



**Swan Hill**  
District Health  
Connected Care. Best Experience.



**Inclusive**

**Compassionate**

**Progressive**

**Accountable**

## **Community Services Director**

### **Full Time Position**

Swan Hill District Health is establishing a Director of Community Services to provide strategic leadership across multidisciplinary services as part of our commitment to Connected Care: Best Experience. This senior leadership role will shape professional governance, strengthen integrated models of care, and drive service excellence across our expanding health service.

#### **About the role:**

The Director of Community Services is a senior role providing strategic and operational leadership for the Community Services across Swan Hill District Health. The role is responsible for professional governance, clinical standards, and service delivery of multidisciplinary teams to ensure integrated and high-quality evidence-based care.

#### **Selection Criteria:**

- Tertiary qualifications and registration with AHPRA as a health professional, or evidence of eligibility for full membership of relevant professional body where AHPRA registration is not available.
- Extensive clinical and professional leadership experience in Community Services, including proven senior management experience in a health care environment.
- Extensive knowledge of and/or experience with clinical governance and clinical service delivery.
- Highly developed leadership skills with the ability to influence thinking, problem solve, drive change, cultivate strong relationships and facilitate the provision of quality services with stakeholder and client focus.

**For full Position Description and Key Selection Criteria, please visit:** [www.shdh.org.au](http://www.shdh.org.au)

#### **Want more info?**

For enquiries please contact: Paul Smith, Executive Director Community Care,

Ph: 03 5033 9249 or Email: [psmith@shdh.org.au](mailto:psmith@shdh.org.au)

**How to Apply:** Please visit our SHDH website at:

<https://www.shdh.org.au/employment/how-to-apply/> for more information on how to apply.

Applications will only be accepted if they contain a CV, an Application for Employment form, and a Cover letter addressing the Key Selection Criteria. Applications can be forwarded to: [employment@shdh.org.au](mailto:employment@shdh.org.au).

**Closing date: 22nd April 2026**



<b>Position:</b>	<b>DIRECTOR OF COMMUNITY SERVICES</b>
<b>Classification:</b>	Grade 7
<b>Department:</b>	Primary Care Administration
<b>Reports to:</b>	Executive Director Community Care
<b>Position Summary:</b>	<p>Swan Hill District Health (SHDH) is a fully integrated health service committed to delivering <i>Connected Care: Best Experience</i> to the communities we serve. As a major provider in the Loddon Mallee region, SHDH brings together a broad continuum of care — from acute, sub-acute, aged and community care. Our collaborative model ensures people experience seamless, person centered care across care settings and life stages, underpinned by meaningful partnerships, multidisciplinary teamwork and a shared focus on wellbeing, accessibility and positive health outcomes.</p> <p>The Director of Community Services is a senior role providing strategic and operational leadership for the Community services across Swan Hill District Health. The role is responsible for professional governance, clinical standards, and service delivery of multidisciplinary teams to ensure integrated and high-quality evidence-based care.</p> <p>The Director will ensure there is best practice in clinical care and service delivery, and lead the development and delivery of innovative and contemporary models of care. To work collaboratively in planning, developing and implementing coordinated services and lead continual improvement in safety and quality.</p>
<b>Responsibilities:</b>	<p>Key Performance Indicators (KPI's) will be established between the Director of Community Services and the Executive Director Community Care to support the following accountabilities and duties:</p> <p><b>Strategic Leadership</b></p> <ul style="list-style-type: none"> <li>Set a clear strategic vision for Community Services aligned with SHDH's Connected Care. Best Experience and values of Inclusive, Compassionate, Progressive and Accountable.</li> <li>Provide leadership, direction and support to achieve SHDH strategic plan objectives.</li> <li>Work collaboratively to support improvements in SHDH levels of self-sufficiency and support to other health services in line with the Loddon Mallee Local Health Service Network Clinical Services Plan and other relevant plans.</li> <li>Provide innovative leadership and direction in the strategic development and operational management of Community Services staff and programs.</li> <li>Actively promoting and ensuring effective collaboration/teamwork across all professions and program streams within Community Services and across SHDH.</li> <li>Prepare and present high-level reports, business cases and documentation as required to the Executive Director.</li> </ul> <p><b>Operational Leadership</b></p> <ul style="list-style-type: none"> <li>Develop, implement, monitor and review clinical governance systems for Community Services, including clinical review, credentialing, scope of clinical practice and clinical risk management.</li> <li>Manage the development and implementation of the Community Services budgets in collaboration with relevant Manager and Finance Department, ensuring there is financial responsibility and implement financial strategies that will ensure budgetary targets are met.</li> </ul>

