



<b>Title:</b>	Early Intervention Manager
<b>Location:</b>	Alpine Health 30 O'Donnell Avenue Myrtleford 3737
<b>Service Unit:</b>	Early Intervention Team/Community & Business Services
<b>Role Summary:</b>	<p>The position is to provide leadership in our organisation and the community through the development and implementation of an integrated early intervention and health promotion strategy across the Alpine Shire.</p> <p>The incumbent will be responsible for the management and leadership of the following services and functions:</p> <ul style="list-style-type: none"><li>• Rural Adolescent Health Worker</li><li>• Dietitian</li><li>• Diabetes Education (Project Officer)</li><li>• McGrath IGA Breast Care Nurse</li><li>• Health Promotion x 3 positions</li><li>• Youth Worker</li><li>• Management, Monitoring and Reporting of all activities related to the Murray PHN Contracts</li><li>• Implementation and operation of a Chronic Disease Management Service</li><li>• Ongoing service development and relationship management</li></ul>
<b>Classification:</b>	Related to area of expertise.
<b>Employment Contract:</b>	Permanent Part Time
<b>Exclusions:</b>	This role is not open to any person who (since January 2011) was a party to a contract revoked by the Department
<b>Remuneration:</b>	Remuneration will be in accordance with the appropriate Award and salary range will reflect the level of experience, skills and award provisions. Salary Sacrificing is available.
<b>Key Performance Indicators:</b>	Appendix 1

**Education, skills, knowledge and behaviour.**

The incumbent will be required to possess the following levels of education, skills, knowledge and behaviour.

**Education:** Meets at least the minimum education requirements.

- Degree/higher tertiary qualification with relevance to community development and early intervention;
- Postgraduate qualification in Management would be desirable;
- Experience in Business Development and Project Management managing multiple, concurrent health service related projects in a complex environment.

**Skills:** Uses strong analytical interpretation of information to plan, develop, and implement strategy to maintain a highly effective service delivery. Contributes to the direction of the Alpine Health through engagement in the work of others, supporting that work, and commissioning assistance as necessary.

- Ability to provide leadership and skill development in the provision of health promotion activities.
- Ability to develop and pursue goals in keeping with overall organisational objectives;
- Ability to participate in leadership and skill development in the provision of health improvement strategy development;
- Ability to work as part of a team and to foster the exchange of ideas and the participation of others in the achievement of service objectives;
- Well developed interpersonal skills, including communication, negotiation and conflict resolution, delegation and time management.
- Ability to work co-operatively with other service providers and agencies within the Community.
- Ability and commitment to maintain confidentiality and demonstrate tact and discretion when dealing with people.
- Highly developed communication and presentation skills, especially using electronic media.
- Ability to prioritise work, meet deadlines and work accurately under conflicting time pressures.
- Highly developed written and verbal skills.
- Ability to translate standards and improvement opportunities into best practice;
- Ability to accept responsibility and be accountable for performance levels;
- Strong analytical and problem solving skills;
- Current Victorian Driver's Licence;
- Basic computer knowledge and keyboard skills.

**Knowledge:** Can apply knowledge independently and in response to complex organisational and individual situations.

- Knowledge and experience in working in rural areas and a demonstrated understanding of the issues relevant to the delivery of health services in those areas;
- Experience in assessment and intervention;
- Experience in planning and managing service delivery, including budgets, financial management and activity reporting;
- Experience in evaluation and evidence based service development.
- Sound knowledge of Microsoft Office Systems and various database applications.
- Experience in the provision of customer service.
- Experience in evaluation and health promotion planning frameworks.
- Exposure to and experience of quality assurance systems.
- Demonstrated experience, knowledge and understanding of contemporary ethical issues pertinent to the health profession.
- Demonstrated understanding and commitment to Quality, Infection Prevention and Control, and WH&S principles.
- Experience in managing a team;
- Experience and understanding of the principles of community development and responding to identified community need;

**Behavioural and Personal traits:** Maintains a high level of self-awareness and is able to make choices about the application of this competency in various situations to effect the best results.

- **Responsiveness:** Provide frank, impartial and timely advice to the organisation; high quality services to the organization and the community; and identify and promote best practice.
- **Integrity:** Honesty, openness and transparency in dealings; use powers responsibly; report improper conduct; avoid any real or perceived conflicts of interest; and strive to earn and maintain public trust.
- **Strategic Thinking:** the ability to identify and develop goals in keeping with the strategic directions of Alpine Health and State and Commonwealth Policy;
- **Impartiality:** Make decisions, and provide advice on merit and without bias, caprice, favouritism or self interest; act fairly by considering all relevant facts and fair criteria; and implement policies equitably.
- **Accountability:** Work with clear objectives in a transparent manner; accept responsibility for decisions and actions; seek to achieve the best use of resources; and submit to appropriate scrutiny.
- **Customer Focus:** Deliver services in accordance with the identified needs of the community. Provide accurate, appropriate and up-to-date information and strategies.
- **Respect:** The treatment of others fairly and objectively; ensuring freedom from discrimination, harassment and bullying; and the improvement of outcomes on an on-going basis. The ability to maintain confidentiality and to recognize the rights, dignity and independence of all people.
- **Quality Improvement:** To participate in continuous quality improvement activities as required by Alpine Health.
- **Human Rights:** To respect and promote the human rights set out in the Victorian Charter of Human Rights and Responsibilities (included in part C of the Alpine Health Code of Corporate Governance).
- **Leadership:** The ability to actively implement, promote and support organisational key qualities.

