

**POSITION DESCRIPTION – Program Director - Better Connect****Part 1 – Expectations for Your Role**

Position	Program Director - Better Connect
Service / Program	Operations
Industrial Instrument	Each Enterprise Agreement 2024
Instrument Classification	Level 8
Reports to	Executive Director - Operations
Effective Date	September 2026

Program Summary – Better Connect

Better Connect is a Country to Coast Queensland-commissioned consortium, with Each as the Lead Agency, that coordinates mental health, alcohol and other drugs and suicide prevention services across Central Queensland, Wide Bay and Sunshine Coast.

The program strengthens access, integration and outcomes across the mental health and alcohol and other drugs (AOD) system by connecting primary care, community-based services, AOD support, and broader health and social services around local community needs.

Operating within the Commonwealth PHN commissioning environment and alongside state-funded services, Better Connect aims to reduce fragmentation, improve service navigation, and enable connected, responsive and sustainable service systems across regional Queensland.

Position Purpose

The role provides strategic, operational and people leadership across Better Connect in Queensland. The role is accountable for delivering strong program outcomes while strengthening Each's relationships and reputation.

This role requires a leader who is equally people focused and delivery focused. They build trust, connect people around shared outcomes and lead inclusive, high-performing teams, while maintaining clear priorities, following through on commitments and converting strategy and relationships into measurable action.

The position reports to the Executive Director Operations and is part of the Operations Leadership Team, which provides organisation-wide leadership, supports integrated and sustainable operations, and advances Each's strategy, values and impact for communities.



Key Deliverables

Strategic Leadership

- Provide strategic and operational leadership for Better Connect.
- Identify and progress opportunities to strengthen partnerships and respond to community and funder priorities.
- Use market, sector and service insights to inform strategic decisions and future planning.

Program Leadership, Delivery and Performance

- Lead Better Connect service delivery across Queensland ensuring service order deliverables are met.
- Translate strategy into operational priorities, measurable outcomes and continuous improvement.
- Monitor and ensure performance, quality, financial sustainability and contractual requirements are met.
- Strengthen integration across mental health, AOD, primary care and community services.

Funder, Commissioner and Partner Relationships

- Build and maintain trusted relationships with PHNs, funders, government and sector partners.
- Position Each as a credible, collaborative and solutions-focused partner.
- Lead strategic partnerships and negotiations that support service outcomes.

Business Development and Transition

- Identify growth and business development opportunities, in collaboration with relevant stakeholders.
- Contribute to tenders, proposals, funding discussions and service redesign initiatives.
- Lead the transition of newly secured work into operational delivery.
- Ensure governance, contractual obligations and implementation requirements are effectively managed.

People Leadership and Culture

- Foster an inclusive, high-performing and culturally safe workplace.
- Build leadership capability, collaboration and accountability across teams.
- Support people through growth, change and continuous improvement.
- Role model Each's values and leadership expectations.

System Leadership and Service Development

- Strengthen integrated, place-based service models and pathways.
- Contribute to sector reform, innovation and system improvement initiatives.
- Identify opportunities to improve collaboration, coordination and community outcomes.

Skills & Capabilities

- **People-centred leadership:** Builds trust, inclusion and accountability.
- **Delivery focus:** Translates priorities into outcomes.
- **Relationship and influence:** Establishes credibility and strategic partnerships.
- **Commercial and growth mindset:** Identifies opportunities and supports sustainable growth.
- **Strategic and systems thinking:** Navigates complexity and drives informed decisions.
- **Collaboration:** Builds alignment and shared accountability.
- **Communication and negotiation:** Influences, engages and achieves outcomes.
- **Judgement and problem solving:** Makes sound, evidence-informed decisions.
- **Adaptability and organisation:** Maintains focus amid competing priorities and change.



Experience and Knowledge

- Significant senior leadership experience in mental health, AOD, community health or a related health and human services environment.
- Demonstrated success leading people and complex service delivery while achieving operational, contractual and strategic outcomes.
- Strong networks or demonstrated success building relationships with PHNs, government, funders, commissioners, community organisations and service partners.
- Demonstrated ability to develop and implement strategic plans, workplans and project plans to achieve organisational priorities, deliver outcomes and drive continuous improvement.
- In-depth understanding of the Queensland PHN commissioning environment and the interface between Commonwealth and state-funded services.
- Exceptional written communication skills, with the ability to produce high quality, clear, concise and influential reports and documents.
- Experience working across multiple programs, sites, partners or geographic areas.
- Experience using performance, financial, market and service information to guide decisions and improvement.

Qualifications/Registrations/Licences

- Tertiary qualification in a relevant discipline such as psychology, social work, nursing, public health, health management, business OR a related field with significant demonstrated experience.
- Postgraduate qualification in leadership, health management, business or a related field is desirable.
- Current state-based driver licence.

Workplace Requirements

This role involves:

- Regular travel across Queensland, including regional locations. Ability to work regularly from a Better Connect site.
- Building and maintaining relationships with funders, partners, government representatives and stakeholders.
- Working with complex information, competing priorities and strategic decisions.
- Leading teams through change, growth and continuous improvement.
- Participating in meetings, presentations, negotiations and collaborative problem-solving.
- Working across office, hybrid and community settings using digital communication platforms.

