

Position Description GENERAL MANAGER – Short term opportunity

1. OVERVIEW

Position	General Manager (Interim)
Employment status:	This position is a fixed term full-time position to end of 2021 to fill a short term vacancy. The possibility exists for the role to be extended. An initial three-month probationary period will be a part of the offer of employment and employment contract.
Accountability:	The position reports to the Chief Executive Officer
Remuneration:	Commensurate with responsibilities of position and experience of the successful candidate. Generous terms and conditions including access to the benefits of salary packaging.
Location:	The position is based at LiverWELL, 15 Gracie Street, North Melbourne, or other arrangements as agreed.

2. ORGANISATIONAL ENVIRONMENT

LiverWELL (incorporating Hepatitis Victoria) is the peak not-for-profit community-based organisation working across the state for people affected by, or at risk of, viral hepatitis and liver disease. It is governed by an independent Board of Directors with the Chief Executive Officer and staff performing day to day duties.

LiverWELL works to:

- Raise awareness of liver disease and prevent the transmission and impact of viral hepatitis
- Increase access and referral to quality information, care, treatment and support.
- Provide leadership and coordination for the community response to viral hepatitis and liver disease
- Offer a number of programs for individuals and organisations that promote well-being, educate and increase the capacity of others to respond
- Influence the government, media and other agencies in relation to a stronger response to the challenges of viral hepatitis and liver disease in our community.

The organisation strives to address the needs of priority populations affected by viral hepatitis and liver disease including:

- Culturally and linguistically diverse communities
- Aboriginal and Torres Strait Islander people
- People who inject drugs
- People in custodial or post custodial settings
- People at risk of acquiring liver disease
- People needing increased access to management and care for liver disease

To achieve this LiverWELL collaborates with a wide range of stakeholders including researchers, clinicians, public health entities, community and health services providers, government, and community organisations. Throughout we are driven by and seek to represent the voice of people with lived experience of liver disease.

3. OUR VISION AND VALUES OUR VISION

Better liver health for Victorians, free from hepatitis and stigma.

OUR VALUES

- *Respect*: we respect all people affected by liver disease, promoting dignity and challenging stigma and discrimination
- *Inclusion*: we seek to understand and value the diverse circumstances and cultures of the people and communities with whom we work
- *Collaboration*: we work in partnership with those affected by liver disease and with others who share our values and aim
- *Impact*: we strive for maximum impact, building on evidence, being innovative and driving change to achieve better liver health

4. POSITION CONTEXT

Liver health is the ignored health crisis. In Australia, 6 million people are at risk and 1,400 die of liver cancer every year, the fastest growing cause of cancer death. It has a direct cost to the economy of approximately \$50.7 billion per year.

LiverWELL delivers a range of hepatitis education, community awareness, advocacy, training and workforce development programs for key priority groups within the Victorian community. These programs have been developed to reduce the risk of hepatitis, and to increase awareness of and support for people living with viral hepatitis and liver disease.

The General Manager plays a key leadership role in the operations of LiverWELL, providing operational and strategic support to the Chief Executive Officer. The General Manager has responsibility for a number of direct reports in relation to the education, health promotion, workforce training and participation programs of LiverWELL. The General Manager will also provide policy advice to the Chief Executive Officer and lead the planning, performance and evaluation activities of the organisation.

5. KEY RESPONSIBILITY AREAS

5.1 Organisational Leadership

- Contribute to the overall management of LiverWELL as part of the organisation's management team.
- Drive the business planning and review of the organisation and contribute to its strategic planning.
- Contribute to and assist in the development of LiverWELL's position on policy issues relating to viral hepatitis and liver health.
- Represent LiverWELL at key external meeting and events as appropriate, including with Government and funding agencies.

5.2 Operational Leadership

- Lead the operationalising of the LiverWELL Strategic Plan through the development and monitoring of the organisations business plan, as well as specific action and program plans of staff.
- Lead the monitoring and evaluation of key LiverWELL programs and activities, including shaping the program planning and evaluation design.
- In collaboration with the Finance Manager contribute to program budgets and subsequent monitoring of program expenditure, along with overall operational expenditure against budget.
- Entrenching and evidence-based approach to work, informed by as well as contributing to research where possible.
- Lead the reporting on the performance of LiverWELL key programs and activities.
- Ensuring efficiency of information systems, including the client relation management system.

5.3 Human Resources

- In consultation with the Chief Executive Officer, manage the recruitment, induction and management of employees of the organisation.
- Develop and maintain employee contracts and position descriptions for all staff ensuring that all personal records are maintained.
- Maintain appropriate levels of skill development and support staff to take an active part in their ongoing professional development.
- Ensure the human resource policies and practices are up to date and reflect current best practice.
- Ensure the operational needs of the organisation are aligned with staff availability and capacity.

5.4 Program Oversight

- Shape and drive the programmatic response that executes the organisation's vision in relation to viral hepatitis and liver health.
- Provide program oversight, including direct supervision, support and appraisal in relation to:
 - Health promotion
 - Community mobilisation
 - Clinical engagement
 - Support and health coaching
 - Workforce training

5.6 Team Work

- Contribute to LiverWELL publications and communications.
- Attend and participate in regular general and specialist staff meetings.
- Act to promote a friendly climate, good morale and co-operation within the LiverWELL team.
- Take actions, make decisions, and shape priorities (individual, group or team) to reflect the organisation's vision and values.
- Undertake other duties as agreed.

5.7 General

- Abide by LiverWELL's policies and procedures.
- Carry out general administrative tasks in support of the role.
- Facilitate the involvement of people living with and affected by viral hepatitis in the development and delivery of hepatitis related services.
- At all times maintain confidentiality of information about service users, members, staff, volunteers and other personnel.
- Promote LiverWELL's services to outside agencies and individuals.

6. KEY SELECTION CRITERIA

Please note: all applications must specifically address the key selection criteria.

Essential

- Relevant qualifications and/or experience in business management and project/program management and/or relevant operations-based experience.
- Drive, innovation and a commitment to growth of the organisation
- Experience in leadership and executive level management within the community or health sectors.
- Experience in working with a range of key stakeholders, including Government and community agencies.
- Exceptional communication skills, including the ability to develop quality documentation, written reports and correspondence in a clear and concise manner including the ability to interpret and respond to Government requirements.

- High level skills in managing a diverse staff team, including the provision of individual supervision to direct reports.
- Ability to analyse and contribute to research and policy development.
- Proficiency and competency in using a range of computer applications, including project management software, Microsoft Office suite of applications and CRM databases, all combined with a high level of accuracy and attention to detail.
- Excellent organisational skills and the ability to work to deadlines with minimal supervision.

Highly desirable

- Demonstrated experience in identifying new business and growth opportunities.
- Ability to develop a thorough understanding of the medical, emotional and social implications of living with viral hepatitis and broader liver health.
- The capacity to travel when required and to stay overnight if necessary.
- A current driver's license valid for the State of Victoria

GENERAL INFORMATION

- LiverWELL is committed to cultural diversity in the workplace and is an equal opportunity employer. People affected by viral hepatitis, Aboriginal and Torres Strait Island people, people from a culturally and linguistically diverse background and people with experience working with those communities are encouraged to apply
- A vehicle will be made available for work related duties
- Regular performance reviews will be conducted using mutually established performance indicators.