POSITION DESCRIPTION

Executive Director Community Services

Supporting Everyone to be healthy and live well

PURPOSE OF THE ROLE

The Executive Director Community Services (EDCS) is responsible for the delivery of safe, high-quality services in alignment with the strategic direction of the organisation. With a primary prevention and population health lens, the EDCS will ensure that care meets the needs of the community and is delivered in a way that is responsive and supports the navigation of the service system. Care may be delivered at the health service, in a community-based setting, in the home or virtually. At all times, care will be safe, high-quality, trauma-informed, culturally sensitive, timely and accessible.

Key to the effectiveness of the role, will be having an ability to deliver high performing, ethical and inclusive services that are both achieving activity targets and are financially sustainable. The EDCS will be responsible for building and sustaining partnerships across the catchment and beyond to ensure service capacity, capability and self-sufficiency are monitored, reviewed and responsive.

Position Details	
Position Title:	Executive Director Community Services
Department	Executive
Reports to:	Chief Executive Officer
Positions Reporting to the role:	7
FTE:	1.0
Budget:	$23.5 million
Position Description last reviewed:	September 2026

Selection Criteria
Essential:
Qualifications: • Bachelor Degree in either Nursing, Allied Health, Public Health or equivalent with post-graduate qualifications in Leadership and Management, Business, Governance or Public Health;
• Demonstrated ability to provide culturally sensitive, values-based leadership that results in a high-performing team in an environment of change;
• Demonstrated ability in systems thinking, clinical re-design, research or human-centred co-design methodologies to effect and influence positive population health outcomes through a Continuous Quality Improvement (CQI) lens;
• Excellent communication (both written and verbal) and interpersonal skills to ensure effective engagement, negotiation and consultation with the Executive team, Board Directors, staff, clients, carers and stakeholders within and external to the organisation;
• Demonstrated ability to lead, establish, sustain and monitor effective partnerships and stakeholder engagement to ensure service capacity, capability and self-sufficiency is responsive to community need;

• Satisfactory evidence of; National police check, Working with Children's and Vaccination status in line with policy and procedure at this time.
Desirable:
• Demonstrated understanding of Community Health Funding principles and practice;
• Graduate Australian Institute Company Director (GAICD); (or equivalent)
• Demonstrated commitment to self-development and life-long learning.

Key Accountabilities
Collaborate with Executive and Board Director leadership team to ensure Echuca Regional Health (ERH) is socially and ethically responsive to the community;
Deliver community and allied health services within the Clinical Governance Framework that are compliant with legislation and funding directives;
Monitor lead indicators that measure workforce culture, safe high-quality care, activity and financial performance to ensure a timely response to variances outside of tolerance;
Respond to an environment of change that requires an ability to rapidly pivot and flexibly adjust expectations;
Lead with a high-level of emotional intelligence and curiosity to ensure accessible and equitable healthcare.

Provide Executive leadership to portfolios, including:
• Allied Health (through supervision of Director of Allied Health)
• Partnering with Consumers;
• Priority Populations:
  ○ Aboriginal Health;
  ○ Disability services;
  ○ Children at Risk as the Child Safety Officer; Family Violence and Gender Equity; LGBTIQA+;
  ○ Culturally and Linguistically Diverse (CALD);
  ○ Older Persons;
  ○ Consulting Suites and Primary Mental Health (through Director PMH)
• Community Partnerships.

Provide clinical governance leadership to:
• National Disability Insurance Scheme (NDIS) Certification;
• Social Services Standards;
• Support at Home Aged Care Quality Standards;
• National Standards:
  ○ Partnering with Consumers;
  ○ Communicating for Safety;
  ○ Nutrition and Hydration;
  ○ Aboriginal Cultural Safety;
• Child Safe Standards;
• headspace Model Integrity Framework;
• Health Promoting Health Services Framework.

Executive Director Community Services

Organisational Responsibilities
Positively promote ERH within and externally to the organisation
Comply with the ERH and Victorian Public Sector Code (VPS) of Conduct
Each employee has a responsibility to comply and promote practices with all ERH policies and procedures and familiarise themselves with those relevant to their position
Comply with relevant registration bodies mandatory continuing professional development requirements
Carry out all work and interactions in alignment with the CARE values
Report all incidents and near misses as soon as possible after the event
Participate in risk management activities and assist with identification and control of risks within their department or area of work
Actively support compliance with the National Safety & Quality Health Service Standards and other professional standards and relevant regulatory requirements

CARE Values	
All staff are expected to behave in a way that is in alignment with our corporate values:	
Collaboration	Works with a team focus Cooperates with others and gains input and support to assist in achieving objectives We work with others to achieve shared goals
Accountability	Monitors the impact of one's own behaviour on others Supports a "no-blame" culture in reporting incidents and helping to effectively resolve them
Respect	Treats people fairly and openly Treats people with dignity Demonstrates personal standards of consistency, tolerance and patience
Excellence	Consistently supports and follows organisational policies and procedures Actively participates in identifying opportunities to improve what we do

Key Relationships	
Internal	**External**
Chief Executive Officer	Primary care, disability and service sector agencies
Executive peers and Board Directors	Aboriginal Community Controlled Health Organisations (ACCHOs)
Directorate staff	Loddon Mallee Health Network
All other ERH staff	Government and Non-Government agencies

Executive Director Community Services

Leadership Capabilities					
The table below indicates the leadership capability levels required. This table will need to be read in conjunction with the ERH Leadership Capability Framework. ✓ **PLEASE USE A TICK ICON TO INDICATE REQUIRED LEVEL**					
Category	**Descriptors**	Foundation	Proficient	Advanced	Highly Advanced
Collaboration	Inspires direction & purpose				✓
	Turns challenges into opportunities				✓
	Communicates effectively				✓
	Builds relationships				✓
	Works collaboratively				✓
Accountability	Acts with integrity				✓
	Demonstrates accountability				✓
	Drives accountability				✓
	Manages self				✓
	Promotes innovation				✓
Respect	Accessible communicator				✓
	Values difference				✓
	Consistently articulates direction				✓
	Empowers others				✓
	Respectfully influences				✓
Excellence	Delivers results				✓
	Plans and prioritises				✓
	Thinks and solves problems				✓
	Consumer focus				✓
	Innovation change leader				✓

TERMS & CONDITIONS OF EMPLOYMENT:
Terms and conditions are in accordance with the Letter of Offer and Contract of Employment.

I acknowledge that I have received a copy of this position description. I have read (or have had read to me) and understand the requirements of this position. I agree to work in accordance with this position description.

Signed: Date:

Print Name:

cc: Employee File