	<ul style="list-style-type: none"> <li>• Ensure accreditation activities and reporting, audits and data integrity are coordinated and completed within required timelines.</li> <li>• Lead improvement for cultural safety and access to care for First Nations people.</li> <li>• Monitor and maintain quality standards, implementing process for continuous quality improvement, conducting audits/evaluations and addressing any areas for improvement.</li> <li>• Ensure SHDH meets NSQHS and Aged care Quality Standards.</li> </ul> <p><b>Professional Leadership</b></p> <ul style="list-style-type: none"> <li>• Provide leadership and support for direct reports, appraise their performance and ensure receive timely feedback.</li> <li>• Collaborate and liaise internally to ensure consistency in professional development, clinical standards, clinical supervision, education/training and research opportunities.</li> <li>• Promote the standing and operation of Community Services by participation at internal and external meetings, and developing networking links with the broader healthcare community.</li> <li>• To be innovative and support Community Services in leading changes in service delivery, models of care, research and funding opportunities.</li> </ul>
<b>Key Selection Criteria:</b>	<p><b>Mandatory</b></p> <ul style="list-style-type: none"> <li>• Tertiary qualifications and registration with AHPRA, or evidence of eligibility for full membership of relevant professional body where AHPRA registration is not available.</li> <li>• Extensive clinical and professional leadership experience in community service programs, including proven senior management experience in a health care environment.</li> <li>• Extensive knowledge of and/or experience with clinical governance and clinical service delivery.</li> <li>• Highly developed leadership skills with the ability to influence thinking, problem solve, drive change, cultivate strong relationships and facilitate the provision of quality services with stakeholder and patient focus.</li> <li>• Demonstrate managing improvement projects including the ability to interpret, analyse and present data and evidence.</li> <li>• Demonstrated skills with proven ability to manage staff and an undertaking of and experience in employee/industrial relations.</li> <li>• Ability to develop and effectively manage budgets.</li> <li>• Current National Police Check and Working with Children’s Check.</li> <li>• Evidence of immunisation records/history as part of the Health Services Act 1988, 2020 Amendment (Mandatory Vaccination of Healthcare Workers), through either documentation or copy of serology report. It is required that there is immunization for all vaccine preventable illnesses.</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Relevant post graduate qualifications in Business Management, Health Administration (or working towards same).</li> </ul>
<b>Salary/Award:</b>	<p>Allied Health Professionals-Single Interest Agreement 2021-2026  Medical Scientists, Pharmacists, Psychology Enterprise Agreement 2021-2025  Nurses &amp; Midwives Enterprise Agreement 2024-2028</p>
<b>First Nations:</b>	<p>Swan Hill District Health would like to acknowledge First Nations communities of Wamba Wamba, Wadi Wadi, Barapa Barapa, Latji Latji and the Tatti Tatti people on whose land, we work and live. We pay respect to all Elders past and present and honour their connection to the land and water.</p>
<b>Infection Control:</b>	<ul style="list-style-type: none"> <li>• Each staff member has a responsibility to minimise exposure to incidents of infection/cross infection of residents, staff, visitors and the general public.</li> <li>• The risk minimisation strategies are to be supported by all staff adhering to the Infection Control Manual policies, procedures and guidelines.</li> </ul>

<b>Continuous Quality Improvement:</b>	<ul style="list-style-type: none"> <li>• Each staff member is expected to demonstrate a commitment to best practice.</li> <li>• All staff shall take responsibility for their own practice and share responsibility for creating and maintaining a system that provides safe, high quality health care.</li> <li>• All staff will participate in quality improvement activities aimed at improving patient outcomes and maintaining accreditation standards.</li> <li>• It is the responsibility of every staff member to be familiar with Health Service-wide and specific Department Policies &amp; Protocols.</li> </ul>
<b>Person Centered Care:</b>	<p>The Health Service supports in its values the philosophy of Person-Centered Care to ensure all people, including health service providers, clients, their carers and family members are respectfully cared for and encouraged to participate in the provision of quality health care.</p> <p>We recognise diversity is part of every person &amp; as such providers of health care must be actively involved in developing models of care that are person centered.</p>
<b>Child Safety:</b>	<p>All children have the right to feel and be safe. Keeping children safe is everyone's responsibility. SHDH is committed to providing a child safe environment where children are safe and feel safe, and where their voices are heard about the decisions that affect them.</p> <p>SHDH have zero tolerance to child abuse.</p> <p>Each employee has a responsibility to adhere to this requirement. Any breach of this standard will result in disciplinary action.</p>
<b>Our Purpose:</b>	<p><b>Connected Care / Best Experience</b>  SHDH commits to meet the growing health care needs of our community through our new vision to provide better connected care and to achieve the best care experience.</p>
<b>Privacy and Confidentiality:</b>	<p>SHDH are committed to protecting patient and staff privacy and confidentiality, as it is an important aspect of our commitment to providing high quality services. In accordance to both the Health Records Act and the Information Privacy Act, information should only be used and disclosed for the primary purpose of its collection.</p> <p>Each employee has a responsibility with adhere to SHDH's Privacy and Confidentiality Policy, as it is a condition of employment. Any breach of the rules of privacy and/or confidentiality relating to health service business, patients or medical records will result in disciplinary action.</p>
<b>Mandatory Training:</b>	<p>All employees must be aware of and complete designated mandatory training within the required time frame.</p>
<b>Safety:</b>	<p><b>RESPONSIBILITIES: It is the responsibility of every staff member to:</b></p> <ul style="list-style-type: none"> <li>• Take reasonable care for their safety and the safety of others while at work.</li> <li>• Report accidents, incidents and potential hazards as soon as reasonably practicable to their supervisor and record on VHIMS reporting system.</li> <li>• Advise their supervisor if they have an injury or illness that may affect their ability to perform the inherent requirements of their position.</li> <li>• Be familiar with emergency and evacuation procedures as detailed in the Emergency Procedures Manual.</li> <li>• Complete all Mandatory training requirements as identified and directed.</li> <li>• Comply with the Occupational Health and Safety Act and all SHDH O.H. &amp; S. online Policies and Procedures.</li> </ul>

