

POSITION DESCRIPTION

Position Title:	GENERAL MANAGER BUSINESS SERVICES		
Industrial Instrument:	Eastern Palliative Care Non Award Contract	Department:	Corporate Services
Responsible To:	Chief Executive Officer	Hours of Duty:	As per contract
Performance Appraisal:	Regularly during the first six months and then annually at the anniversary of commencement		Page 1 of 4

Eastern Palliative Care Assoc. Inc. (EPC) delivers home-based care services to the eastern region of the Greater Melbourne area. All staff and volunteers of EPC must demonstrate a commitment to our Code of Ethics, Code of Conduct and a willingness to work within the organisational Vision, Mission, and Values.

Our Purpose:

*Our clients live with the best quality of life, before dying in their place of choice.
Our clients, their families and carers are supported according to their needs and choices.
Our resources are managed wisely and sustainably to provide value for the community.*

Our Values:

Compassion - Empathy for others in their end of life experience by listening, accepting and actively responding to their needs

Dignity - Upholding the unique personality, situation and choices of people, valuing their lives in the face of death, and respecting their rights

Excellence - Delivering evidence based quality care, underpinned by ethical practice, research and leadership

Empowerment - Building trust with people, that puts them at the centre of decision-making and enables control and choices

Equity and Access: EPC is committed to equal opportunity, social justice, cultural diversity and social inclusion in community based palliative care. We recognise the value of diversity amongst staff and clients and we aim to create an inclusive work and health care environment free from discrimination and harassment. We also respect that different cultures, rights and practices exist within the community.

GENERAL MANAGER BUSINESS SERVICES

As an Executive, the General Manager Business Services (GMBS) is responsible to the Chief Executive Officer for the overall operational management and strategic development of Financial, Payroll, IT, Health Informatics and Administration services that are consistent with EPC's values and Code of Ethics.

The GMBS provides overall leadership and management of business services within their portfolio in order to ensure:

- The implementation of EPC's Strategic Plan and value based health care strategy.
- The provision of high-quality business services characterised by service innovation and clinical support-centred programs.
- Ongoing financial sustainability based on sound business principles and maximisation of revenue; and
- The development of collaborative relationships with EPC's Partner Bodies, all levels of government, external stakeholders, and the community we serve.

Direct Reports

- Finance and Business Development Manager
- Administration Services Manager
- Health Informatics Administrator
- Network Systems Administrator

Critical Relationships

- CEO
- General Manager-Nursing & Medical Services & General Manager Allied Health & Volunteer Services
- Board of Directors
- Finance & Risk Committee; Accommodation & Infrastructure Committee
- Senior Managers and Middle Managers
- External Auditors and Investment Advisors

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Essential Education Qualifications/Competencies:

1. Registered as CPA, CA or equivalent with at least 5 years' experience in an executive and similar role
2. Capacity for flexibility and emotional intelligence that promotes a dynamic values-based organisational culture and responsiveness to internal and external pressures and impacts.
3. Demonstrated skills and behaviours required for the leadership, management and development of a specialised team of corporate subject matter experts.
4. Experience in business analysis, developing service cost models to support tenders and service model of care reviews
5. Strong contract negotiation and management skills and experience
6. Demonstrated highly effective risk, compliance and contract management
7. Experience in change management and/or delivery of strategic imperatives.
8. Current Victorian driver's licence, with a good driving record.

Desirable Qualifications/Competencies:

1. Experience working with Boards of not-for-profit organisations
2. Experience in developing and implementing accommodation and infrastructure plans
3. Demonstrates curiosity, reflective practice and openness to continuous improvement and new ways of working.
4. Strong level of stakeholder engagement.

Key Results Areas:

1. Lead and manage portfolio responsibilities as delegated by the CEO within a specialist subject matter expert framework and value based health care principles.
2. Demonstrated ability to contribute to strategic and operational planning and bringing innovation into business services, working collaboratively with Executives and Senior Managers.
3. Demonstrated ability to lead and manage staff in a team setting working effectively across diverse business support areas.
4. Demonstrates a commitment to quality, continuous improvement, occupational health & safety and risk management.

Key Result Area 1

Lead and manage portfolio responsibilities as delegated by the CEO within a specialist subject matter expert framework and value based health care principles.

- 1.1 Working closely with operational leaders, lead and manage the development of an annual budget, investment strategy and asset register, under Finance & Risk Subcommittee approved assumptions.
- 1.2 Provide agreed monthly financial and non-financial reporting to Executive, Finance & Risk Subcommittee and the Board.
- 1.3 Lead the annual financial audit and reporting processes and other compliance requirements as necessary, including DH, DFFH, ATO, ACNC.
- 1.4 Implement and monitor effective corporate governance including developing, monitoring and reviewing all financial, IT, data and business policies.
- 1.5 Ensure the office, payroll, asset, insurance, fleet, health informatics and IT requirements are contemporary, fit for purpose including new developments.

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Key Result Area 2	Demonstrated ability to contribute to strategic and operational planning and bringing innovation into business services, working collaboratively with Executive and Senior Managers.	
	<p>2.1 Work strategically and collaboratively with the Board and Senior Managers to develop and achieve strategic and business plans, introducing flexible, innovative and best practice business service models within a sound fiscal framework.</p> <p>2.2 Chair the Business Services Council and lead agenda items for the Finance & Risk Committee and Accommodation & Infrastructure Committee.</p> <p>2.3 Establish and develop links and relationships with major external stakeholders.</p> <p>2.4 Role model, lead and promote a culture of values-based collaboration and customer support-centric services.</p> <p>2.5 Ensure that all decisions are aligned with the Purpose, Values, and the Code of Ethics of EPC.</p>	
Key Result Area 3	Demonstrated ability to lead and manage staff in a team setting working effectively across diverse business support areas.	
	<p>3.1 In line with EPC's values, promote a positive, transparent, and trusting culture across the organisation that embeds and promotes a client centric interdisciplinary service model and is a consistent culture across the organisation</p> <p>3.2 Recruit for and manage to, the values of EPC utilising the organisational performance management framework.</p> <p>3.3 Liaise with Manager-People and Communications to ensure sound human resource and industrial relations practices.</p> <p>3.4 Coach and support staff in leadership and management competencies and through operational and change initiatives.</p> <p>3.5 Exhibit high level skills in communication, problem solving, and decision making.</p>	
Key Result Area 4	Demonstrates a commitment to quality, continuous improvement, occupational health and safety and risk management	
	<p>4.1 Contribute to the identification and management of corporate and organisational risk and compliance.</p> <p>4.2 Demonstrated ability to foster and collaborate in the development and achievement of best practice quality processes and accreditation.</p> <p>4.3 Action and ensure that all hazardous conditions, injuries and near misses are reported immediately to the Quality, Risk and Compliance Manager.</p> <p>4.4 Take responsibility for own health and safety and that of others who may be affected by workplace conduct.</p>	
Agreement:	I have read, understood and agree to comply with this job description.	
	Name:	
	Signature:	
	Date:	

**Date Reviewed:
November 2024**