



Position Description

POSITION DETAILS

Position Title:	Community & Sector Manager		
Location:	Suite 1, 407 Canterbury Road, Surrey Hills, VIC, 3127		
Reports To:	Chief Executive Officer		
Direct Reports:	Health Promotion Manager, Project Manager, NSW Service Lead, National Continenace Helpline team		
Employment Status	Full time <input checked="" type="checkbox"/>	Part time <input type="checkbox"/>	Casual <input type="checkbox"/>

OUR VISION AND PURPOSE

The Continenace Foundation of Australia’s (the Foundation) vision is for an Australian community free of the stigma and restrictions of all of incontinence across the lifespan. We will aim for this through research, advocacy, solutions, consumer education and professional development.

STRATEGIC PILLARS

Ensure Better Access
To deliver high quality continence information, resources, education and services in Australia
Be a Leading Peak Body
That is widely recognised and acknowledged nationally and internationally as the Australian expert voice for continence
Be a Unified Body
That has the governance and organisational capacity to deliver our vision and purpose
Grow successfully and Sustainably
To ensure we can continue to achieve our vision and purpose

PURPOSE

The Community & Sector Manager provides outstanding leadership in managing the design and delivery of government funded programs and projects that align to the organisation's strategic vision and mission. This role is also responsible for providing clinical leadership and management of the National Continenace Helpline.



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VALUES AND BEHAVIOURS

Values	Behaviours
Accountability	We are responsible for our individual and team actions and behaviours and the outcomes they produce
Respect	We will respect each person within our organisation and all external individuals and stakeholders
Integrity	We will act with integrity and be open and honest, within our teams and the organisation, and when dealing with all external individuals and stakeholders
Inclusiveness	There are no barriers to engagement and participation, no one is excluded, and diversity is celebrated

RESPONSIBILITIES

- Lead and drive the development and implementation of proactive, strategic, and integrated capacity building initiatives based on community and sector needs.
- Work collaboratively with management and project teams, to deliver project plans, ensuring compliance with funding agreements, budgets, legislation, and proactively advise the Chief Executive Officer of any variance, risk and change management requirements. Ensuring good practice is adhered to at all times.
- Drive program improvements to ensure the aims and objectives of activities and projects are achieved effectively.
- Work with the Senior Management Team to explore alternative sources of revenue to strengthen the financial position of the organisation and sustainability of program objectives through the identification and delivery of new project revenue generation opportunities.
- Identify and implement quality assurance initiatives that ensure the highest standard of service delivery is achieved and maintained across programs and projects.
- Keep informed about developments in the sector and actively network with external key stakeholders to build effective partnerships.
- Represent the Foundation and act as liaison as required at inter-governmental and other stakeholder external forums.
- Apply collaborative and partnership approaches as appropriate to deliver, facilitate and/or advocate for services that promote community well-being.
- Strengthen the Foundation’s presence and effectiveness as the national peak body advocating for and promoting bladder and bowel health in Australia.
- Engage, build and maintain effective relationships across the broader health sector which support the Foundation in strategic and programmatic goals including its policy, research and advocacy goals.
- Undertake other tasks as directed by the Chief Executive Officer.



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Management of the National Continenace Helpline

- Deliver an annual project plan and budget for the National Continenace Helpline and oversee the delivery and evaluation of the plan.
- Lead the implementation of all activities ensuring they are delivered on time and within budget.
- Contribute to the ongoing development and improvement of the NCHL electronic record/database and the Service and Product Directories on the Foundation’s website.
- Provide reports on performance of the NCHL to senior management, the Foundation Board (via the CEO) and the Department of Health as required.
- Develop and maintain networks with other continence services within the health system and with professional and continence management special interest groups.
- Develop and maintain networks with continence related product supplier and manufacturers.
- Contribute towards the professional development of the NCHL team in line with best practice and evidence-based rationales in continence assessment, management, care and promotion.
- Lead the clinical supervision program for the NCHL Nurse Continenace Specialists (NCSs).

KEY PERFORMANCE INDICATORS (KPI’S)

Key Performance Indicators
All employees
Alignment to expected values and behaviours demonstrated
Compliance with Work Health and Safety Policies and Procedures
Compliance with Company policies and procedures
Positive and effective stakeholder relationships and feedback
Role Specific
Identify and implement service delivery improvements and organisational developments, taking into account sector changes, current best evidence research and funding.
Work in conjunction with the executive team to implement the strategic direction of the Board and wider organisation.
Develop innovative improvements to programs, ensuring they fit with the over-all strategic vision and focus of the wider organisation.
Demonstration of effective leadership, direction and people management competencies, with appropriate technical expertise to drive business outcomes and services of the team.
Ensure that the NCHL team is well supported administratively and educationally so they can provide appropriate information to NCHL callers and can access to up-to-date information in a timely manner.
The NCHL NCSs are well supported clinically so they can provide appropriate continence advice and information based on assessments that are appropriately thorough and evidence-based to address continence queries and needs.



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Regularly review NCHL processes, including the electronic record/database and the Foundation's service and product directories, to look at optimising function and reporting, and ensuring information is current.

Continuously explore new relationships, including partnership and collaboration opportunities to support and enhance the strategic direction of the Foundation.

Manage and continuously improve the cost effective and efficient provision of community services with a strong customer focus and in accordance with the Foundation's policies.

Manage risk, budget, resources and facilities associated with Community and Sector functions, including ensuring that relevant grants and subsidies are applied for, managed, and properly acquitted.

CORE COMPETENCIES

High level of expertise in continence assessment, management, care and promotion

High level of computer literacy including the use of, but not limited to, electronic medical records and MS office suite

Strong communication skills – interpersonal, written and verbal

Highly organised with the ability to undertake a structured approach to tasks

Ability to work autonomously as well as within a team environment

High level of accuracy and attention to detail

Develop and maintain effective relationships with internal and external stakeholders

Demonstrated leadership expertise in managing projects of increasing complexity that respond to the needs of community groups both independently and collaboratively with stakeholders.

Successful experience in change management, particularly to drive innovation and create a culture of continuous improvement.

Proven experience in managing government relationships including related to funding and service and agreements.

QUALIFICATIONS/EXPERIENCE

Essential

Significant senior executive management experience with demonstrated strategic and financial experience

Relevant tertiary qualification or extensive experience in a similar role

Demonstrated success in managing multiple reports across multiple disciplines with positive outcomes

Proven clinical leadership, with the ability to influence care delivery systems, advice and



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information content at an organisational and operational level
Demonstrated financial skills including the ability to set and monitor budgets
Dedication to continuous professional development with a focus on continence knowledge enhancement
Advanced computer skills include use of Microsoft suite – ability to effectively use database and analyse data and present in reports
Experience with electronic medical records
Desirable
Experience managing state, territory or federal government projects and relationships
Experience working within the primary, acute or community health or community sectors
Experience in the development and delivery of continence related information and education across a variety of settings eg community groups and health professionals
Experience working with consumers with complex health care needs that impact on bladder and bowel function
Demonstrated experience in human resource management and quality assurance.
Experience and knowledge around clinical governance, clinical supervision, development or implementation of quality systems in clinical service delivery

This position description has been designed to indicate the general nature and level of work performed by employees within this position. It is not designed to contain or be interpreted as a total inventory of all duties, and responsibilities that may be required of employees assigned to the role.

EMPLOYEE DECLARATION

I	
<i>(Applicant's Name)</i>	
hereby understand and accept the conditions of the position description as detailed herein for the position of	
<i>(Position)</i>	
Applicant's signature	
	Date