



| POSITION DESCRIPTION | | | |
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| Position: | | General Manager (Identified) | |
| Commencement/Last Date Review: | | June 2020 | |
| Reviewed By: | | Chief Executive | |
| Organisation Structure | | | |
| Location | Employment Type / Award | Reports to | Direct Reports |
| Yarrabah | Contractual Full-time – Fixed term (3) year contract Aboriginal Community Controlled Health Services Award | Chief Executive | <ul style="list-style-type: none"> • Finance Manager • Human Resource Manager • Director of Operations • Research and Business Development Manager |

Vision: Gurriny, as the Community Controlled Health Services will lead the advancement of equitable health outcomes for the people of Yarrabah

Mission: Gurriny Yealamucka Health Services will “Close the Gap” through progressing quality health care services that are underpinned by gold standard governance business practices

Values:

Quality of Service – Gurriny Yealamucka Health Services Aboriginal Corporation values the responsibility of providing a quality health service to all residents of Yarrabah and will maintain a high standard of care across all levels of the organisation.

Leadership – Gurriny Yealamucka Health Services Aboriginal Corporation will endeavour to represent the Yarrabah Community through strong leadership to ensure the delivery of health services are maintained and improved upon as determined by the needs of the clients.

Commitment – Gurriny Yealamucka Health Services Aboriginal Corporation strives to provide 100% commitment to all levels of the organisations business and in its capacity to support the Yarrabah community.

Accountability – Gurriny Yealamucka Health Services Aboriginal Corporation aims to be accountable to the appropriate stakeholders within the organisation, the Yarrabah community, Government and Non-Government sector.

Teamwork – Gurriny Yealamucka Health Services Aboriginal Corporation recognises and understands the value of teamwork and insists upon a team approach in service delivery and management to maximise outcome.



PURPOSE OF POSITION

Reporting directly to the CEO this position is responsible for overseeing the functioning and outcomes of the diverse business operations of Gurriny.

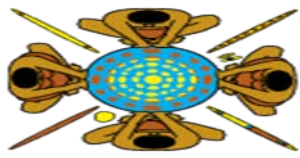
The position will manage the effective implementation and integration of all service delivery activities to ensure real time operational performance in line with the requirements of the approved Annual Action Plan, Budget, Funding Agreements and Service Contracts.

The role will take the organisational lead in:

- overseeing the daily service delivery operations of the company and its Senior Management Team
- facilitation of enhanced operational responsiveness and efficiency through business planning, systems enhancement and coordination of internal performance review forums and reporting processes
- embedding cultural integrity and consistency into all service delivery practices
- effective community engagement and responsive client practices

As part of the Senior Management Team the position will support the work of the Chief Executive will lead the broader strategic business & systems development, stakeholder engagement and organisation development initiatives.

| Performance Area | Responsibility / Task |
|---|--|
| <p>Technical/ Position</p> <p>Specific Accountabilities</p> | <p>Key Accountabilities:</p> <p>Service Leadership:</p> <ul style="list-style-type: none"> • In collaboration with the CEO and Directors, provide the leadership to effectively enable the Business units to demonstrate and achieve alignment with the organisations Values, Strategic Goals and Priorities • Enable effective delivery of services through high level direction, advocacy and support • Ensure effective planning, monitoring and review processes in place within each Business Unit for the development and delivery of quality targeted/contracted objectives/ program of work • Ensure the achievement of all service and program objectives in the areas of improved access to and delivery of quality primary health care services • Lead the ongoing organizational implementation and achievement of cultural integrity in all aspects of service provision • Lead inclusive direct community and client engagement and response processes • Ensure service delivery managed in accordance with relevant quality frameworks and engender an environment of continuous improvement |



Operational Management and Reporting:

