



## Position Description

<b>Position Title</b>	Director of Community Services
<b>Location</b>	Karuna Hospice Services, 27 Cartwright Street, Windsor QLD.
<b>Department</b>	Community Services
<b>Hours</b>	Full Time
<b>Position Purpose</b>	The Director of Community Services is a senior leadership role responsible for overseeing the design, implementation, and management of community service programs. Working closely with the CEO, this position is essential to ensuring the delivery of high-quality services that meet the needs of the community, through strategic planning, program development, and strong community engagement.
<b>Reports To</b>	Director of Community Services
<b>Direct Reports</b>	Nursing Team Leader, Carer and Family Support Services Team Leader, Medical Officer, Community Services Team Leader
<b>Our Organisation</b>	Karuna Hospice Service Ltd (“Karuna”) is a community-focused organisation guided by Buddhist principles. Karuna is dedicated to alleviating suffering by fostering choice, agency, and quality of life for all. Through specialised end-of-life care and other holistic supports, we provide compassionate, dignity-centred guidance to individuals, carers, and the broader community. As part of our team, you will help uphold these values with intent and compassion, to empower people to embrace both living and dying, and support them to find peace within.
<b>Our Values</b>	<p>How we think: <b>Humility</b></p> <p>To delight in providing noble service in an altruistic manner for the benefit of all with whom we connect.</p> <p>How we act: <b>Kindness</b></p> <p>With a generous spirit we will nurture relationships with grace and empathy.</p> <p>How we relate: <b>Respect</b></p> <p>We commit to freely offering and affirming the uniqueness of all we encounter.</p> <p>How we find meaning: <b>Courage</b></p> <p>‘Courage is about stretch, it’s about realising that something more or different can be done, developing the determination to do it, and then carrying through despite all obstacles’</p> <p>16 Guidelines for Life.</p>
<b>Our Strategic Plan</b>	<ul style="list-style-type: none"> <li>• <b><u>KHS Strategic Plan 2024 - 2027</u></b></li> </ul>
<b>Key Accountabilities and Outcomes</b>	

### **Leadership & Strategic Planning**

- Provide high level leadership to the Community Services Team that aligns Karuna's vision, strategic goals and objectives aligned with daily operational outcomes
- Supervise, mentor, and support a team of community services professionals, ensuring high performance, professional growth, and a collaborative work environment.
- Develop and implement strategic plans for community services, including the design and evaluation of programs.

### **Program Development & Management**

- Oversee the development, delivery, and continuous improvement of service delivery, ensuring it aligns with organisational goals and community needs.
- Monitor program effectiveness and efficiency utilising data to drive decisions for improvements while ensuring services are equitable and culturally competent.
- Monitor and evaluate key performance indicators (KPIs) to measure success and guide service delivery improvements

### **Community Engagement & Advocacy**

- Build and maintain strong relationships with community stakeholders, including local government, nonprofit organisations, businesses, and advocacy groups.
- Represent the organisation at community events, meetings, and forums, advocating for community needs, service capability and fostering collaboration.
- Ensure community involvement in program development and advocate for policies that support the community's well-being.

### **Financial Management & Resource Development**

- Oversee the CST budget, ensuring financial sustainability and the efficient use of resources.
- Working with the CEO, identify and pursue funding opportunities, including grants, partnerships, and government contracts.
- Ensure compliance with financial reporting and funding requirements and provide regular updates to CEO and the Board.

### **Staff Management & Development**

- Lead, recruit, and retain a diverse team of community services professionals, fostering a positive and inclusive work environment.
- Conduct regular performance evaluations, offer constructive feedback, and identify training opportunities to enhance staff capacity and career development.
- Encourage innovation and creativity in the development of new services and/or current service efficiency and approaches to meeting community needs.

### **Compliance, Reporting & Continuous Improvement**

- Ensure all community services comply with relevant laws, regulations, and organisational policies (including National Safety and Quality Standards Accreditation requirements).
- Prepare and submit regular reports on program outcomes, financial status, and community impact to CEO, Clinical Governance Advisory Committee and Board (as required).
- Stay informed about emerging trends in community services, incorporating best practices and new technologies to enhance service delivery.

### **Professional Development**

- Strive to build on existing skills and capabilities (actively seek opportunities to improve skills and competencies).
- Comply with relevant professional development requirements to keep any relevant qualifications current.
- Attend & contribute to organisational training sessions.
- Proactively prepare for annual review process.
- Proactively and genuinely seek feedback on work performance.
- Record professional development received.
- Maintain professional portfolio and prepare for annual review.
- Model Karuna values and uphold high professional standards.

### **Selection Criteria**

- Tertiary qualifications in a healthcare professional field (medical, nursing, allied health)
- Minimum of 7-10 years of experience in community services or a related field, with at least 5 years in a leadership or management role.
- Strategic thinker with the ability to align community service initiatives with organisational goals.
- Proven experience in program management, budgeting, team leadership and community stakeholder engagement
- Strong understanding of community needs and the ability to design and implement programs that address those needs
- Excellent leadership, interpersonal, and communication skills, with the ability to inspire and motivate teams.
- Demonstrated financial acumen and understanding of funding reporting requirements and compliance
- Experience with data collection, program evaluation, and reporting.

- Knowledge of relevant laws, regulations, and best practices related to community service delivery and health care accreditation practices

Signature: .....  
**(Employee)**

Date: .....

Signature: .....

Date: .....  
**(Manager)**