

POSITION DESCRIPTION

Position Title:	Senior Leader Paediatric and Early Years Services
Award:	Dependent on qualifications, skills and experience
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Site:	This position is primarily based at our Kangaroo Flat site, however, may be required to work from any BCHS site or outreach location as negotiated.
Hours per fortnight:	76 hours per fortnight (1.0 EFT)
Tenure:	Ongoing
Position description developed:	May 2025
Responsible to:	Operations Manager Child & Family Services

ABOUT BENDIGO COMMUNITY HEALTH SERVICES (BCHS)

BCHS is located across five sites in the City of Greater Bendigo, Central Victoria. BCHS has a proud 50-year history and provides more than 50 services across medical and allied health, family services, drug and alcohol, mental health, settlement services, health promotion and more, with a focus on vulnerable people and communities.

The organisation has more than 280 staff supporting people of all ages and stages of life to access quality, person-centred care. We foster a values-aligned, positive and thriving culture where staff feel safe and supported. Staff have clarity of roles and work in an environment of accountability. The success of BCHS is dependent on our staff who provide a high level of professionalism and dedication.

VISION

Better health and wellbeing across generations.

PURPOSE

Supporting you and your family to live healthy lives.

VALUES

Lived and Living Experience: We listen to understand. We value our communities, their backstories, lived and living experiences and cultures and learn from them to tailor our services.

Equity: We provide equitable and inclusive health and wellbeing services, ensuring they are culturally responsive and accessible.

People: We maintain a skilled, engaged and professional workforce, including people with lived experience, and enable a culture of continuous learning.

Partnership: We understand trust and partnerships are key to achieving our purpose. We listen and learn - and share our knowledge and expertise in collaboration and co-design with our community, ensuring we are providing local solutions to community need.

Integrity: We uphold the values of the Universal Declaration of Human Rights and approach all we do with kindness and respect. We are ethical in all we do.

TEAM ROLE

The Paediatric and Early Years Services team at BCHS plays a critical role in advancing health equity and improving outcomes for children, young people, and their families—particularly those experiencing vulnerability or disadvantage. The team delivers integrated, trauma-informed, and family-centred services designed to enhance the health, safety, stability, and developmental outcomes of children and young people across the region.

With a strong focus on operational excellence and collaborative service delivery, the team oversees the coordination and management of multidisciplinary professionals, ensuring culturally safe and responsive care. This includes the effective management of workforce capacity across diverse program areas, continuous quality improvement, and alignment with broader organisational goals.

The team actively works in partnership with other BCHS services and external stakeholders to strengthen community access, reduce service fragmentation, and deliver seamless care pathways. Through these collaborative efforts, the team supports systemic change that prioritises early intervention, prevention, and the long-term wellbeing of children and families.

Key programs within the team include:

- **Community Paediatric Team** – Enhances equitable access to specialist paediatric care through coordinated support from paediatricians, GPs, and paediatric nurses, with a focus on timely and inclusive service delivery.
- **Doctors in Secondary Schools** – Provides free, confidential health care through onsite GP and nursing services to improve access and engagement for young people in secondary education.
- **Pathways to Good Health** – Delivers early health assessment and coordinated care planning for children and young people entering out-of-home care, aimed at improving long-term health and developmental outcomes.
- **School Readiness Funding Program** – Works with kindergarten educators and families to foster children's learning and development, led by a multidisciplinary team of allied health clinicians who build workforce capacity in the early childhood sector.
- **Early Intervention and Stepping Stones** – Provides tailored individual and group therapy for children aged 2 to school age with NDIS support, focusing on early development and family engagement in a strengths-based model.

POSITION ROLE

This leadership position is responsible for the strategic and operational management of BCHS's Paediatric and Early Years Services, fostering a culture of excellence, equity, and continuous improvement across diverse multidisciplinary teams. The role provides strong, values-driven leadership that supports the delivery of safe, high-quality, and holistic care to children, young people, and their families—particularly those experiencing vulnerability and disadvantage.

