

Position description

Greater together 

Position title:	Business Manager, Co-op Community Clinics
Institute/School/Centre/ Directorate/VCO:	Institute of Health and Wellbeing
Campus:	Mt Helen or Gippsland Campus. Travel between campuses is required
Classification:	Within the HEW Level 8 range
Time fraction:	Full-time
Employment mode:	Continuing employment
Probation period:	This appointment is offered subject to the successful completion of a probationary period.
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Recruitment number:	JR101506

Position summary

The Business Manager, Co-op Community Clinics is responsible for the operational management, including financial processing of the Institute of Health and Wellbeing's (IHW) co-op community clinics across University campuses. The position contributes to the management of planning, growth, sustainability and continuous improvement of clinic services, ensuring clinics deliver high-quality client services, safe and compliant operations, and supportive learning environments for students. The role leads the development and implementation of consistent clinic governance frameworks, policies, procedures, service delivery models and administrative systems across clinic disciplines. It ensures clinics operate in accordance with University policy, legislative requirements, regulatory frameworks, accreditation standards, quality assurance processes and risk management expectations.

The Business Manager, Co-op Community Clinics supports the ongoing sustainability of the clinics by helping identify new business opportunities, building partnerships, contributing to business cases and funding proposals, and assisting in the management of budgets, revenue, resources, financial reporting and performance monitoring. The position works closely with academic staff, clinical supervisors, placement partners, administrative staff and external stakeholders to align clinic activities with Institute and University objectives and to strengthen community engagement.

Portfolio

The Institute of Health and Wellbeing operates across the three main campuses of Mt Helen (Ballarat), Berwick, and Gippsland (Churchill), and comprises approximately 165 fixed term and continuing academic staff, and a range of administrative, professional and sessional staff members. The Institute offers undergraduate and postgraduate programs in exercise and sports science, midwifery, nursing, paramedicine, physiotherapy, psychology, occupational therapy, speech pathology, and research. Research, industry collaboration and consultancy form a major aspect of the Institute's activities, with numerous partnerships established with local, state, national, and international organisations.

Background

At Federation University, we are driven to make a real difference to the lives of every student, and to the communities we serve.

We are one of Australia's oldest universities, known today for our modern approach to teaching and learning. For 150 years, we have been reaching out to new communities, steadily building a generation of independent thinkers united in the knowledge that they are greater together.

Across our University and TAFE campuses in Ballarat, Berwick, Gippsland, and the Wimmera, we deliver world-class education and facilities. With the largest network of campuses across Victoria, we are uniquely positioned to provide pathways from vocational education and skills training at Federation TAFE through to higher education.

To be successful at Federation University you must be willing to enthusiastically embrace the University's ambition as expressed in the 2021–2025 University Strategic Plan and share the University's values of:

INCLUSION, we celebrate our diversity, particularly valuing Aboriginal and Torres Strait Islander cultural heritage, knowledge and perspectives.

INNOVATION, we are agile and responsive to emerging opportunities.

EXCELLENCE, we act with integrity and take responsibility for achieving high standards.

EMPOWERMENT, we create a supportive environment to take informed risks in pursuit of success.

COLLABORATION, we establish genuine partnerships built on shared goals.

Key responsibilities

1. Support the planning, growth and ongoing success of all co-op clinics, with a focus on improving services, increasing use of the clinics, and building stronger connections with the community.
2. Identify new business opportunities and partnerships, and support the development of business cases, funding options and strategies that help clinics remain sustainable, generate income and support Institute and University goals and objectives.
3. Contribute to the development and management of budgets by monitoring clinic budgets, revenue streams and resource allocation, providing financial reporting, forecasting and performance analysis to ensure financial sustainability, operational efficiency, compliance with university governance requirements, and alignment with approved business plans.
4. Ensure all clinics operate in accordance with university policy, legislative requirements and relevant regulatory frameworks (e.g., privacy, health records, accreditation standards).
5. Develop, implement and continuously improve clinic policies, procedures and governance frameworks across all clinic disciplines.
6. Drive consistency and standardisation of service delivery models, administrative processes and systems across all clinics.
7. Oversee risk management, audit readiness and quality assurance processes, including incident reporting, compliance monitoring and continuous improvement initiatives.
8. Provide operational leadership across student clinics, including scheduling, client services, and resource allocation.
9. Build and maintain relationships with academic staff, clinical supervisors, placement partners and external stakeholders, acting as a key liaison and representative to promote clinic services, support operational objectives, strengthen partnerships, and align clinic activities with university priorities.
10. Lead and manage clinic administrative staff, fostering a high performing, collaborative and service-oriented team environment. This includes providing training and development for clinic staff to ensure capability across clinic operations.
11. Oversee the delivery of high-quality client services across all clinics, including bookings, billing, records management and complaint resolution, while driving continuous improvement in client experience, service accessibility and operational efficiency through feedback, evaluation and quality enhancement initiatives.

