POSITION DESCRIPTION – DIRECTOR COMMUNITY SERVICES

REPORTS TO:  CEO
SERVICE RESPONSIBILITY: Social Health, NDIS, Alcohol & Other Drugs, Aged Care, Family & Community Services.
HOURS PER WEEK: 38 (five days per week) negotiable
Conditions of Employment: Aboriginal Community Controlled Health Services Award 2010
REMUNERATION: Base Salary and other entitlements as outlined in Contract of Employment.

PURPOSE AND FUNCTION: Katungul Aboriginal Corporation Regional Health and Community Services (Katungul) is a not for profit organisation providing culturally attuned, integrated health and community services in the South East of New South Wales. Katungul is managed by a CEO reporting to an elected Board of Directors.

The Director Community Services is one of four Directors reporting to the CEO.

The objectives of this role are:

- To improve the social health outcomes of Aboriginal Australians within the Katungul region of influence
- As part of the Senior Management Team, develop and implement new services and programs, which address the social health needs and outcomes of Aboriginal people.
- To oversee the ongoing development and management of the Community Services provided by Katungul
- Ensure that services and programs are delivered to quality standards, comply with relevant legislation and achieve contract requirements.
- To develop, implement, monitor, review and evaluate Community Services.

MAIN DUTIES AND RESPONSIBILITIES:

Strategic management

- Develop strategic/business plans to meet the objectives of the Corporation.
- Ensure all programs are delivered to meet funded targets and that all reporting requirements are completed
- Represent Katungul in negotiations, with relevant funding bodies
- In consultation with the Senior Management team, prepare funding submissions for new services and programs
- Assist with the development and implementation of policies, procedures, standards and practices.
Financial Management

➢ I conjunction with the Director of Finance participate in the annual development of service budgets
➢ Analyse, manage and report against approved budgets.

Program Management

➢ Ensure Katungul is appropriately staffed and equipped to provide high quality Community services
➢ Ensure integrity of case management systems
➢ Initiate and coordinate service and program development
➢ Negotiate as appropriate the provision of services by external professionals
➢ Monitor and review service performance

Human Resource Management

➢ Provide leadership to Community services staff and ensure appropriate management of direct reports
➢ Participate in Human resource Management activities including recruitment and selection, performance management, training and development and management of specific human resource issues
➢ Ensure staff are provided with resources required to effectively undertake their role
➢ Undertake Probationary and Annual Performance Reviews of all above positions

Records Management

➢ Ensure adequate and appropriate client and other records are maintained
➢ Ensure all staff are effectively trained in management of client records using a computer-based records system.

Quality Improvement

➢ Ensure staff maintain continuous quality services, which are responsive to community needs
➢ Encourage staff to report any quality improvement issues
➢ Implement measures, policies and procedures which meet accreditation and risk assessment requirements
➢ Respond appropriately to all quality improvement issues raised by management and staff or identified through other monitoring mechanisms
➢ Participate in external review requirements such as accreditation and risk management to enhance continuous quality improvement

Maintain Internal and external relationships

➢ When required organise and participate in community consultations
➢ Convene regular organisational Staff Meetings to ensure all program staff are informed.
➢ Develop strong working relationships with funding bodies and other service providers
➢ Attend and represent Katungul at external forums as required and in accordance with the overall mission and objectives of the organisation at external forums
➢ Provide monthly written reports to CEO summarising Community Service performance and clearly identifying any issues of concern
Workplace Health and Safety

- Ensure the workplace health and safety of employees and other persons within the work environment
- Report all hazards, accidents or incidents which have resulted or may result in an injury to others or damage to property
- To be familiar with emergency and evacuation procedures and to participate in regular training in safety procedures

Selection Criteria:

1. Qualifications in Community Services or similar discipline together with substantial management experience in community services and/or programs, preferably within an Aboriginal organisation
2. Sound knowledge of Aboriginal culture, issues affecting Aboriginal people, and Aboriginal Services Sector
3. Experience in project management, including development and monitoring of Workplans and budgets
4. Ability to provide input, interpret, monitor and evaluate policies, procedures and standards for clients.
5. Demonstrated skills in people-management, staff supervision and coordination
6. Excellent oral communication and writing skills
7. Demonstrated ability to work effectively and cooperatively as part of an Executive team

General Responsibilities as an Employee of Katungul

- Be responsible to the Board of Directors and CEO
- Work within Katungul’s policies and procedures
- Commitment to culturally appropriate service provision
- Provide services in a way that recognises the many factors that affect a person’s health status
- Commitment to client-centred care, integrated service provision and trauma informed practice
- Be a positive role model to clients, staff and visitors
- Work as part of the team
- Participate in continuous improvement and accreditation activities
- Maintain any professional qualifications/registrations required as part of the position
- Keep records and client notes in a professional way
- Ensure that clients and stakeholders understand how to make a complaint
- To perform any other duties as required by the CEO

OTHER RELEVANT INFORMATION

Consent to a Police Background Check and a Working with Children Check must be provided prior to confirmation of employment. Employment is conditional pending the outcome of these checks.

CONDITIONS OF EMPLOYMENT:

- Terms and conditions of employment will be based on the Aboriginal Community Controlled Health Services Award 2010
- This position will require some travel to Katungul’s other Branches. Possession of a drivers licence is essential