- Review key risks and performance, benchmark and address internal capacity, systems of work, infrastructure and capability to achieve organizational objectives
- Where the organisation provides outsourced service delivery to Gurriny's Stakeholders/Partners, lead the processes required for effective management of agreed outcomes, response to client issues and maintain effective relationships with these clients
- Coordinate all service delivery review forums and ensure timely responses and management of all issues, this includes:
 - Co-ordinate the effective decision-making governance and communication processes across strategic and operational level of management
- Monitor and review service delivery and financial metrics, ensuring alignment, and integration of the different funded programs within funding constraints while addressing the community priorities and integration with community processes
 - Provide evaluation reports, briefs and periodic activity reports to the CEO / Board as required
 - Coordinate and contribute to the timely drafting of all required service delivery funding body reports for CEO review
 - Within the delegation levels and authorisations as outlined in the approved Action Plan, Budget and Finance Policies and Procedures, assume organizational responsibility for the following administration processes:
 - Manage the authorization/approval of operational program expenditures including; travel, purchase of materials, publications/promotional materials, advertising
 - Manage the authorization/approval of capital expenditures
 - Manage the authorization/approval of operational staffing matters including employment, contracts, termination, leave, payroll and travel

Relationship Management:

- Foster productive working relationships with other staff in the delivery of seamless support services
- Actively foster productive working relationships with local networks, government departments, other service providers and suppliers to promote the organisation and remain abreast of emerging issues.
- Encourage cross-functional collaboration to achieve the best outcome for the organisation.



Information Management:

- Undertake reporting activities together with other relevant documentation within the scope of your role.
- Maintain the information flow that supports reliable data and documentation in your area of responsibility.
- Participate in business planning processes and policy and procedure formulation and improvement within your area of responsibility.

Excellence:

- Seek to understand your role in the larger Organisation system.
- Comply with and contribute to continuous improvement of all policies, procedures and processes.
- Proactively investigate new perspectives, attitudes and behaviours and take steps to evaluate and improve your own and organisational performance.
- Deliver a high level of customer service, including the timely provision of agreed services to clients and internal customers.
- Maintain own competencies and participate in professional development programs
- Participate in scheduled performance development and review processes
- Contribute to effective team performance which ensures the organisation continues to deliver the best service to community in line with program specific accreditations and ISO 9001 standards

Safety:

- Report any work related personal injuries/illness or incidents, safety hazards, malfunction of any machinery, plant or equipment.
- Wear/use and maintain/care for personal protective clothing and/or equipment provided and report any defects.
- Use lifting equipment and assistive devices as required.
- Participate in rehabilitation process if injured or ill due to work.
- Demonstrate leadership in Work Health Safety goals and objectives remaining compliant with WHS Legislation and policies and procedures.
- Carry out your duties safely in accordance with your ability and competence.

Other duties consistent with the position where required and/or requested by your Manager. The organisation can direct you to carry out duties which it considers are within your level of skill, competence and training at any time.

Please note that the duties outlined in this Position Description are not exhaustive and are only an indication of the work of the role.

The organisation reserves the right to vary the Position Description.

NOTE: Duties may change with future role development



Governance

- Develop briefings and other correspondence for the Board under the direction of the CEO
- Provide strategic and operational assistance to the CEO as required.

In conjunction with the Senior Management Team drive responsible and sustainable business growth by ensuring operational effectiveness, and commercial orientation along with a strong and healthy organisational culture.

Operational Management:

Ensure operational excellence and integration across project management, finance, people and culture, marketing and communications and IT and all other operational functions. Explore avenues for increased revenue generation.

Organisational Leadership and Culture:

Provide leadership in the organisation and take responsibility for fostering and maintaining a positive organisational culture.

Quality Systems & Processes:

Oversee the coordination of relevant reporting and planning processes through oversight for any project management, and provide timely, accurate and complete reports on the operations of the organisation to the CEO and Board in order to sustainably, effectively and adequately service operations.

Financial and Risk Management:

Oversee development and management of the organisation’s overarching budget, to ensure day to day efficiency, alignment of budget to strategy and impact and long term financial sustainability. In addition, oversee statutory compliance, audit, legal and insurance requirements and provide financial modelling and analytical expertise.

Stakeholder Management:

Be responsible for empowering the CEO and other members of the leadership team in their roles, by providing timely, effective and reliable guidance and advice on budgetary and organisational matters, and integration and planning of the leadership team’s collective work priorities and projects.

