

Position Description

Position Title:	Program Manager Community Interlink
Reports to:	Director Community Interlink
Department:	Community Interlink
Directorate:	Community Care and Mental Health
Cost centre:	M4003
Code & classification:	Grade 6 (HS6)
Employment conditions:	Health and Allied Services, Managers & Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021 - 2025 and its successors and GV Health Policies and Procedures (and as varied from time to time)

GV Health is an equal opportunity employer and continually strives to build a diverse, equitable and inclusive workforce that reflects our community. We encourage applications from people of all backgrounds

Statements included in this position description are intended to reflect in general the duties and responsibilities of the position. It is not intended to be an exhaustive list of responsibilities, duties and skills required. GV Health may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).

POSITION SUMMARY

Reporting to the Director Community Interlink, you will play a vital role in helping to set the Community Interlink policy direction and work collaboratively with the leadership team the, consortium members, (18 public health services in Hume region Victoria), staff and networks to promote Community Interlink as a compassionate and responsive service.

You will lead a team of Care Managers and Service Support Coordinators across the Hume Region to achieve a holistic approach to maintaining independence and choice for consumers. You will support the Benalla, Cobram, Wodonga and Wangaratta teams to ensure they are adequately supported and represented within the greater team.

You will provide strong collaboration with diverse stakeholders, working to achieve pathways to success for our consumers and staff. You will also promote your team in the service areas to achieve growth within your servicing catchment.

As part of the Community Interlink Leadership Team you will assist the Director to ensure a safe and productive working environment inclusive but not limited to providing supervision and support to Community Interlink staff.

RESPONSIBILITIES AND DUTIES

The following duties are inclusive of but not limited to:

- Manage, lead and develop the day-to-day service delivery, demonstrating leadership in all aspects of the operation of Community Interlink services.

- Manage a range of staff across aged care services and NDIS programs providing support to the team and developing their skills through selection, orientation, active supervision, client file audits and a strengths approach.
- Provide supervision, guidance and manage and develop skills in accordance with the GV Health values.
- Ensure services are of a high standard and comply with standards of quality practice.
- Manage, develop and maintain key partnerships with internal and external stakeholders.
- Ensure that all reporting mechanisms are completed with due diligence.
- Represent GV Health at information forums and seminars for participants and service providers to raise awareness and education of responsibilities, rights and requirements.
- Actively market and publicise Community Interlink.
- Build a rapport with service providers and engage with key contacts in order to facilitate collaborative and strong working relationships.
- Ensure knowledge of legislation and policy is current to ensure accurate advice and representation.
- Proactively identify and implement process improvement relating to program activities.
- Provide monthly reporting to the Director of program activity.
- Ensure all administration relating to programs is up to date and relevant.
- Provide input and ideas to create high quality outputs the Community Interlink program.
- Performance manage staff who require support and hold team members accountable to their obligations in a supportive learning environment.

POSITIONS REPORTING TO THIS ROLE

- Care Managers, Service Support Coordinators

Responsibilities for Management positions:

- Actively manage employees by conducting annual performance reviews and ensuring that health and safety, all Mandatory Training, employment principles and legislative requirements are met and maintained;
- Identify employee education and development needs, recognise competencies of employees and ensure employees complete compulsory competencies;
- Participate in supervision of graduates, junior employees, students, orientation programs, preceptorship, mentoring and performance enhancement responsibilities;
- Provide opportunities for staff to attend mandatory core competencies and monitor compliance;
- Actively recruit and manage all aspects of workforce demands;
- Computer literacy at intermediate level for Microsoft applications;
- Demonstrated business planning, policy, financial and human resources management skills;

KEY SELECTION CRITERIA

Formal Qualification(s) and Required Registration(s):

- Tertiary qualifications in a relevant Health, community care or business development discipline.

Essential:

- Extensive relevant, management experience in aged care, disability services or in a health-related field, and a passion for empowering people to maintain dignity and independence.
- Exceptional organisational and time management skills with the ability to prioritise and manage diverse tasks.
- Experience managing a multidisciplinary team through organisational and sectorial changes including people from diverse backgrounds, inclusive of culturally and linguistically diverse and Aboriginal and Torres Strait Islander communities.
- Excellent interpersonal, written and verbal communication skills, including the ability to produce high quality written reports.
- Knowledge of capacity building approaches that utilise collaboration, reflection and strength-based practice and a sensitive approach to working with others and a philosophy of empowerment.
- Well-developed interpersonal and communication skills, including the ability to initiate and maintain contacts with a broad range of service providers and community agencies.
- The ability to exercise independent judgement and innovative problem-solving skills in day-to-day activities.
- Satisfactory NDIS Worker Screening check

Desirable:

- Competent computer skills, and ability to learn new packages relatively quickly
- Tertiary qualifications in a relevant Health, community care or business development discipline.
- An understanding of the planning, implementation and evaluation of current practice relevant to your discipline within community settings and a well-developed understanding of an evidence-based approach to person centred care.
- Skills with Financial monitoring, invoicing and budgeting.
- An understanding of the brokerage model of service delivery.

