

Position description

Health Manager

Position details

Division:	Community and City Services
Branch:	Community Wellbeing
Reports to title:	Director, Community Wellbeing
Position No:	19076
Classification:	Class 7
Financial management:	Revenue \$3.9M (indicative) Expenditure \$4.5M (indicative)
Total people:	4 (FTE); 4 (Headcount); 33 (Indirect)

Positions directly reporting into the Health Manager:

- Team Leader Health (3 FTE)
- Operations and Performance Coordinator (1 FTE)

Primary skill pool:	Leadership
Secondary skill pool:	Environmental Health

Team context

The Community and City Services Division puts people, families and community at the forefront of our work. It strives to ensure that Melbourne is a city for all, one that is liveable, healthy and vibrant and meets the needs of a diverse and growing population. By providing high quality information, services, programs and spaces for our community and our customers, we are building strong, connected and engaged local communities that have the tools they need to meet their potential at all stages of life.

The Community and City Services Division consists of the following branches:

- City Safety, Security and Amenity
- Community Development
- Community Wellbeing
- Homes Melbourne
- Parking Services
- Recreation and Waterways

The Community Wellbeing Branch is responsible for managing, delivering, improving and implementing change in a range of community services to ensure quality outcomes for the city. The area is responsible for the municipal health and wellbeing plan and delivery of health services, planning for and providing family and children's services, including childcare, parenting services, family support activities, immunisation, maternal and child health services, youth services, and services for older people. The branch works to ensure accessibility for all community members.

The Health Team is responsible for the management and improvement of public and environmental health in the City of Melbourne. The team is responsible for identifying and monitoring public health issues; monitoring and inspecting businesses to ensure compliance with the, Food Act 1984, Public Health and Wellbeing Act 2008 legislation and Tobacco Act 2016; provision of advice and training for food vendors; and the management of noise and odour issues to protect residential amenity. The team also provides a key advisory, coordination and response function in emergency incidents that have a public health impact.

Culture and Values

CoM aspires to a culture which is humanistic and encouraging, self-actualising, affiliative and achievement focused. We focus on culture because we know that a constructive culture is good for our wellbeing as well as our ability to deliver high quality outcomes.

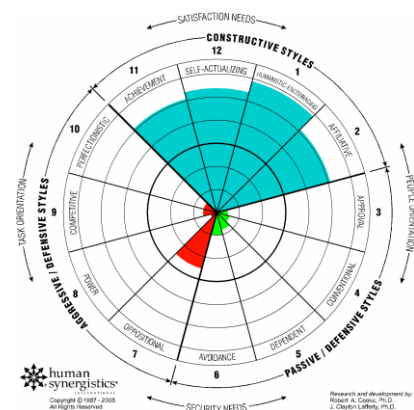
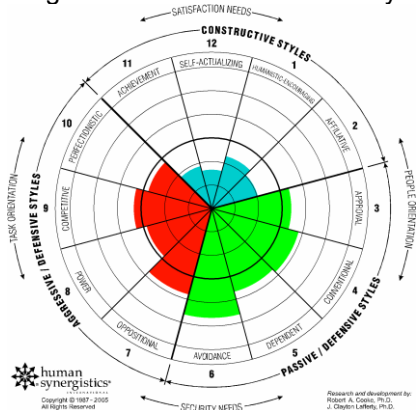
Position Title: Strategy, Planning and Impact Manager
DM #16882523



Position Description

Health Manager

We measure our performance against the desired culture using the Human Synergetics tool, the “Organisational Culture Inventory” (OCI).



Our ICARE values (integrity, courage, accountability, respect and excellence) are the foundation for our behaviour for ourselves and our teams.