Why we include workplace requirements in our Position Descriptions

We list the physical requirements of a role to ensure transparency and to support equitable access to employment. This information helps candidates understand the nature of the role and identify any workplace adjustments or supports they may need to thrive in it. Our aim is to create an inclusive environment where everyone can perform their role safely and effectively, with the right accommodations in place.

If you have specific access needs or would benefit from adjustments to the recruitment process or the role itself, we warmly encourage you to let us know. We're committed to working with you to find solutions that support your success.



POSITION DESCRIPTION - Director

Part 2 – Expectations for Our Team

At Each, we are committed to improving lives and strengthening communities through a range of health, disability, housing, counselling, and mental health services. With a dedicated team of over 1,500 employees and 250 volunteers, we aim to create a positive impact, empowering individuals to live healthier, happier lives.

Our vision is for everyone to live well, and we strive for a healthier, more equitable future through innovation, advocacy, and community engagement.

We care. We listen. We learn. We deliver. Altogether better care.

Director Expectations

The Director is a key member of the Senior Leadership team, working with their Directorate, the Executive Team, and key stakeholders to achieve Each's vision and strategic goals. Directors must collaborate with other Directorates to understand and address the business's evolving needs, ensuring their Directorate supports overall operations effectively. They are accountable for meeting KPIs, maintaining financial sustainability, and ensuring operations align with Each's values. Leaders are expected to demonstrate strong leadership, model Each's values, and foster an inclusive, safe, and engaging culture.

Director Responsibilities

An Each Director is responsible for:

- Delivering the strategic plan and supporting financial sustainability.
- Building high-performing teams aligned with Each's values.
- Promoting continuous improvement, staff wellbeing, and safety.
- Ensuring effective operations, risk management, and compliance.
- Fostering innovation, collaboration, and connection to the organisation's vision.
- Acting as a leadership ambassador for Each.

Quality

Employees must engage in continuous improvement, comply with legislation and accreditation standards, and maintain the necessary skills and knowledge for their role.

Safety & Wellbeing

All Each employees are responsible for their own health and safety, as well as that of others, in line with OH&S legislation and Each's policies.

Child Safe Commitment

Each is dedicated to creating a child-safe environment, with zero tolerance for child abuse. Everyone is responsible for protecting and reporting any suspected child abuse, ensuring the safety and well-being of children involved with Each.

Our Commitment to Inclusion at Each

At Each, inclusion is at the heart of how we work, connect and care. We are committed to creating a workplace and services that are safe, welcoming and responsive, where every person feels respected,



valued and able to be themselves.

We celebrate and actively support diversity in all its forms, including Aboriginal and Torres Strait Islander peoples, LGBTIQ+ communities, people with disability, people from diverse cultural and faith backgrounds, people of all ages, and those with lived and living experience of our services.

All employees, volunteers and contractors at Each are expected to:

- Treat others with respect, curiosity and care
- Contribute to a workplace free from discrimination, bullying and harassment
- Engage in culturally safe and responsive ways
- Speak up and take action when behaviours do not align with our values
- Participate in learning to strengthen inclusion, equity and belonging

Key Selection Criteria

Skills & Behaviours

- Strong leadership aligned with Each's values and behaviours.
- Proven track record in building diverse, inclusive, and high-performing teams.
- Ability to foster a safe, inclusive culture prioritizing safety and wellbeing.
- Success in driving collaboration, connection, and partnerships.
- Ability to deliver and measure progress on strategic objectives.
- Confident in engaging and briefing stakeholders.

Desirable Experience, Knowledge, and Qualifications

- Senior leadership experience in a relevant field.
- Postgraduate qualifications in a relevant discipline.
- Collaborative experience within a senior leadership team.
- Understanding of the Not-For-Profit sector and Health services.

Mandatory Compliance

- Completion of a Criminal History Check and Employee Working with Children Check (or State equivalent) prior to commencement of employment and as required by legislation and policy during employment, as well as a duty to disclose relevant information that may arise after employment has commenced
- National Worker Screening Check (if required for the role).
- Entitlement to work in Australia
- Consent to Each sharing relevant personal information with the Victorian Department of Education under Early Childhood Workforce Register obligations (If required for the role).

Expected Behaviours for all Each Staff

- Act in accordance with Each's Code of Conduct & Each's Child Safe Code of Conduct, policies, and service principles.
- Respond to family violence risk in line with the MARAM Framework. (VIC Only)
- Promote a safety-first culture and adhere to health and safety policies.
- Ensure Each Great Care is put through its PACES (Person-Centered, Accessible, Connected, Effective and Safe).
- Support a zero-tolerance stance on abuse, neglect, and discrimination.
- Foster an inclusive, collaborative work environment, prioritizing customer needs.
- Contribute to teamwork, innovation, and continuous improvement.
- Engage in continuous learning and complete all mandatory training on time.