With a strong commitment to the social model of health and health equity, the role ensures services are person-centred, trauma-informed, and culturally safe. It drives collaboration

across internal programs and builds integrated pathways with other BCHS services and external stakeholders to reduce service fragmentation and improve health and wellbeing outcomes.

This position oversees clinical and operational governance, ensuring systems are in place to support best practice, workforce wellbeing, and regulatory compliance. As an active member of the Family Services Branch leadership team and the BCHS Senior Leadership team, the role contributes to strategic planning, organisational learning, and service innovation.

In managing a portfolio that includes both government-funded and fee-for-service programs (Medicare, NDIS, client fees), the role is accountable for the financial sustainability, performance, and impact of services. Program planning and reviews are informed by client outcomes, community need, workforce insights, and data analysis to drive ongoing improvement and responsiveness.

Through effective leadership, strategic collaboration, and a clear focus on operational and health equity outcomes, this position plays a pivotal role in building a more inclusive, coordinated, and responsive service system for children and families across the region.

POSITION RESPONSIBILITIES

The responsibilities of the position are:

Equity and Client-Centred Practice

- Provide exemplary leadership to ensure the delivery of accessible, community-based services grounded in the social model of health and holistic care.
- Ensure systems and processes are in place to support timely, equitable, and high-quality service delivery across the client journey—from referral and intake, through assessment and intervention, to transition or discharge.
- Monitor and respond to community needs and service access data to reduce disparities and promote positive outcomes for all children, young people, and families.

Leadership and Workforce Development

- Lead, support, and inspire a multidisciplinary workforce to provide high-quality, person-centred services that align with BCHS values and strategic goals.
- Provide effective line management, including recruitment, onboarding, supervision, performance management and development, and resolution of day-to-day operational issues.
- Promote staff engagement, wellbeing, and continuous professional development to build workforce capability and resilience.

Operational and Clinical Governance

- Review and enhance clinical and operational governance systems to ensure compliance with legal, regulatory, accreditation, and best practice standards.
- Manage allocated accreditation responsibilities and ensure programs are audit-ready and aligned with BCHS governance frameworks.
- Identify, monitor, and escalate clinical risks and areas for improvement in safety, outcomes, and quality of care.

- Foster a culture of quality improvement, reflective practice, and accountability across the team.

Strategic and Collaborative Service Delivery

- Build and maintain strong integration opportunities with other BCHS programs and services to ensure a connected and coordinated experience for clients.
- Cultivate effective relationships with internal and external stakeholders, including government partners, schools, health providers, and community organisations.
- Represent BCHS and the Paediatric and Early Years Services portfolio in relevant internal and external meetings, networks, and working groups.
- Contribute to strategic planning and service innovation through data analysis, sector knowledge, and community engagement.

Business Performance and Service Improvement

- Oversee the financial performance and sustainability of all programs, including Medicare Benefits Schedule (MBS), NDIS, and other fee-for-service streams.
- Ensure accurate and effective monitoring, reporting, and management of budgets, service activity, outcomes, and contractual targets.
- Lead program reviews and use data insights to inform continuous service improvement and resource optimisation.
- Prepare high-quality reports, business cases, and funding submissions as required.
- Other duties as required.

KEY SELECTION CRITERIA

Essential

1. Tertiary qualification in health, health practice administration or related field and a minimum 3 years' experience in paediatric health service delivery and management of clinical staff.
2. Experience in managing the delivery of services in the child and adolescent sector, including as Clinic Practice Manager or similar role in a health organization.
3. Demonstrated ability to review services systems, and plan, document and implement significant change processes accordingly.
4. Experience managing service business processes, including Medicare and other fee for service programs.
5. Demonstrated ability to work as a leader of an intra or multidisciplinary team with highly developed communication skills.
6. Strong stakeholder management and customer service skills, preferably in a health setting.
7. Demonstrated experience in the implementation and monitoring of risk and quality related improvement measures.
8. A current Employee Working with Children Check. The incumbent will also be required to undertake and complete a Satisfactory National Police Check.
9. A current Victorian driver's license.

