

Position Description

Position Title:	Community Services Manager		
Reports to:	GM, Community		
Business Unit:	Community		
Location:	Melbourne		
FTE:	Full time	Status:	Permanent
Incumbent:		Date Effective:	1 st June 2024

Kidney Health Australia

At Kidney Health Australia, we help to create healthier communities through increased awareness and early detection of kidney disease. We connect kidney patients to vital resources and services to help them manage their condition and achieve a better quality of life. And we work closely with the clinical and research community to support treatment and research improvements and innovations so that one day, every Australian will have healthy kidneys.

Overview

The Community team contributes to delivering Kidney Health Australia's goal to be a trusted partner and credible voice of the kidney community including people with kidney disease, clinicians and researchers. The team is responsible for delivering health and wellbeing programs and services that will improve the quality of life for people living with kidney disease, and their families and carers. As well, the team has a key role in developing and delivering transformative programs that will contribute to Kidney Health Australia's vision of better kidney health for all Australians.

Position Summary

The primary purpose of this role is to deliver services that will connect people to resources, services and other community members to improve their disease management and quality of life. This position will lead and support the Community Services Team to:

- Develop and deliver high quality valued community services to meet the different needs of the kidney community, including a first response Helpline service, transplant accommodation and mobile holiday dialysis (BRKB) program
- Manage the volunteer network processes and systems to support the business in utilising volunteers in delivery of business initiatives, including marketing, fundraising, advocacy and program delivery
- Increase the utilisation of programs and services through effective service delivery and marketing activities.

This position manages a team of six.



DUTIES AND RESPONSIBILITIES

DUTY	ACCOUNTABILITIES
Community service strategy and management	<ul style="list-style-type: none"> • Manage KHA's Community Services team, budget and deliverables • Responsibility for implementing and managing all consumer interactions via service touchpoints, ensuring processes and systems working effectively to optimise the user experience • Responsibility for managing the development and integration of a new digital booking platform to meet cross-service and event booking requirements (funding will determine breadth of scope) • Manage all stakeholder and partner relationships in delivery of services, and negotiate new partnerships (with GM and COO) as required • Manage all consumer data on the CRM as pertains to services, ensuring data is accurate • Manage all consumer communications regarding services, ensuring alignment with other teams and support the user-to-donor journey • Manage the marketing and promotions of programs and services to increase utilisation and retention • Undertake reporting and evaluation tasks as required • Represent KHA at stakeholder meetings, conferences and events as required
Big Red Kidney Bus (BRKB) program	<ul style="list-style-type: none"> • Manage the Bus Governance Committees including governance, utilisation and risk management of the service, and manage Bus staff • Liaise with local councils, MPs and venues to source cost-savings in terms of venue hire for bus locations and kidney community accommodation • Oversee and support the Community Programs Coordinator in the day-to-day coordination of the BRKB service, including managing bookings, venue hire and program scheduling • Provide reporting on the BRKB program against KPIs as required
Transplant House program	<ul style="list-style-type: none"> • Oversee and support the Community Programs Coordinator in the day-to-day coordination of the Transplant Housing program including administration and booking, referrals, PATS payments, and stakeholder and patient relationships • Implement efficiencies as required and develop new strategies to increase support to people preparing for/or receiving a transplant
Kidney Helpline	<ul style="list-style-type: none"> • Manage KHA's Helpline service, ensuring it delivers a timely, accurate and high quality first response service to all consumers • Primary contact for CRM and 8x8 telephony system improvement requirements, user experience requirements, and issue escalation and resolution

	<ul style="list-style-type: none"> • Identify and implement continuous service improvements originating from evaluation processes, other feedback mechanisms and technology innovations to maintain up to date processes and procedures • Responsible for maintaining quality assurance protocols including regularly testing the phone lines • Responsible for reviewing and organising the updating of the IVR greetings, and overseeing the development of a database of standard responses • Manage the team roster to ensure service delivery is maintained and organise back up support if and when needed • Provide reporting on the Helpline against KPIs as required
Community Team leadership	<ul style="list-style-type: none"> • Support the GM, Community to seek solutions to address gaps and improve delivery in regards to designated community programs and resources, and undertake other duties as directed • Work with the GM, Community to ensure that objectives and work plans for programs are reflective of the Business Plan • Supervise and mentor the Community Service team in such a way that they meet their goals and objectives • Ensure the Community Services Team is resourced according to budget and that each team member has a current and relevant position description • In collaboration with the GM, Community: set appropriate objectives and developmental goals for the team through the performance review process; address any identified developmental needs; and address performance issues
Stakeholder and community engagement and consultation	<ul style="list-style-type: none"> • Build and manage relationships with a range of clinical and corporate partners/stakeholders in delivery of community programs and resources • Represent KHA at relevant stakeholder conferences and meetings as required • Maintain strong relationships with individuals and organisations who support the development and delivery of KHA Community programs • Maintain a high level of community input and consultation into the development and review of programs and services
Financial and business management	<ul style="list-style-type: none"> • Manage the delegated Community Services budgets • Undertake timely and accurate delivery of monthly financial/budget review activities • Collaborate with the GM, Community to identify new revenue streams to ensure Community services are adequately funded • Undertake reporting and evaluation tasks at least every quarter, and more frequently if required



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 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 the Community Services Team activities and provide monthly reporting to the GM, Community Attend regular Community Team meetings and other KHA meetings as required, providing team updates
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
Location	<ul style="list-style-type: none"> This role is based in the Kidney Health Australia office in South Melbourne, Victoria

PERSONAL ATTRIBUTES

- Able to develop and manage positive and collaborative relationships with a broad range of community and health professional stakeholders
- Able to provide remote support and supervision
- Effective working both within a team and autonomously
- Flexibility and adaptability to changing work environments
- Drive, friendly nature and enthusiastic can-do attitude
- A commitment to evidence based practice
- Values compatible with the Kidney Health Australia culture encompassing collaboration, empathy, inspiration and ambition



KEY SELECTION CRITERIA

QUALIFICATIONS

Essential

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

KNOWLEDGE, SKILLS, AND ABILITIES

Essential

- Demonstrated experience in working collaboratively and building relationships with a range of consumers, volunteers, government / non-government organisations, and professional groups
- Experience in managing community support services and programs that deliver health outcomes to patient communities
- High-level oral, written and interpersonal communication abilities
- Experience in the development, planning, implementation and evaluation of projects
- Demonstrated people management and leadership skills

Highly desirable

- Working knowledge of the Australian health care system
- Demonstrated highly effective organisational, time and budget management skills
- Intermediate to high level computer skills and use of a range of software, particularly CRMs
- Knowledge and understanding of chronic disease and related management, treatment and prevention strategies

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