

## JOB VACANCY – VICTORIAN ABORIGINAL HEALTH SERVICE



Position Title: Operations General Manager  
Location: Preston (Melbourne)  
Employment Status: Full-time  
Reports To: Chief Executive Officer

### POSITION OUTLINE

VAHS is seeking the services of an energetic, motivated and driven Operations General Manager to form part of the Senior Management team. The role is responsible for new business development, business enhancement, financial performance, productivity improvements, optimization of client care, service quality and the integration of programs and client care.

### KEY RESPONSIBILITIES AND ACCOUNTABILITIES

#### 1. Planning and Managing Change

- Recommend to the CEO and Board an Action Plan for the implementation of the Strategic Plan. The Action Plan will identify delivery models, programs approaches, service outputs, key performance indicators and responsibilities and timeframes
- Ensure effective programs/service delivery through high level direction, advocacy and support
- Identify new business opportunities for VAHS as well as Marketing strategies
- Increase access to and range of primary health care services available to clients through partnership arrangements with other providers in the region
- Liaise with relevant Aboriginal organisations, Community and mainstream agencies in relation to information and advice on Aboriginal Health issues and policy
- Drive the implementation of a Change Management program ensuring integration of chronic disease and mental health service activities with the clinical model of care
- Lead the review, planning and efficient transition to new Clinic premises to ensure cost effective asset and financial outcomes for VAHS

#### 2. Primary Health Care Access & Clinic Development

- Facilitate improved access to comprehensive Primary Health Care for Aboriginal and Torres Strait Islander peoples in Greater Melbourne
- Drive the development and delivery of quality, up to date data re demographics and outcomes
- Develop, monitor and report on progress against agreed targets
- Secure funding and project manage the expansion of Clinics in line with demand/gaps/strategic plan
- Undertake project management of capital works projects and clinic refurbishment/s

#### 3. Improved Clinic Effectiveness

- Ensure a co-ordinated and integrated approach to planning, development and delivery of Primary Health Care Services to Aboriginal and Torres Strait Islander populations
- Implement Quality Improvement Strategy to improve quality and co-ordination of chronic disease care
- Monitor the Integrated Team Care Program
- Establish service-level partnership/s with hospital to expand/enhance delivery of primary health and specialist services
- Maximise the uptake of MBS items in Aboriginal Health and develop and monitor targets for Clinics for key MBS items
- Continue implementation of reforms to business models to increase Medicare income and decrease dependency of Government funding

#### 4. Mental Health and Well-being Services

- Manage delivery against contracted service deliverables and meet program objectives
- Lead the development, implementation and evaluation of plans, programs, models and policies for improving Mental Health and Wellbeing services to Aboriginal and Torres Strait Islander clients

## **5. Aged Care/Home Support Strategies and Service Delivery**

- Lead the development, implementation and evaluation of plans, programs, models and policies for improving Aged Care services to Aboriginal and Torres Strait Islander clients
- Lead improved client access to and improved quality of delivery Home Care Packages (HCPs), Support Programs (CHSP), through strategic and operational intervention including improved referral and assessment processes to Aged Care clients in designated areas

## **6. Financial Management**

- Manage the financial performance of VAHS operations and ensure it operates as a sustainable controlled community primary health care service
- Develop and manage an annual budget aligned to the action plan for the approval by management committee. This includes budgets for all business units and programs
- Obtain, manage and maximize the income flows required to implement the approved forward program
- Maximise Medicare billings and achieve annual MBS self-generated income targets through effective clinic and client records process
- Manage expenditures consistent with the budget, the requirements of funding organisations and policies and procedures
- Manage and protect the organisation's assets, manage and implement any approved capital works program
- Manage an efficient and effective ICT platform, enhancing

## **7. Staff Management**

- Ensure the establishment and implementation of effective systems, process and structures to meet the resourcing requirements of the action plan
- Ensure staff management practices are in place
- Promote and ensure a safe and healthy workplace

## **Competencies/Experience**

The successful candidate should have demonstrated competencies in the following areas:

- Strong business acumen; ability to think strategically, financial management skills, project management, change management skills and experience
- Demonstrated senior management experience in a comparable Not for Profit, Community Controlled, Government or Private Sector organisation
- Compliance of Victorian Occupational Health and Safety Act 2004 and all the rules, regulations and relevant Codes of Practice
- Demonstrated understanding of working in a community controlled health service
- Demonstrated ability to communicate sensitively and effectively with Aboriginal and Torres Strait Islander people and possess well developed interpersonal, communication and teamwork skills including a high level of networking, impact/influencing and advocacy skills
- Demonstrated knowledge of Aboriginal Community Controlled Health services and the issues facing the organisations
- Demonstrated experience in networking and liaising with relevant Federal and State Governments, private sector organisations comparable to Primary Health Networks and non-government organisations

## **Qualifications, Licenses and Registrations**

- Degree in Business or equivalent discipline
- Current Working with Children Check and National Police Check
- Current Victorian Driver's License

## **How to Apply**

Applications can be submitted to:

Employment @vahs.org.au before 9am, Monday 17<sup>th</sup> September 2018. Request for position description can be made via employment @vahs.org.au.