INTEGRITY

Be honest and reliable, have integrity



COURAGE

Speak up, have courage, make things happen



ACCOUNTABILITY

Act with accountability, be responsible for what you do and how you do it



RESPECT

Be inclusive, stay open, value every voice, establish respect and collaborate



EXCELLENCE

Display excellence, work with energy and passion achieving the best results

Position purpose

The Health Manager is a member of the Community Wellbeing Leadership Team, responsible for the strategic and professional leadership of the Health Team contributing to the broader strategic direction of the branch.

This role plays a pivotal part in leading the Health Team to ensure that Council meets its legislative obligations and responsibilities in relation to food and public health related matters. The Manager ensures the team remains agile, responsive to evolving Council and regulatory needs, compliant with statutory requirements, and consistently delivering high-quality outcomes.

The Manager proactively engages internal and external stakeholders, to foster strong and collaborative relationships based on trust, credibility and discretion. The position requires strong critical thinking skills and an in-depth understanding of CoM's meaningful stakeholder relationships, and the ability to influence those relationships to achieve positive outcomes for the branch.

A key aspect of this position involves developing and maintaining productive partnerships with local, state and national health organisations and networks.

Position accountabilities

All CoM People Leaders will be influential leaders accountable for:

- Leading your people with the values at the centre of everything you do.
- Creating and maintaining a constructive culture where you and your team display the styles of achievement, self-actualising, humanistic, encouraging and affiliative behaviours.
- Attracting, developing and retaining outstanding employees who share our values and ambitions to be a leading organisation for a leading city.

Position title: Health Manager
DM: 18025321



Position Description

Health Manager

- Leading, guiding and managing the team to foster a performance-based culture and drive accountability and excellence in outcomes through coaching, mentoring and empowering team members and direct reports to develop and perform at a high level, and as an effective team.
- Efficiently and effectively manage the team's budget.
- Being a strong team player, working collaboratively and constructively across the organisation and externally to deliver shared outcomes.
- Respecting the values of the community and appreciating the diverse skills, values and backgrounds of employees.

In addition, the Health Manager will be accountable to:

- Lead and motivate the Health Team to effectively meet legislative and governance requirements, improve quality of service delivery and thus, health and wellbeing outcomes for the Melbourne community.
- Engage actively with a wide range of stakeholders including local, state, and federal governments, internal council teams and industry leaders to foster strong collaboration.
- Develop business plans, create action plans, and undertake corporate governance for the Health Team including operational planning, risk management and business continuity.
- Manage financial and business operations for the Health Team and ensure a high level of administrative processes through the support team.
- Monitor service performance and outcomes and drive improvements through regular review, reporting, and customer engagement.
- Facilitate effective communication between teams, ensuring clarity in objectives and alignment with strategic goals and foster a culture of collaboration.
- Ensure public health services are delivered in accordance with regulatory frameworks, aligning with best practices.
- Develop and monitor workplace key performance indicators and provide reports to senior management and mandatory reporting to external organisations.
- Perform other duties as required by the Director, Community Wellbeing.
- Ensure the effective implementation of Safety and Wellbeing (OH&S) and rehabilitation policies and provide staff with adequate training for safe job performance and ensure new employees receive thorough induction to minimize safety risks.

Environment: communication and judgment

Communication:

The Health Manager operates in an environment that requires close and ongoing collaboration across internal and external stakeholders. The Manager can analyse and communicate complex information in a way that is tailored to the needs of different audiences.

The position provides often highly sensitive advice, requiring diplomacy and awareness of the political environment. Communication involves liaising with senior staff of the organisation, with Directors, General Managers and various committees.

The Health Manager must be an effective communicator with strong leadership, negotiation and influencing skills to achieve effective outcomes for the team and Branch.

The Manager requires highly developed interpersonal communication skills to handle a range of public health issues requiring sensitivity. They require a strong customer orientation and must have the ability to mediate complex issues. Negotiation and the ability to gain the cooperation of others are critical. The position will work with other areas of the organisation to develop new initiatives and streamline processes.