Desirable

1. Experience with Best Practice Client Management System

2. Experience in the early childhood education system

PROBATIONARY PERIOD

Employment with BCHS is conditional on satisfactorily completing a probationary period of six (6) months from date of commencement. During this period your performance will be reviewed with your manager and, assuming this is mutually satisfactory, your employment will be confirmed at the end of this period.

STAFF REVIEW & DEVELOPMENT (SRD)

Each BCHS staff member is required to participate in the annual SRD process. The SRD will be based on the position role and responsibilities and key selection criteria in addition to the relevant team plans and the following performance indicators.

Position Performance:

Demonstrate achievement of negotiated performance indicators specific to your position.

- Lead, support, and inspire a multidisciplinary workforce to provide high-quality, person-centred services that align with BCHS values and strategic goals.
- Ensure systems and processes support timely, equitable, and high-quality service delivery across the client journey—from referral and intake, through assessment and intervention, to transition or discharge.
- Oversee the financial performance and sustainability of all programs.
- Participate in supervision and professional development as negotiated with line manager.
- Knowledge and compliance with the BCHS privacy and confidentiality procedures.

Communication and Teamwork:

High level communication and interpersonal engagement that contributes to productive and collegial relationships between staff and with consumers.

- Display your capacity for self-awareness through reflection, planning and communication.
- Show evidence of your ability to work co-operatively within a team to achieve team goals.
- Establish and develop as key functions of relationship management, regular and professional communication with all your relevant colleagues.
- Demonstrate alignment and integration of practice according to BCHS' vision, values, and strategic directions.

Self-Management:

Demonstrated experience and understanding of the need for ongoing personal and professional development that contribute to self-satisfaction and professional growth.

- Continually develop personally and professionally to meet the changing needs of your position, career and industry.
- Demonstrate behaviours that lead you to achieving your goals.
- Demonstrate understanding and behaviour to reflect BCHS' values.

Administration and Documentation:

Through the use of the BCHS processes ensure that all administration and documentation requirements are initiated and completed in a professional and timely manner.

- Show evidence that the administrative tasks of your position are completed in an orderly, timely and accessible manner.
- Demonstrate that your documentation is completed in an accurate, legally and ethically compliant standard, and is produced to an appropriate professional standard.

Learning:

Demonstrated knowledge and application of the capabilities required for this position including knowledge and understanding of appropriate equipment, legislation, policies and procedures.

- Show evidence of knowledge and understanding of BCHS Strategic Directions and the ability to link key strategic directions to individual and teamwork plans and individual self-development.
- Demonstrate initiative and enterprise skills that contribute to innovative outcomes.
- Display an appropriate level of awareness of the implications for BCHS of decisions and situations that involve you and others.

DIVERSITY AND CULTURE

BCHS treats all people with respect; values diverse perspectives; provides diversity training opportunities; and provides a supportive work environment. BCHS is committed to employing people from diverse backgrounds and providing a workplace free from discrimination and harassment.

CHILD SAFETY

BCHS values children from all backgrounds and is committed to making our community a safe, nurturing and welcoming place for children to grow and develop. We are committed to making sure **all** children reach their individual potential.

OTHER ESSENTIAL REQUIREMENTS

Staff will:

- Complete all required probity checks **before** employment is confirmed.
- Provide vaccination information that meets the requirements for healthcare workers.
- Present a copy of original professional qualifications document or registration (if required).
- Receive and comply with BCHS' policies and procedures including the Code of Conduct.
- Actively contribute to continuous quality and service delivery improvement through the organisation.
- Be proactive in risk identification, notification and management.

BCHS believes that “Quality is everyone’s business, safety is my responsibility”

Co-operate with and contribute to BCHS Occupational Health & Safety procedures and participate in appropriate safety information and education activities as required.

OTHER INFORMATION

- Salary packaging would be available to the successful applicant.
- BCHS' Employee Assistance Program is available to employees and immediate family.



- BCHS is an equal opportunity employer.
- All BCHS sites are smoke and vape free workplaces.
- BCHS has a commitment to environmental sustainability.

 PO Box 1121,
Bendigo Central
Victoria 3552

Reg. No. A0024004N
ACN: 136 467 715
ABN: 76 026 154 968