12. Reflect and embed the University's strategic purpose, priorities and goals when exercising the responsibilities of this position.
13. Embed effective risk management practices to ensure continuous service delivery. Participate in training and exercises to remain prepared for potential disruptions.
14. Undertaking the responsibilities of the position adhering to:
 - the Staff Code of Conduct, Child Safe Code of Conduct, and Conflict of Interest Policy and Procedure;
 - Equal Opportunity and anti-discrimination legislation and requirements;
 - the requirements for the inclusion of people with disabilities in work and study;
 - Occupational Health and Safety (OHS) legislation and requirements; and
 - Public Records Office of Victoria (PROV) legislation.

Level of supervision and responsibility

The Business Manager, Co-op Community Clinics reports to the Deputy Dean and works under broad direction, exercising a degree of autonomy, independent judgement and discretion in managing the day-to-day operations, priorities and continuous improvement of co-op community clinics across University campuses.

The position is responsible for managing operational, financial, governance, compliance and stakeholder matters cross multiple clinic disciplines and campus locations. This includes overseeing clinic budgets, revenue, resources, service delivery, risk management, audits, quality standards, client services, administrative processes and staff development. The Manager is required to interpret and apply University policy, legislative requirements, health records and privacy obligations, accreditation standards and relevant regulatory frameworks when resolving complex and sometimes sensitive issues involving students, clinical supervisors, staff, clients, external partners and community stakeholders.

Position and organisational relationships

The Business Manager, Co-op Community Clinics, will interact regularly with the Heads of Discipline for these disciplines operating within the various clinics. The role will also work closely with Academic and Clinical staff within the Institute of Health and Wellbeing, as well as staff across the University and in particular Finance and Commercial Services. Other essential relationships relate to the provision of clinical training and may include placement partners.

The position requires the ability to effectively develop and maintain productive and sustainable working relationships with customers, staff, students and other stakeholders to achieve the position objectives.

Key selection criteria

Applicants must demonstrate they are able to undertake the inherent responsibilities of the position as contained in the position description and are able to meet the following key selection criteria:

Training and qualifications

1. Completion of
 - Postgraduate qualifications or progress toward postgraduate qualifications and extensive relevant experience; or
 - Extensive experience and management expertise; or
 - An equivalent combination of relevant experience and/or education/training.
2. Must hold a valid Working with Children (WWC) check.

Experience, knowledge and attributes

3. Demonstrated experience in operational and business management within a complex service environment, including planning, service development and improving performance.
4. Demonstrated knowledge and experience in health services operations, identifying and developing opportunities that support service and business growth.

5. Demonstrated experience in financial management, including budgeting, forecasting, reporting and resource allocation to support sustainable operations.
6. Proven ability to develop, implement and review policies, procedures, governance frameworks and systems that support effective, compliant and quality service delivery.
7. Demonstrated experience leading, managing and developing staff, fostering a collaborative, customer-focused and high-performing team culture.
8. Demonstrated ability to establish and maintain productive relationships with internal and external stakeholders, and to develop partnerships that support organisational objectives.
9. Highly developed analytical, problem-solving and decision-making skills, with the capacity to manage competing priorities and complex operational issues.
10. Excellent interpersonal, written and verbal communication skills, including the ability to prepare reports, business cases and recommendations for a range of audiences.
11. Demonstrated experience in risk management, quality assurance and continuous improvement, including the application of regulatory and compliance requirements within a service environment.
12. Demonstrated working knowledge and application of the Child Safety Standards.
13. Demonstrated knowledge and application of appropriate behaviours when engaging with children, including children with a disability and from culturally and/or linguistically diverse backgrounds.

Desirable

14. Experience in healthcare, clinic, community service or higher education environments or experience managing multidisciplinary services across multiple sites or stakeholder groups.
15. Knowledge of accreditation, privacy, governance and quality standards relevant to healthcare, community or educational service settings.

The University reserves the right to invite applications and to make no appointment.

It is not the intention of the position description to limit the scope or accountabilities of the position but to highlight the most important aspects of the position. The aspects mentioned above may be altered in accordance with the changing requirements of the role.