The position will work collaboratively with key external stakeholders on initiatives that aim to improve the health of the community. They will also represent Council on external working parties and committees as appropriate to provide expert advice and to ensure that Council's best interests are considered and/or met.

Position Description

Health Manager

Judgement:

The Health Manager will operate with a high degree of autonomy in dealing with a diverse range of issues. They will manage their own work and determine their own work methods. The nature of the work requires a self-initiating approach with a large degree of autonomy.

The Manager uses technical expertise to inform decision-making and policy development. They will identify and resolve any issues or problems that may impact team performance. The Manager will act where required to achieve the best balance between competing priorities. The position is required to analyse and interpret a wide range of information, often of a sensitive nature, and develop solutions that drive the organisation towards its strategic objectives while balancing existing operational needs.

The work can be high profile and often sensitive requiring diplomacy and high level negotiation, influencing and advocacy skills. Recommendations will be made to senior management arising from the Manager's area of responsibility, and they will provide advice to the Director Community Wellbeing regarding options for resolving sensitive and complex issues with little or no precedent.

Selection criteria

All CoM People Leaders will demonstrate:

- Leadership capability including leading by example and consistently working towards a constructive culture.
- Ability to articulate and demonstrate benefits of positive culture and values.
- Demonstrated experience in leading a team to achieve high performance outcomes with coaching skills to develop team capabilities, team cohesion and the ability to effectively manage conflict and under performance.
- Analytical and lateral thinking skills and the ability to take the initiative, drive change and implement innovations.
- Inter-personal, negotiation and persuasion skills with the ability to use discretion and judgement.
- Demonstrated ability to develop, manage and maintain business plans and associated budgetary and financial management requirements.
- Proven experience effectively managing issues within a highly political and complex environment.

In addition, the Health Manager will require:

- A tertiary or advanced qualifications as an Environmental Health Officer as published in the Victorian Government Gazette, plus extensive experience the Environmental Health field.
- In depth understanding of the Public Health and Wellbeing Act, Food Act, Tobacco Act and Environment Protection Act and all regulations made thereunder.
- In-depth understanding of government policies and regulations related to public and food health, including current trends and issues within the sector.
- Demonstrated ability to interpret legislation and provide direction and guidance to the team in relation to issues with little or no precedence.
- Demonstrated ability to coordinate projects to consistently improve service delivery.
- Demonstrated commitment to excellence in customer service and a proven ability to develop and implement quality service improvement processes, with a particular focus on developing excellent customer service.
- High level experience in developing and maintaining relationships with key stakeholders at all levels and a sound understanding of stakeholder needs.
- High level communication with proven ability to negotiate with, influence and dynamically lead a team.

Position Description

Health Manager

- Ability to foster a positive and constructive team culture, promoting achievement, self-actualization, humanistic values, encouragement, and affiliation.

Inherent Physical Requirements

The reference to the Inherent Physical Requirements for this position is [DM# 9234862](#)

The Way We Work

Our leaders are core to realising our vision of a leading organisation for a leading city. CoM leaders drive a workplace that is stimulating, constructive, flexible, diverse and inclusive and enables achievement of high-quality outcomes for the Council, customers and our community. We recognise that a constructive culture brings out the best in our people. We strive to meet the demands of our employees' professional lives while they can accomplish their priorities outside of work and have a positive work life balance.

Our leaders strive to make our organisation agile, with the ability for our work teams to adapt and change based on the evolving needs of CoM. To keep pace with our customers and our changing city, we need a resilient, adaptable, accountable, diverse and inclusive workforce that reflects our community and is committed to excellence.

We establish challenging but realistic goals, develop plans to reach those goals, pursue them with enthusiasm, and are accountable for their achievement. We want our employees to get enjoyment from their work, develop themselves, and take on new and interesting activities whether they are within CoM or outside of CoM. We want our workforce to be supportive, helpful and open in their dealings with each other, through open communication, cooperation, and the effective coordination of activities.