

POSITION DESCRIPTION

POSITION DETAILS

Title:	Manager Health & Education Services
Work Location:	Arthritis Queensland 1 Cartwright St, Windsor Qld
Employment Type:	Full Time
Reports To:	Chief Executive Officer Arthritis Queensland

ORGANISATION OVERVIEW

Arthritis Queensland: Arthritis Queensland (AQ) is Queensland's peak consumer body for people with some 100 different types of musculoskeletal conditions. It is a volunteer supported and donor-funded organisation that acts in the interests of people affected by arthritis and related conditions. AQ is a membership-based organisation with Board positions elected by postal ballot of a membership of some 2,000 people.

Arthritis Queensland seeks to empower Queenslanders with, or at risk, of arthritis and osteoporosis to better manage their health and wellbeing.

POSITION OVERVIEW

Manager Health Services:

The Manager, Health & Education Services will lead and manage the ongoing development and delivery of high quality, cost effective health programs and services, based on a social model of health, to people with musculoskeletal conditions and to health service providers throughout Queensland.

The position leads a multidisciplinary team, which includes the use of volunteers, providing information, education and training, peer support and community development services.

The Manager Health Services is a member of the senior management team and will actively contribute to organisation planning and development.

KEY ACCOUNTABILITIES

Management:

1. Manage, develop, lead and coach a multidisciplinary team, engaged in a range of health education and service provision, including the management of performance outcomes.

2. Ensure the deployment of resources within Health Services contributes effectively and efficiently to the achievement of the organisation's strategic directions and annual business plan.
3. Develop the skills of the team and its individual members through the implementation of robust performance management and personal development practices.
4. Ensure that staff complies with AQ policies and procedures.
5. Ensure effective communication within the Health Services team and with the broader organisation and relevant stakeholders.
6. Develop annual budgets for Health Services and manage performance to achieve agreed budgets.
7. Manage the day to day operations of Health Services, ensuring quality processes and systems are in place.

Strategic and Business Planning:

1. As part of the management team actively contribute to strategic and annual business planning processes providing evidence based, authoritative and strategic advice to the CEO.
2. Develop and implement high quality cost effective programs and services to people with musculoskeletal conditions throughout Queensland, including planning and developing strategies and services designed to respond effectively to the needs of consumers with musculoskeletal conditions.
3. Provide strategic direction within Health Services and drive the achievement of the team's key performance indicators with the organisation's annual business plan.

Program and Service Development and Delivery:

1. Actively identify areas for service improvement and change with the aim of improving the reach of Arthritis Queensland's work to consumers and health professionals.
2. Identify opportunities and proactively seek funding within government departments and other funding organisations to enable implementation of new program initiatives and ongoing delivery of current services.
3. Evaluate and apply discussion papers, research findings and other information as it relates to musculoskeletal health to the development of health programs and service delivery.
4. Proactively promote and raise the profile of Arthritis Queensland by identifying partnership opportunities, and building and maintaining positive relationships with key stakeholders.
5. Realistically assesses service delivery needs and is systematic, goal oriented and tenacious in tracking and monitoring outcomes, remaining adaptable to changes.
6. Lead the development of new programs for health professionals and consumers.

KEY SELECTION CRITERIA ESSENTIAL

Management Skills:

- Proven record of accomplishment in business and strategic planning processes, including successful implementation of the organisation's plans.
- Proven ability to manage multiple initiatives, including the ability to prioritise and organise many tasks, while maintaining quality and attention to detail.

Leadership & People Management:

- Demonstrated people management skills and the ability to develop, lead and coach a multidisciplinary team.
- The ability to identify changes in structure required to achieve the organisation's strategic directions.
- The ability to develop the skills of your team members through the application of performance management and personal development practices.

Program & Service Management Skills:

- A record of achievement in the development, delivery and review of programs and services within the health sector, including the management of budgets and resources.
- Experience in ensuring quality processes and procedures and overall continuous improvement.

Specialist Skills & Knowledge:

- Highly developed research, conceptual and analytical skills, including the ability to identify emerging issues, trends and risks, assimilate potential applications and impacts and the expertise to resolve complex operational and sensitive consumer, program and service delivery problems.
- Established networks in the health and community service sector.

Judgement & Decision Making:

- Sound judgement and decision making ability in relation to program initiatives and future directions.
- Sound judgement and decision making ability in relation to staff and day to day matters.

Communication Skills:

- Highly developed written, verbal and presentation skills and the ability to prepare and present comprehensive reports.
- Proficiency in the use of Microsoft Word, Outlook, PowerPoint and Excel.

Qualifications:

- Relevant tertiary qualification in a health discipline and/or post graduate qualification in a relevant discipline.

Personal Attributes:

- Proactive and self-starting, have initiative and pursues accountability.
- Highly motivated and enthusiastic, dedicated individual with a sense of responsibility for successful performance.
- Values innovation and quality.

DESIRABLE:

1. Previous experience in building organisational capacity.
2. Previous experience in the use of volunteers in program delivery.
3. Previous experience in consumer education and training.
4. Previous experience in translating research findings into programs benefitting consumers.

OTHER RELEVANT INFORMATION:

- A current driving licence is required.
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CONDITIONS OF EMPLOYMENT

- This position is a full time appointment; 38 hours per week, however part time would be considered.
 - Salary package to be negotiated.
 - Access to salary packaging. Not for profit tax benefits of salary packaging are available for full and part time positions.
 - Annual Leave 4 weeks – payment is made as it accrues, not in advance.
 - This position is subject to a three month probation period.
 - Notice period – 4 weeks.
 - Appointment to the position is subject to a satisfactory police check, prior to commencement.
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STANDARD OF CONDUCT

- To abide by the policies and procedures of Arthritis Queensland.
 - To maintain a harmonious and courteous attitude towards clients, the public, staff and volunteers.
 - To maintain the privacy and confidentiality of all client and organisational information.
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