

Position Description

Position Title:	Community Services Manager - New South Wales		
Reports to:	National Community Services Manager		
Business Unit:	Community Programs		
Location:	Sydney		
FTE:	0.8-1.0 FTE	Status:	Permanent
Incumbent:		Closing Date:	12 May 2019

Kidney Health Australia

Kidney Health Australia (KHA) was established in 1968 as the Australian Kidney Foundation. We are not-for-profit organisation dedicated to improving health outcomes and quality of life for people living with kidney disease, their families and carers. Our mission is to promote good kidney health through education, advocacy, research and support.

Overview

KHA's Community team is responsible for building a broad and diverse community engaged and aligned with KHA's mission to promote good kidney health through education, advocacy, research and support. The Community Team currently consists of a Community Managers in Western Australia, Queensland, Victoria and South Australia, this position is responsible for the community development in New South Wales, including metropolitan and regional areas.

Position Summary

The primary purpose of this senior role is to establish and support networks across New South Wales of people living with chronic kidney disease, their carers and families. This includes managing the planning, development, implementation and evaluation of KHA health promotion and consumer support programs and services in New South Wales

This role is also responsible for:

- Providing on-the-ground contacts and support for any relevant Kidney Health Australia community programs operating in New South Wales
- Formation of a New South Wales Consumer Group who will be the voice of the renal community to Kidney Health Australia
- Providing input and assisting with the review of consumer education materials
- Assisting with the provision of resources, information and support to consumers and health professionals via the Kidney Helpline

This position works closely with the Community Managers in each State and reports to the National Community Services Manager.

DUTIES AND RESPONSIBILITIES

DUTY	ACCOUNTABILITIES
Community Development	<ul style="list-style-type: none"> • Manage the planning, development, implementation and evaluation of KHA health promotion and consumer support programs and services in New South Wales • Establish and/or sustain a New South Wales consumer “consumer group” to facilitate patient networks and inform and support KHA regarding issues of importance to New South Wales kidney consumers • Utilise community development channels to identify, build, and manage a New South Wales KHA community network • Engage with clinical stakeholders in metropolitan and regional New South Wales (including renal units, consumer groups, and other kidney health and chronic disease related organisations) to build awareness of KHA programs and services and kidney-specific issues • Support the General Manager to seek solutions to address gaps and improve delivery in regards to programs and resources in New South Wales. • Support the Community Team to fulfil the New South Wales (and national where relevant) community development component of the annual KHA Business Plan
Kidney Helpline	<ul style="list-style-type: none"> • Provide resources, information and support via the Kidney Helpline on a rotational roster
Consumer education	<ul style="list-style-type: none"> • Provide expert advice on evidence-based care to the suite of KHA consumer education resources
Stakeholder Engagement and Advocacy	<ul style="list-style-type: none"> • Build and maintain relationships with New South Wales clinical and corporate stakeholders to maximise the impact, uptake and funding of KHA Community programs and resources • Represent KHA at relevant stakeholder conferences and meetings as required • Lead New South Wales consumer advocacy activity in line with approved KHA guidelines • Maintain strong relationships with individuals and organisations who support the development and delivery of KHA Community programs
Support for KHA programs operating in New South Wales	<ul style="list-style-type: none"> • Provide on-the-ground support for relevant KHA community programs operating in New South Wales.



WORKING AT KHA

Travel	To be available for domestic and interstate travel as required.
Direct Reports	<ul style="list-style-type: none"> • The incumbent may be responsible for monitoring and supporting KHA volunteers and their work • The incumbent will not be responsible for direct staff supervision • The incumbent is encouraged to motivate and inspire team members and volunteers to excellence.
Internal Reporting and communication	<ul style="list-style-type: none"> • Monitor and evaluate activities and write reports for KHA as required • Attend regular Community Team meetings, Business Unit meetings and other KHA meetings as required
Teamwork	<ul style="list-style-type: none"> • Contribute to a positive team environment by working collaboratively with and communicating effectively with other Community team members and staff from other KHA business units • Ensure work completed is consistent with KHA values and processes
Leadership	<ul style="list-style-type: none"> • Provide positive leadership by living the company values and representing KHA professionally • Contribute to a motivated, cohesive and results-oriented culture which is focused on achieving strategic imperatives • Represent the KHA brand and key messages to raise the profile and build the reputation of the organisation as a peak body • Seek out and escalate opportunities for partnerships
Location	<ul style="list-style-type: none"> • This role is based in the Kidney Health Australia office in Chatswood, New South Wales • Support and supervision will be provided by Kidney Health Australia Head Office in Melbourne, and other offices in Adelaide, Brisbane and Perth

PERSONAL ATTRIBUTES

- Able to work effectively with remote support and supervision
- Effective working both within a team and autonomously
- Drive, friendly nature and enthusiastic can-do attitude
- A commitment to evidence based practice
- Values compatible with Kidney Health Australia culture



KEY SELECTION CRITERIA

QUALIFICATIONS

Essential

- Tertiary qualifications in public health, health sciences, health management, social sciences, nursing or other relevant discipline

KNOWLEDGE, SKILLS, AND ABILITIES

Essential

- Working knowledge of the Australian health care system
- High-level oral, written and interpersonal communication abilities

Highly desirable

- Demonstrated experience in working collaboratively and building relationships with a range of consumers, volunteers, government / non-government organisations, and professional groups particularly in the New South Wales health system
- Experience in the development, implementation and evaluation of projects
- Demonstrated people management skills
- Demonstrated highly effective organisational, time and budget management skills
- Intermediate to high level computer skills and use of a range of software

Candidates will be required to be in possession of a Police Check and Working with Children Check