels to minimise the loss of clientele to competitors due to dissatisfaction</li> <li>• Undertake other duties as reasonably directed by the Director, and organisational leadership in line with the incumbent’s skill and experience</li> <li>• Ensure the appropriate tools, policies, compliance with registration and/or codes and models of practice are embedded in the team/program for desired business and organisation culture outcomes</li> </ul>
<p><b>People Leadership</b></p>	<ul style="list-style-type: none"> <li>• Ensure the management of people within the division including recruitment, induction, professional development, reward and recognition and performance management.</li> <li>• Promote and monitor compliance of people management processes to all Holstep Health standards, policies and procedures</li> <li>• Build a culture of ambition and success across the Team through motivating and developing employees by promoting continuous improvement and rewarding outstanding performance.</li> <li>• Lead with integrity, resilience and equity and demonstrate Holstep Health’s values in actions, decisions, interactions, and team leadership</li> <li>• Embed a performance driven culture within the team, aspiring towards best-in-class practices underpinned by continuous improvement and transformation mindset.</li> <li>• Maintain foresight of emerging skills required in the team and manage talent development, acquisition, retention and recognition within the team to ensure responsiveness to changing or emerging client needs</li> <li>• Ensure appropriate succession plans are in place to achieve longer term strategies</li> <li>• Ensure the performance objectives of the division are communicated, understood and cascaded to all employees through effective development of individual KPIs and work plans</li> </ul>
<p><b>Safety and Risk</b></p>	<p><b>Occupational Health &amp; Safety (OHS)</b></p> <ul style="list-style-type: none"> <li>• All employees have a duty to take reasonable care for the health and safety of themselves and others affected by their actions at work, and to comply with OHS Frameworks.</li> </ul>

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	<ul style="list-style-type: none"> <li>The incumbent must champion continuous improvement of OHS practices.</li> </ul> <p><b>Physical Inherent Requirements (PIR)</b></p> <ul style="list-style-type: none"> <li>Involves sedentary tasks requiring a low level of physical activity and alternation between seated and standing positions</li> <li>Incorporates computer based activities, where employees are required to maintain a slight to moderate degree of cervical flexion for periods of several minutes at a time, occasionally sitting for periods in excess of 20 minutes</li> <li>Sound upper limb joints, with the ability to withstand repetitive upper limb activity</li> <li>May be required to occasionally lift and carry items weighing up to 10kgs</li> </ul> <p><b>Quality &amp; Risk</b></p> <ul style="list-style-type: none"> <li>Assessing, monitoring and reviewing emerging risks</li> <li>Identify and analyse risk against the corporate risk appetite – understand where major areas of risk exist and ensure level of acceptable risk exposure according to corporate risk appetite</li> <li>Supporting risk management framework across {new organisation name}</li> <li>Understand and implement accreditation standards that apply to team and organisation</li> <li>Participate in quality and accreditation self-assessment(s) and support implementation of agreed improvements</li> <li>Assist with the development, review and implementation of policies and procedures and support staff to understand and apply them.</li> </ul> <p><i>Holstep Health is an equal opportunity employer and committed to ensuring a safe environment for children and young people. We encourage individuals of diverse backgrounds including but not limited to those from the Aboriginal and Torres Strait Islander, Culturally and Linguistically Diverse, the LGBTIQ+ community and those living with a disability to join our workforce.</i></p>
<b>Capabilities</b>	All employees are expected to align their behaviours and utilise capabilities (or 'soft skills') in line with our organisational values and the level of responsibility of the position. The capabilities for this position can be found within {new organisations}'s Capability Matrix.
<b>Key selection criteria</b>	
<b>Essential</b>	<ul style="list-style-type: none"> <li>Five Experience in a similar senior level position, ideally in the health, primary and/or community services industry;</li> <li>Tertiary qualifications in relevant area, ideally business/health administration,</li> <li>Management, knowledge and understanding of Allied Health Children's services.</li> <li>Demonstrated understanding and implementation of clinical service delivery based on evidence based practice</li> <li>Demonstrated ability to lead and work in a dynamic, changing and challenging environment;</li> <li>Strong financial management and problem-solving skills ensuring achievement of outcomes within resource limitations</li> <li>Ability to identify key stakeholders and build strong effective working relationships and partnerships</li> <li>Strong analytical skills, business and process redesign acumen and</li> </ul>

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	<p>problem solving skills</p> <ul style="list-style-type: none"> <li>• Excellent interpersonal, communication and negotiating skills with the ability to make timely and thought-out decisions</li> <li>• Excellent administrative and organisational skills with the ability to manage multiple activities with minimal supervision required</li> <li>• Capacity to work creatively and independently, demonstrate initiative and actively develop a supportive team environment.</li> </ul>
<b>Desirable</b>	<ul style="list-style-type: none"> <li>• Knowledge and/or experience in Community Health</li> <li>• Demonstrated experience working within a diverse community</li> </ul>
<b>Checks, Licences and Registration</b>	<ul style="list-style-type: none"> <li>• National Police check</li> <li>• Evidence of rights to work within Australia</li> <li>• Working with Children check</li> <li>• Immunisation Category C</li> <li>• Professional registration/territory qualification evidence</li> <li>• Current full or probationary drivers licence</li> </ul>