

BURDEKIN COMMUNITY ASSOCIATION INC.

Position Description

Position Title:	Service Manager, Burdekin Centre for Rural Health
Award:	Social, Community, Home Care and Disability Services Industry Award 2010 – Level 5
Employment Status:	Permanent Full-time
Hours:	76 hours per fortnight
Reports to:	Chief Executive Officer
Date:	April 2025

Organisational Environment

The Burdekin Community Association Inc. (BCA) is a not-for-profit, incorporated association and registered charity, which strives to fulfil the unmet social, welfare and health needs of the Burdekin community.

A wide variety of community services are delivered by the BCA to the Burdekin Shire. Since establishment in 1975, BCA has evolved to become one of the largest community service organisations in the region.

Position Overview

This multifaceted role requires a significant level of self-motivation, enthusiasm and flexible work ethic. The successful undertaking and completion of the position's varied activities are crucial to the ability of the association to function smoothly and achieve its aim as a provider of community services, in accordance with the BCA's Vision and Purpose.

The incumbent is required to liaise with many people, both internally and externally, providing professional, effective and efficient services, whilst ensuring the administrative requirements of the association are also satisfied.

Burdekin Centre for Rural Health

The Burdekin Centre for Rural Health (BCRH) is part of the BCA's response to the primary health care needs of the Burdekin Shire.

Primary Duties and Responsibilities

- Provision of day-to-day leadership and supervision of staff, subcontractors and volunteers reporting to the position across all programs, including all relevant Human Resource duties and WH&S responsibilities.
- Manage the delivery of BCRH activities in accordance with the BCA Quality System and relevant Service Standards and Quality Framework.
- Liaise with BCA corporate staff regarding accounting and administrative functions and facilitate relevant BCRH accounts through to the BCA for payment.
- Development of budgets, service delivery plans, annual action plans, funding submissions etc. for the BCRH.
- Ensure that all BCRH programs and activities operate within approved budgets.
- Communicate with the general public in a manner which will enhance the image of the BCA.
- Comply with the standards and conditions set out by the *Work Health and Safety Act 2011* and other relevant legislation.
- Completion of scheduled reports, acquittals and invoices on behalf of the BCRH.

- Provide assistance to the Chief Executive Officer and other employees and perform additional duties as required.

Position Requirements / Key Selection Criteria

1. Relevant qualifications and/or experience in management, health services, aged care, disability care and/or community services.
2. To provide a high and consistent level of service to, and communicate openly and effectively with clients, associates, colleagues and visitors.
3. To actively participate in the promotion of a team environment.
4. To act in a polite and courteous manner and professionally at all times. Understand and adhere to the values of the BCA and the professional service boundaries therein.
5. To attend and actively participate in relevant training programs and meetings as required.
6. High level of organisational skills, initiative and self-motivation to perform tasks within specified time frames under limited supervision.
7. Experience in working independently and as part of a flexible multi-disciplinary team to ensure the smooth operation of support services to clients.
8. Demonstrated high commitment to quality practices based on strong work ethic, empathy, fairness, flexibility and confidentiality.
9. Demonstrated good knowledge and understanding of contemporary human resource management issues including policies and procedures, working team relationships, workplace health and safety, conflict resolution and anti-discrimination; and demonstrated commitment to their application.
10. Demonstrated understanding of and compliance with government funding agreements and the relevant reporting and acquittal procedures.
11. Demonstrated high level of ability in general office administration, including the use of computers and office equipment, and proficiency in Windows based software programs including Microsoft Office Suite (Word, Excel, Publisher, Outlook and PowerPoint).
12. Possession of or access to a reliable, registered and comprehensively insured vehicle.
13. Hold a current Qld 'C' Class Drivers Licence.
14. Current First Aid/CPR Certificate or willingness to obtain it.
15. Hold a Qld Blue Card and NDIS Worker Screening Clearance or able to obtain them.

Reporting Requirements

The Service Manager will maintain regular working contact with the Chief Executive Officer and in addition will complete the following reports:

1. BCA Management Committee (quarterly)
2. BCA Annual Report (annually)
3. Reports and acquittals to the relevant funding bodies as required.

Amendments to this Position Description

This Position Description may be amended on the mutual agreement of the parties (Chief Executive Officer and Service Manager), to provide for any major unanticipated issues.