### **Key Competency Domains**

The level of competence expected to perform in each of the four domains is as follows:

Domains 1 through 4 below are informed by the skills, knowledge and behaviours listed above.

#### **Domain 1: Health Service Leadership**

Leads a comprehensive and collaborative approach to achieving both person focused care and continuity of care for clients engaging with Alpine Health service.

#### **Domain 2: Inter-Professional Teamwork**

Forms and manages relationships within a multi-disciplinary team, work with the team to provide the continuum of care to identified persons, provide leadership and management as appropriate and engage in continuous improvement

#### **Domain 3: Professional Communication**

Employs professionally appropriate communication styles in a range of contexts. Uses a range of techniques to elicit and provide information when working with people and ensures a high quality of care when working with colleagues.

#### **Domain 4: Personal Effectiveness**

Manages self to maintain effectiveness, inclusive of a commitment to continual professional learning and growth.

Appendix 1

**Key Performance Indicators**

**Service Unit – Community & Business Services**

**Role – Early Intervention Manager**

Organisation and Customer Engagement	Service Quality	Workforce Management & Education	Partnerships Maintenance & Development	Accountability & Risk Management
<ul style="list-style-type: none"> <li>Provides leadership in the development and maintenance of a performance / actions which establishes unit based operational performance indicators linked to organisational strategy.</li> <li>Participates in broader organisational Committee structure as appropriate and ensures that staff within area of responsibility have reasonable access to committee agenda development and subsequent minutes.</li> <li>Maintains accountability for delegation and supervision decisions, to affect safe and quality client/customer care.</li> <li>Oversight of client case management</li> <li>Provides supervision for the health service team to promote an efficient and quality customer experience.</li> <li>Management of community support resources appropriate to needs.</li> <li>Promotes through leadership the establishment of client advocacy within the community service environment.</li> <li>Leads the establishment and review of systems that support the assessment and prioritisation of community need.</li> </ul>	<ul style="list-style-type: none"> <li>Leads the establishment, monitoring and measurement of systems that capture the 'voice of the client' including customer/ participant feedback, satisfaction surveys,</li> <li>Leads the establishment, monitoring and measurement of systems that capture the 'voice of the business' including environmental audits, service plan auditing and incident management review.</li> <li>Seeks innovative methods of healthcare delivery based on efficiency and effectiveness gains and raises these with the healthcare team as appropriate.</li> <li>Develop an early intervention and health promotion strategy for the Alpine Shire.</li> <li>Clinical and operational standards maintained through continuous improvement plan.</li> <li>Participates in organisational wide accreditation.</li> </ul>	<ul style="list-style-type: none"> <li>Establishes and monitors systems to ensure the proper credentialing of staff relevant to their profession and expertise.</li> <li>Ensures appropriate skill mix consistent with requirements of the community team.</li> <li>Manages the stipulated requirements associated with RosterOn.</li> <li>Promotes a safe workplace through staff meeting agenda, team review of incidents, promotion of employee support programs, employee unit orientation, programming of workplace safety audits and preventative training programs for staff such as no lift training. Workplace safety</li> <li>Engages allocated staff in regular performance reviews consistent with Alpine Health's Supervision and performance management policy guidelines.</li> <li>Establishes succession planning opportunities for staff at each skill mix level.</li> <li>Participates in the management and deployment of the Volunteer workforce within area of responsibility.</li> <li>Accountable for personal actions and decisions</li> <li>Achievement of KPI's</li> <li>Engagement twice annually in formal performance discussion</li> <li>Developing a workforce philosophy and practice based on the principles of health promotion and the social model of health.</li> <li>Personal compliance with mandatory continuing professional development</li> <li>Actively encourage and facilitate the education of peers, colleagues and students.</li> </ul>	<ul style="list-style-type: none"> <li>Participates in existing and established key primary care relationships aimed at promoting quality and efficacy of service.</li> <li>Working with key stakeholders to implement an integrated health promotion operational plan consistent with the Service Plan direction.</li> <li>Develop and maintain the necessary stakeholder relationships to give effect to the early intervention team function.</li> </ul>	<ul style="list-style-type: none"> <li>Participates and development in budget planning and management for the Early Intervention Team.</li> <li>Incorporates economic efficiency and productivity targets for the service.</li> <li>Demonstrate and require the use of improvement methodology to support all practice.</li> <li>Manages service within budget allocation and seek additional efficiencies</li> <li>Maintains a commitment to procurement practices through the use of Alpine Health's instrument of delegation.</li> <li>Monitors service based asset management maintenance requirements and acts on variation.</li> <li>Manages various contract obligations as defined within contract details.</li> <li>Ensure all new equipment is procured, electrically checked and that health care team are orientated to its safe use.</li> <li>Establishes energy reduction as a key service based principle</li> <li>Contributes to Capex planning</li> <li>Establishes risk mitigation processes to manage service base response to business disruption caused by internal and / or external critical incident(s).</li> <li>Establishes and monitors a schedule for service based emergency and disaster response planning</li> <li>Promotes history reviews focusing privacy and document and records management</li> <li>Profiles the standards within the team required to comply with Alpine Health's IT security priorities</li> <li>Establishes an agenda of continuous Policy, procedure and work practice review</li> <li>Establishes and monitors compliance with service based staff orientation program</li> </ul>

**Document Authorisation**

Senior Manager signature: \_\_\_\_\_ Date: \_\_\_\_\_

Staff signature: \_\_\_\_\_ Date: \_\_\_\_\_