<b>Asset Management:</b>	Staff with asset management responsibilities are required to adhere to the Asset Management Policy and Protocols.
<b>Review:</b>	Completion of My Work Plan on a yearly basis.
<b>Previous Revision dates:</b>	March 2026
<b>Current:</b>	
<b>Managers Name:</b>	Paul Smith, Executive Director Community Care
<b>Managers Signature:</b>	
<b>Employees Name:</b>	
<b>Employees Signature:</b>	



The Application for Employment form is required to be submitted with the following documents:

- Covering letter in support of application
- Response to Key Selection Criteria
- Applicants Curriculum Vitae

**Position Applying for**

**General Information**

**Name**

**Address**

**Contact**

Home phone

Mobile

Email

Are you of Aboriginal/Torres Strait Islander Origin?  No  Aboriginal  Torres Strait Islander  
(This question is voluntary)

Do you wish to be identified under this category?  Yes  No

Are you an Australian Citizen or Permanent Resident:  Yes  No Date of Grant ...../...../.....

If no, what is your current Visa Status – Visa type \_\_\_\_\_ Expiry date ...../...../.....

Place/Country of issue: \_\_\_\_\_ Issue Number: \_\_\_\_\_

Do you require sponsorship?  Yes  No

**Conditions of Employment**

Employment conditions are governed by the relevant Public Sector Health Industry Awards and EBAs relevant to the position applied for:

**Initial employment is subject to:**

- 6 months' probationary period (*with a review at 3 months.*)
- Requirement to work any shift
- Requirement to work in any department as required

**Hours of Work** – \_\_\_\_\_ (Availability)

**Discipline/Misconduct**

Have you experienced discipline or misconduct action at any previous employment?  Yes  No

If **Yes**, please provide details:

## Police and Working with Children Checks

Satisfactory Police Checks, and in some areas, Working with Children Checks are mandatory at the point of employment.

If you have a current Police Check and/or Working with Children Check, please show the check identifying numbers and the date of issue: \_\_\_\_\_

Upon engagement, you will be required to provide the necessary information to complete a Check. Please note that it is a condition of employment that you maintain a current satisfactory Police Check and, if required, Working with Children Check.

## Pre-existing Health and Injury Declaration

Swan Hill District Health (SHDH) is committed to achieving a safe working environment for all employees. As part of this, it is our objective to ensure potential employees are not required to work in duties that they are not able to perform safely. As part of the application process for employment with SHDH, we request you to disclose any pre-existing injury or disease which may be adversely affected by the performance of the inherent requirements of the position you have applied for – as described in the Position Description for the position.

Pursuant to S.41 (1) and (2) of the *Workplace Injury Rehabilitation and Compensation Act 2013*, you are required to disclose to SHDH any pre-existing injury or disease that you have suffered of which you are aware, and could reasonably be expected to foresee, could be affected by the nature of this proposed employment.

Failure to make a disclosure, or the making of a false or misleading disclosure, would disentitle you to compensation pursuant to the *Workplace Injury Rehabilitation and Compensation Act 2013* should you suffer any reoccurrence, aggravation, acceleration, exacerbation or deterioration of your pre-existing injury or disease arising out of, or in the course of, or due to the nature of with SHDH. SHDH will rely upon any failure to disclose in accordance with the provisions of the *Workplace Injury Rehabilitation and Compensation Act 2013* as grounds for denying compensation in accordance with S.41 (1) and (2).

Should any alteration, change or rearrangement be necessary to enable you to carry out the inherent requirements of the position, we also request that you disclose these requirements. SHDH is an equal opportunity employer and will arrange any reasonable adjustment to enable a person with a disability to perform the inherent requirements of the position and therefore compete equally with other applicants for this position. Please disclose in the place below any pre-existing injury or diseases that you suffer from, or have suffered from, which could be affected by the nature of your proposed employment with Swan Hill District Health.

**Disclosure advice: - (to be completed by the applicant)**

I confirm that I have read and understood the contents of the above information and state that I have disclosed all relevant information in relation to my health and physical ability to carry out the inherent requirements of this position.

**Signature of applicant:** \_\_\_\_\_ **Date:** ...../...../.....

**NOTE: If providing this form electronically, you accept that the information is true and correct by the action of submitting the form. You will be requested to sign the printed version at your interview if you are selected.**

**Enquiries:**

Email address: [employment@shdh.org.au](mailto:employment@shdh.org.au)

Phone: 03 50339315

Postal Address: PO Box 483 SWAN HILL VIC 3585