

## Support Services Manager – Malmsbury

<b>position number</b>	PXXXX
<b>status</b>	Full Time, Fixed term (FT)
<b>network</b>	Services
<b>agreement</b>	Victorian Stand-Alone Community Health Services (Health and Allied Services, Managers and Administrative Officers) Multiple Enterprise Agreement 2022 - 2026
<b>classification</b>	Grade 4 [over award]
<b>reports to</b>	Operations Lead, Parkville
<b>functional relationships</b>	Data and Compliance Lead Justice Health Internal and External Healthcare Providers/Clinical staff Nurse Unit Manager Youth Justice Staff cohealth senior leadership staff Clinical Services Manager Clinical Care Coordinator cohealth Work Health & Safety Team

<b>about us</b>	cohealth is a not-for-profit community health organisation. We provide health and support services in Melbourne’s CBD, and northern and western suburbs.
<b>what we do</b>	Our work aims to improve the health and wellbeing of our communities and address health and social inequality.
<b>our organisation</b>	cohealth is a community health organisation with an ambitious strategic plan. Our mission is to improve health and wellbeing for all and tackle inequality, in partnership with people and the communities they live in.
<b>our people</b>	People who work at cohealth are committed to designing and delivering high quality health care and promoting and protecting human rights.
<b>diversity and inclusion</b>	We want people of all ages, gender identities, sexualities, cultural backgrounds, and abilities to feel safe to bring their whole selves to cohealth. We are a Rainbow Tick Accredited organisation with over 20% of our staff from the LGBTQIA+ community. To find out more about us click <a href="#">here</a>



## network overview

The Services Network is responsible for delivering a wide range of health and social support services in Melbourne's CBD, northern and western suburbs; and rural locations across Victoria and Tasmania.

## role overview

Malmsbury Youth Justice Precinct is a regional youth custodial facility housing individuals aged 17 to 24. The Support Services Manager leads and oversees the allied health care team at Malmsbury Youth Justice Precinct.

This role delivers daily leadership and strategic guidance to a multidisciplinary allied health team, ensuring safe, evidence-based, and culturally responsive care in a complex custodial setting.

The Support Services Manager fosters strong relationships with management, staff, and stakeholders within cohealth, Youth Justice, and Justice Health to ensure young people in custody receive timely and appropriate care. The manager adheres to legislation and local policies at Malmsbury Youth Justice Precinct.

The Support Services Manager collaborates with the Nurse Unit Manager and the Data and Compliance Lead to analyse service delivery and performance data and report on primary care outcomes at Malmsbury Youth Justice Primary Care Centre, including sensitive information related to incarcerated youth. The manager embodies Department of Justice and cohealth values.

## key accountabilities

### service delivery

#### Provision of primary health care services to young people

- Empower and guide allied health staff to deliver exceptional primary healthcare that meets contractual standards
- Facilitate and perform interventions in accordance with best practice and cohealth policies and procedures, and ensure staff adhere to the same standards.
- Actively collaborate with contracted healthcare providers to optimise service delivery and address operational needs
- Ensuring all Primary Health Centre allied staff deliver an equitable standard of care regardless of young people's differing values, gender, beliefs, culture or social context
- Ensuring appropriate education resources are available for staff and patients
- Consult staff and develop rosters to fill all shifts with appropriately qualified personnel

	<ul style="list-style-type: none"> <li>• Supervise staff, identify areas of practice that need improvement, and implement strategies, including initiating changes to policies, procedures, and protocols to improve practice</li> <li>• Handling of client records in accordance with cohealth policies and procedures, maintaining confidentiality and recognition of the sensitive nature of information within the custodial environment</li> <li>• Build and maintain positive working relationships with key stakeholders, internal and external to cohealth</li> <li>• Foster a positive workplace culture and promote collaboration, shared accountability, and continuous improvement across support services and allied health teams</li> <li>• Lead the team effectively each day by identifying challenges, improving processes, and resolving issues at the point of crisis</li> </ul> <p><b>Financial Management</b></p> <ul style="list-style-type: none"> <li>• Monitor budget on a monthly basis and develop and implement strategies to manage variations in the budget</li> <li>• Develop and implement strategies for the efficient utilisation of consumable and non-consumable resources and waste generation</li> <li>• Initiate and monitor strategies to effectively manage leave allocation and absenteeism</li> <li>• Considers budget constraints and exercises financial responsibility when compiling rosters and replacing staff shortfalls</li> <li>• Ensure accuracy of staff timesheets and authorise accordingly</li> </ul>
<p><b>Workforce Management and Leadership</b></p>	<ul style="list-style-type: none"> <li>• Ensuring the recruitment of suitably skilled and qualified staff</li> <li>• Ensure all allied staff reporting to the role complete cohealth and Youth Justice orientation program</li> <li>• Conduct annual performance appraisal of staff, identify skill gaps and develop individual plans of action</li> <li>• Provide supervision and feedback to staff on their performance, including performance management and disciplinary processes</li> <li>• Ensure all staff reporting to the role complete their competencies on an annual basis and facilitate staff to participate in professional development activities, in services, education and training sessions</li> </ul>
<p><b>culture and teamwork</b></p>	<ul style="list-style-type: none"> <li>• Champion cohealth's culture to promote teamwork, employee development and empowerment in order to foster a culture of high performance and a workforce which demonstrates behaviours consistent with cohealth's values.</li> <li>• Support staff empowerment and development, ensuring a collaborative, person-centred approach to care delivery.</li> </ul>
<p><b>quality and continuous improvement</b></p>	<p><b>Quality management and reporting</b></p> <ul style="list-style-type: none"> <li>• Leading the investigation and successful resolution of complaints within the determined timeframes</li> </ul>