Key internal and external stakeholders

| Stakeholder | Purpose of communication |
|---------------------|--|
| CEO | Maintain clear communication with the CEO, setting priorities and updating on progress on regular basis |
| SMT | Work collaboratively with the SMT to deliver against the strategic plan |
| Gurriny Staff | Ability to communicate clearly with direct team and with all staff across the organisation, leading and managing teams of people |
| External to Gurriny | Ability to communicate with all external stakeholders |



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| | <p>Organisational Strategy: Oversee development of the organisation’s overall strategic plan and direction, aligning key activities to strategy and creating a framework for the development of operational plans and individual work plans</p> <p>People & Culture: Uphold and work within the Gurriny Values and Behaviours and support a culture that fosters team work and is consistent with Gurriny’s mission Update job knowledge and skills by participating in continual professional development Ensure professional development plans and performance reviews are conducted and developed for all members of the team annually Adhere to Gurriny’s policies and procedures</p> |
| | <p>Selection Criteria</p> |
| <p>Knowledge/Skills</p> | <p>Skills and Experience:</p> <ol style="list-style-type: none"> 1. Individual must possess a minimum of eight years of directly related experience including five years in a senior managerial capacity with a similar institution 2. Demonstrated knowledge and understanding of Aboriginal societies and cultures and the diversity of issues affecting them particularly in Yarrabah 3. A significant understanding of the Australian not-for-profit sector 4. An understanding of not-for-profit income generation (Medicare, grants, social enterprise and emerging models) 5. Excellent knowledge and proven capability in developing teams and getting the best out of people, including experience in coaching and training 6. Demonstrated strategic planning and implementation skills with advanced problem-solving skills 7. Excellent verbal and written communications skills 8. Excellent negotiation and interpersonal communication skills with the capability to work with a diverse range of stakeholders 9. Excellent relationship building capacity and the ability to relate well to people with diverse experience and backgrounds working across a wide range of functions and competencies 10. Ability to work autonomously without supervision <p>Mandatory Qualifications/Professional Registrations and Licences:</p> <ul style="list-style-type: none"> • Post graduate qualifications in Management/Business/Health and/or equivalent relevant experience is desirable • National Police Clearance must be attained and declaration made of any future charges or convictions that could potentially affect your role within the organisation. • Working with Children Blue card • Current C Class Drivers License (Qld) • Ability to travel as required |
| <p>Experience</p> | <ul style="list-style-type: none"> • Individual must possess a minimum of eight years of directly related experience including five years in a senior managerial capacity with a similar institution |



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| | <ul style="list-style-type: none"> • High level management experience working within the Aboriginal and Torres Strait Islander community controlled health sector, or in a comparable not for profit, government or private sector organization • Experienced in leadership of planning and implementation of large-scale initiatives involving significant dollar amounts and implications, large staff numbers, breadth of functions and many diverse stakeholder groups • Strong knowledge and experience of organisational development and operational management • Advanced financial acumen and management skills, with at least 5 years senior management experience, including finance, budgeting, compliance, people, IT systems, quality improvement, project management office • Experience aligning operational and individual work plans to organisational strategy. Capabilities |
| Qualifications Registrations Associations | <ul style="list-style-type: none"> • Degree qualified in accounting, business or similar discipline Experience • Post graduate qualifications in Management/Business/Health and/or equivalent relevant experience is desirable |
| Additional Factors | |
| Other | <ul style="list-style-type: none"> • Current QLD Driver's License is required • Current First Aid Certificate is required or ability to obtain. • Applicants must be in possession of or have the ability to obtain a valid Positive Notice Blue Card issued by the Commission for Children Young People and Child Guardian • Applicants must have undergone a Police check or be prepared to undertake one prior to commencement of employment |
| Limits of Authority | <ul style="list-style-type: none"> • Not Applicable |
| Travel Frequency | The anticipated travel frequency requirement for this role is: in frequent |

Please note that the duties outlined in this position description are not exhaustive, and only an indication of work of the role. GYHSAC can direct you to carry out duties, which it considers are within your level of skill, competence and training.

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| Employee Name: _____ Date _____ |
| Employee Signature: _____ Date _____ |
| Approved by the CEO: _____ Date _____ |