KEY PERFORMANCE INDICATORS**Your performance will be measured through your successful:**

- Rostering which is completed in accordance with the relevant Enterprise Agreement requirements
- Budget management and the department is within budget, performance and development reviews are completed on time, training and core competency requirements are met as per the GV Health Education Framework and leave balances are managed in accordance with the policy and procedure to minimise liability
- Promoting and enabling of effective teamwork and service provision both within the department and/or organisation and with other service providers;
- Ability to contribute to a safe working environment and ensure compliance with legislative requirements concerning Occupational Health and Safety, anti-discrimination, and equal opportunity;
- Registration is maintained and working within scope of practice.
- Attendance and active participation at meetings as required.
- 100% compliance with core competencies and training requirements as outlined in the GV Health Education Framework.
- To complete reporting requirements in agreed timeframes.
- To provide monthly reports to the Clinical Governance meeting of Community Interlink.
- Maintain accurate and complete records to ensure client information is gathered and kept in accordance to relevant legislation, guidelines and the staff manual.

- To monitor staff outputs and ensure compliance with Key Performance indicators and ensure accountability using a strengths-based approach to performance improvement.

ALL GV HEALTH ALL STAFF ARE REQUIRED TO

- Demonstrate GV Health's CREATE values and behaviours and being a role model for living the values of Compassion, Respect, Excellence, Accountability, Teamwork and Ethical Behaviour;
- Maintain an understanding of individual responsibility for consumer safety, quality and risk and adhere to the relevant policies, procedures and guidelines;
- Develop and maintain collaborative relationships with all other teams and professionals;
- Promote and enable efficient teamwork and service provision both within the department and/or organisation and with other service providers;
- Contribute to a safe working environment and ensure compliance with legislative requirements concerning Occupational Health and Safety, anti-discrimination, and equal opportunity;
- Identify, report and manage risks and ensure actions are taken to prevent and minimise harm to consumers and the GV Health workforce;
- Contribute to organisational quality and safety initiatives;
- Observe and comply with child safe principles, standards and expectations of appropriate behaviour toward and in the company of children;
- Complete and maintain all mandatory training requirements as defined by GV Health and actively engage in the Performance Development Review process;
- Minimise the risk of infection to consumers, residents, employees, visitors, contractors and the general public;
- Comply with requirements of the National Safety and Quality Health Service Standards and other relevant standards, regulations and legislative requirements;
- Comply with the principles of patient and family centred care;
- Not smoke or vape on GV Health premises;
- Comply with immunisation requirements as per the Victorian Department of Health Victoria;
- Comply with all applicable position pre-employment checks that are relevant to the role, which may include but is not limited to; police checks, Working with Children's Check (WWCC), National Disability Insurance Scheme (NDIS) and Aged Care screening requirements;
- In this role you may occasionally interact with distressed, anxious or upset consumers or members of the public. GV Health is committed to the physical and psychosocial safety of our staff. All staff are required to comply with all safety related training, look after the safety and well-being of themselves and each other, and actively foster a safe working environment.

ACCEPTANCE

I acknowledge and accept that this Position Description represents the general outline of duties, responsibilities and accountabilities that are expected of me in my employment in the position, and may not encompass every aspect of the position. I understand that GV Health reserves the right to modify position descriptions as required, however I will be consulted when this occurs.

I acknowledge and accept that I must complete and maintain all relevant pre-employment screening and checks for successful employment.

I acknowledge and accept that that I have read and fully understand this Position Description. I agree that I have the ability to fulfil the inherent requirements of the position, and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements.



I acknowledge I will be required to undertake the duties as set out in the position description (and any other duties as requested in accordance with my skills and experience) to the best of my ability and, at all times follow lawful direction.

By accepting the contract of employment, I am agreeing to duties and obligations within the Position Description.

Community Care & Mental Health

Program Manager

Reviewed by:

Director – Community Interlink

Issue Date:

January 2026

ABOUT US

Goulburn Valley (GV) Health is a Regional Public Hospital and Health Service for the Hume Region of Victoria, with main campuses located at Shepparton, Tatura, Rushworth and Euroa. The main campus in Shepparton is the major acute referral hospital for the sub region. Additional satellite sites are also located in Shepparton, Seymour, Benalla, Cobram, Echuca and Wodonga. GV Health provides a range of acute, subacute, mental health, aged, primary health and community services.

OUR PURPOSE

To significantly improve the health and wellbeing outcomes and experiences of the people and communities in our care.

OUR VALUES

GV Health's culture centres around our CREATE values and behaviours. Through these values and behaviours we commit to delivering ongoing quality healthcare for our community:



GV Health Vision and Values: [Values and Vision - GV Health](#)

OUR STRATEGIC PLAN

The Goulburn Valley Health Strategic Plan 2024-2026 provides the direction for GV Health with our five strategic pillars being:

- Health and Wellbeing Outcomes: Improve health and outcomes for the population in our region
- Community and Consumer Experience: Ensure everyone has an outstanding personalised experience
- Our Staff Experience: Our people feel connected, supported, safe and well
- Responsible Workplace: Be sustainable and efficient
- Health Equity: Embrace differences in how we design and deliver healthcare

GV Health Strategic Plan: [Strategic Plan 2024-2026 - GV Health](#)

FOR MORE INFORMATION

Application tips: [Application Tips - GV Health](#)

GV Health: <https://www.gvhealth.org.au/about/>

Child Safety and Wellbeing: [Child Safety and Wellbeing - GV Health](#)

Living in Goulburn Valley: [Goulburn | Regional Living Victoria](#)

GV Community Connector: [Community Connector Program for Businesses](#)