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briefing document

organisation: Gateway Health

position: General Manager - People & Innovation

location: Wangaratta or Wodonga

date: August 2020

the organisation

overview:

vision:

People living well

mission:

Gateway Health provides primary health care and support to all in our community and focuses on providing services to those with the highest risk of poor health

values:

- We care
- We work together
- We achieve
- We learn
- We Innovate

These five values reflect the way Gateway Health interacts with consumers, the approach they take to service delivery and how they look after each other.

Gateway Health promotes a learning culture that encourages innovation and initiative and recognises its staff as its greatest asset. They build and foster strengths-based programs that focus on support and recovery.

Services are delivered by over 340 staff through sites in Wodonga, Wangaratta and Myrtleford, and through outreach services provided across north-east Victoria and southern NSW.

A broad range of services are provided including:

- bulk billing medical practices
- allied health
- primary health nursing
- alcohol & drug treatment services,
- counselling services
- Gamblers Help
- health promotion
- aged care services including assessment
- NDIS services
- Aboriginal health and wellbeing programs
- family violence programs
- parenting and family support programs
- **headspace** Albury and Wangaratta
- Gender Service
- refugee and sexual health services.

Further information about Gateway Health can be found [here](#)

the position

- position:** General Manager - People & Innovation
- reports to:** Chief Executive Officer
- reports:**
- Employee Services Coordinator
 - Learning and Development Coordinator
 - People Working Well Coordinator
 - Senior HR Advisor
- external customers:**
- Tertiary education sector
 - Relevant industry forums and peak bodies
 - Relevant regional health and wellbeing organisations
- internal relationships:**
- Executive Leadership Team
 - People Working Well Team
 - People leaders including Program Managers and Team Leaders
 - People Working Well Reference Group

role objective:

Gateway Health's vision of **people living well** applies to its staff, students and volunteers as much as it does to the broader community. This vision is brought to life within the organisation through the **people working well** strategy. This strategy is designed to:

- proactively seek out and develop the outstanding staff it needs to deliver excellent service
- invest in the health, wellbeing and capabilities of staff
- promote a learning culture across the organisation

Reporting to the Chief Executive Officer, the General Manager - People & Innovation is a member of the Executive Leadership Team and carries responsibility for designing, leading and evaluating the *people working well* strategy.

specific duties and responsibilities:

As a member of the Executive Leadership Team, the General Manager - People & Innovation will:

- Contribute to planning, implementation and evaluation of Gateway Health's Strategic Plan; Service Plan; Quality Framework; Risk Framework; and Equity, Diversity and Inclusion strategies
- Act as internal consultant to the Chief Executive Officer and Executive Leadership Team, providing expert level advice and support in regard to workforce design, leadership development, organisational culture and staff engagement practices and initiatives
- Lead the design and development of systems, structures and collaborations that actively promote and support the application of learning organisation principles, practice and culture across the organisation

- Model exemplary leadership in fostering a high performing People Working Well Team. This includes the provision of coaching and support to:
 - Employee Services Coordinator in building the capability of managers, team leaders and organisational systems for ensuring effective job design, recruitment, on-boarding and employee information management processes aimed at providing a great experience for prospective employees, new recruits, students and volunteers
 - Senior Human Resources Advisor in ensuring that *people working well* principles are reflected in human resource management and industrial relations processes, policies and practice
 - People Working Well Coordinator in the design and delivery of proactive, innovative and informed solutions and opportunities that promote staff health and wellbeing; and provision of inspirational coaching, guidance and support to Gateway Health's people leaders on developing and leading high performing staff and teams
 - Learning and Development Coordinator in the design and oversight of Gateway Health's learning and development program for staff, students and volunteers, and promoting a learning culture across the organisation
- Lead the design, development and evaluation of Gateway Health's *people working well* strategy. This includes ensuring effective consultation with the People Working Well Reference Group and providing support to their role in informing the design, development, and evaluation of the *people working well* strategy
- Lead the design, development and evaluation of a workforce plan that enables and supports achievement of strategic plan and service plan objectives
- Develop high level relationships and partnerships with the tertiary education sector, and with health and other industry leaders to design, implement and evaluate collaborative regional strategies to enhance workforce supply and regional career opportunities
- Coordinate a regular cycle of staff culture, engagement and experience audits and surveys, and the necessary systems and process for analysis and effective follow-up to realise learning, innovation and improvement opportunities arising from those findings
- Lead the development of a Friends of Gateway Health framework that strengthens and supports the role of volunteers across the organisation

effective workforce:

- Maintain a high standard of knowledge and expertise through membership of and attendance at relevant professional associations, courses, seminars and activities
- Develop and maintain collaborative relationships with all other teams and professionals
- Participate in committees and professional groups and disseminate information to relevant employees
- Improve performance by seeking feedback, setting goals and participating in the annual performance review and development process
- Assist with the supervision of students where appropriate
- Registration is maintained and working within scope of practice (as relevant to the position)
- Active participation in supervision (as relevant to the position)
- 100% compliance with mandatory and refresher training requirements as outlined in the Gateway Health Learning & Development Procedure

quality, safety, risk and improvement:

- Maintain a safe working environment for self, colleagues and members of the public
- Identify, report and manage risks and ensure actions are taken to prevent and minimise harm to consumers and staff of Gateway health
- Contribute to the creation of safe work environments for self and others through adherence to Gateway Health's occupational health and safety procedures
- Contribute to timely and effective implementation of organisational systems and processes for legislative compliance, contract management, risk management and quality improvement
- Minimise the risk of infection to consumers, staff, contractors, volunteers and members of the public
- Comply with requirements of Quality Improvement Program (QIP) and all other relevant standards and regulations, including Child Safe Standards
- Actively seek internal customer or consumer feedback and respond accordingly to identify areas of need and improvement

organisational responsibilities:

- Promote Gateway Health as a quality service provider
- Represent Gateway Health as a leader in its field in relevant industry or sector forums as required
- Demonstrate sensitivity, empathy and respect for the customs, culture, values and spiritual beliefs of others at all times
- Wherever relevant collaborate with consumers and the community in the development, implementation and review of service planning, policies and quality improvement activities
- Uphold and protect consumer rights and maintain confidentiality on all issues relating to the organisation, clients and colleagues
- Understand and act in accordance with the Gateway Health Values and Code of Conduct when carrying out duties and in dealing with staff and key stakeholders

the person

skills and attributes:

essential:

- Tertiary qualifications in a relevant field of organisational development, human health and behaviour or management
- Extensive knowledge and application of leadership development and engagement interventions and frameworks at a senior level, preferably in a health setting
- Knowledge and experience in applying a range of evidence informed tools and approaches to building and sustaining high performance teams
- A critical and creative thinker with strong analytical, planning and evaluation skills and experience
- Demonstrated leadership experience in forming and contributing to cross-sector collaborative initiatives that achieve and sustain results
- Knowledge and experience in applying and guiding others in the use of appreciative inquiry and other relevant approaches to creating a culture of learning
- Well-developed people management, communication and leadership skills
- Satisfactory national criminal history, working with children and disability worker exclusion scheme checks prior to commencement of employment
- A current Victorian driver's licence