	<ul style="list-style-type: none"> <li>• Ensures timely, accurate collection, analysis and reporting of clinical data in line with the current Victorian Youth Justice Service Specifications</li> <li>• Support extraction and analysis of data from Mastercare, CRIS, and other systems</li> <li>• Leading the allied health staff's participation in Justice Health monthly quality audit activities and other audit and research activities being undertake</li> <li>• Oversee Justice Health Notifiable incidents reporting requirements including timely reporting, appropriate formats and managing breaches.</li> <li>• Utilise the Riskman reporting system to enter incidents, extract data and identify trends to support continuous improvement</li> <li>• Leading the implementation of quality improvement initiatives and accreditation activities.</li> <li>• Set, monitor and review individual and team objectives, performance indicators and functional plans to align with program goals and organisational priorities</li> </ul>
<p><b>health &amp; safety compliance</b></p>	<ul style="list-style-type: none"> <li>• <b>Safe practice and environment</b></li> <li>• Manages incident response by initiating procedures, conducting follow-up and reporting, while supporting staff return to work after injury and ensuring compliance with Occupational Health and Safety (OH&amp;S) and Equal Employment Opportunity legislation.</li> <li>• Identifies and mitigates workplace risks, coordinates OH&amp;S training (e.g. infection control) and maintains safety standards for all staff, young people and equipment.</li> </ul>
<p><b>others</b></p>	<ul style="list-style-type: none"> <li>• Comply and adhere to all cohealth policies and procedures including code of conduct and values</li> <li>• Comply and adhere to Justice Health policies and procedures and ensure all cohealth procedures align to the current Justice Health Quality Framework</li> <li>• Maintain comprehensive records and documentation for contract-related correspondence and clinical activities.</li> <li>• Participate in a rotating on-call roster and respond to operational needs as required.</li> </ul>

## key selection criteria

### Essential

- Demonstrated recent leadership and people management experience in a complex operational or service-delivery environment, with the ability to lead multidisciplinary teams, manage competing priorities, and foster a positive team culture.
- Experience in assessing and interpreting clinical data and/or experience in a clinical project development role
- Strong understanding of the primary health and custodial sector with practical and conceptual knowledge of trends as they relate to health and social services.
- Strong understanding and experience working in a social determinants framework and in working with marginalised and disadvantaged communities.
- A sound understanding of issues affecting young people, including homelessness and housing, family violence, AOD, poor health and mental health, cognitive impairment, and socioeconomic disadvantage
- A strong commitment to the rights and health standards for children and young people in custody.
- High-level skills in the management of multidisciplinary teams
- Ability to develop and maintain stakeholder relationships, including internal and external stakeholders.
- Understanding of the youth justice system, community health and/or community services sector
- Superior communication, interpersonal and organisational skills
- Demonstrated negotiation and influencing skills and ability to manage a wide range of stakeholders to achieve desired outcomes
- Proven experience dealing with complaints and incident management, and achieving successful outcomes.
- Relevant knowledge of and experience contributing to quality improvement processes, OH&S, and compliance
- Advanced reporting and writing skills
- Proficiency in all Microsoft Office packages and other databases as required
- Strong belief and personal alignment in cohealth Values and Mission

### Desirable:

- Experience working in a correctional health environment
- Experience managing and/or participating in a change management process
- Postgraduate qualifications in health administration or management, or health services management or equivalent industry experience will be highly regarded.
- Tertiary qualification in a health or community service-related field

## position requirements

- Successful candidates will be required to undergo a Department of Justice & Community Safety security clearance prior to commencement
- Working with Children's Check (WWCC)



- CPR training within the last 12 months or willingness to obtain
- Victoria Police Check (Current)
- Immunisation Category A and proof of COVID vaccination to be produced for sighting upon request

*cohealth is a child safe and equal opportunity employer that offers generous salary packaging and opportunity to undertake professional training and development opportunities. Aboriginal and Torres Strait Islander people, and those who speak languages other than English are encouraged to apply.*

<b>document No:</b>	XXXX
<b>owner:</b>	Operations Lead, Parkville (Youth Justice)
<b>review date:</b>	
<b>approved by:</b>	Sally Wilcox