



Employee Position Description

Position Details		
Position Title: Manager – Family and Carer Led Centre	Department: Mental Health and AOD	Agreement: Victorian Stand Alone Community Health Services (Health and Allied Health Services, Managers and Administrative Officers) Multiple Enterprise Agreement 2018-2022
Reports To: General Manager Mental Health and AOD Services	Location: Family and Carer Led Centre Hub and Satellite sites across the Northeast Region.	
Direct Reports: <ul style="list-style-type: none"> Senior Family and Carer Partners (Team Leaders) x 2 	Employment Status: Full Time Permanent	Classification: Grade 4
Position Primary Purpose		
<p>The Manager – Family and Carer Led Centre will be responsible for the operational management of the new Family and Carer Led Centre (FCLC) in the Northeast Metropolitan region. The FCLC will be led by AccessHC in partnership with healthAbility, Inspiro Community Health and SHARC. The Manager, alongside the Lived Experience Practice Lead, will provide leadership to the Centre staff and ensure that the FCLC delivers a service to families and carers that is trauma-informed, accessible, safe and inclusive, and aligns with the vision and values of the consortium and with Recommendation 31 from the Victorian Mental Health Royal Commission.</p>		
Decision Making Authority	Key Relationships	
Decisions made independent of Manager <ul style="list-style-type: none"> Decisions as per the AccessHC Delegation framework 	Internal <ul style="list-style-type: none"> FCLC staff, including family/carer peer workers, social workers and family therapists FCLC Lived Experience Reference Group and Steering Committee Mental health, family and lived experience staff and volunteers AccessHC management and senior leadership group AccessHC corporate services team (including Finance, People & Culture and Communications) CEO, COO and Executive 	

This position description provides a comprehensive, but not exhaustive, outline of the key activities of the role. AccessHC employees will therefore be expected to comply with manager's directions when and as required, which may include completion of duties not listed in this document.

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	<p>External</p> <ul style="list-style-type: none"> • Partner organisations: healthAbility, Inspiro and SHARC • Victorian Department of Health • Relevant peak bodies (including Tandem and VAADA) • Other key stakeholders and referrers
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Key Accountabilities	
Focus Areas	Responsibilities
<p>Team Leadership and Management</p>	<ul style="list-style-type: none"> • Create and enable talented and diverse teams • Lead the recruitment, induction and orientation of staff in the Family and Carer Led Centre, including those employed by the partner organisations • Focusses on people’s strengths and champions individual and team development. • Provides the time, resources and opportunities for people to develop and thrive. • Invites feedback gratefully and steps into challenging conversations with courage and respect • Role models effective wellbeing practices and supports and guides others in managing stress and stressors. • Provide regular operational supervision/line management to all FCLC staff and develop individual workplans, personal resilience plans and performance reviews for all staff, including performance management where required • Provide operational leadership to the FCLC team across both the Hub and Satellite sites, and facilitate regular team meetings to ensure clear and regular communication with all staff and volunteers across the four employers of FCLC staff (SHARC, AccessHC, healthAbility and Inspiro) • Manage the staff roster/timesheets and leave to ensure the service operates safely and effectively and remains accessible to families/carers across the Northeast • Work closely and collaboratively with the Lived Experience Practice Lead to ensure all FCLC staff and volunteers have access to continuing professional development, appropriate training and well-being initiatives • Ensures the best use of resources to effectively plan, perform and deliver

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Key Accountabilities	
Focus Areas	Responsibilities
	<ul style="list-style-type: none"> • Defines clear performance and development expectations to deliver on organisational goals
Networking and Partnerships	<ul style="list-style-type: none"> • Represent AccessHC and partners at relevant agency meetings, networks and committees to promote the Family and Carer Led Centre • Develop and maintain collaborative relationships with key stakeholders (including Tandem Carers) to support effective referral pathways for families and carers across the Northeast, and ensure the FCLC is integrated within existing services • Promote family-inclusive practice and champion the voice of lived experience to support family and carer services across the Northeast • Maintain strong relationships with all consortium partners
Quality and Performance	<ul style="list-style-type: none"> • Lead and participate in continuous quality improvement initiatives for the Northeast FCLC • Actively promote, encourage and respond to feedback from service users and actively engage with the Lived Experience Reference Group to support quality improvement activities • Set and monitor performance targets and KPIs for all staff, and provide regular performance and data reports to the General Manager of Mental Health & AOD Services and the Department of Health as required • Ensure that all contractual obligations and key deliverables (including service delivery targets) for the FCLC are met in a timely manner and to a high standard • Monitor relevant data and financial reports outlining the service targets, budget, performance and outcome measures • Manage the annual budget and ensure that the FCLC program operates within the allocated budget • Ensure sound clinical governance procedures are followed at all times and relevant accreditation standards are met
Self-Management and Development	<ul style="list-style-type: none"> • Identify personal development needs and participate in professional supervision and professional development as agreed with General Manager Mental Health and AOD Services • Manage own workload to deliver results and take personal responsibility for the quality and

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Key Accountabilities	
Focus Areas	Responsibilities
	<p>safety of work undertaken</p> <ul style="list-style-type: none"> Actively participate in regular operational (line management) supervision with the General Manager to support high performance, growth and development
AccessHC Values	<ul style="list-style-type: none"> Through actions and behaviour, demonstrate the shared values of the Northeast Family and Carer Led Centre: <ul style="list-style-type: none"> Self Determination Equity Collaboration Respect Innovation Community
Governance and Compliance	<ul style="list-style-type: none"> Act in accordance with AccessHC's policies, procedures and code of conduct. Maintain updated and valid credentials in accordance with relevant legislation and industry requirements where applicable to the position. Participate in mandatory training requirements to support the delivery of a safe and effective service.
Workplace Health and Safety	<ul style="list-style-type: none"> Act in accordance with health and safety policies and procedures at all times. All staff are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct.

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Selection Criteria

Mandatory selection criteria items

- Police Check (*mandatory*)
- International Police Check (*if lived/work overseas in past 10yrs*)
- NDIS Worker Check
- Working With Children Check
- Driver's Licence

Qualifications, registrations and experience

- Qualifications in mental health, alcohol and other drugs, allied health, family therapy, peer support or equivalent discipline
- Demonstrated leadership/management experience in high quality health or community services
- Relevant qualifications and/or experience in managing budgets within a healthcare context
- Relevant training or experience in trauma-informed care
- Lived/living experience as a family member/carer of someone with mental ill health, including those with co-occurring substance use (*preferred*)

Key skills and attributes

- Strong communication and interpersonal skills and ability to effectively lead a cohesive and supportive team culture
- Demonstrated ability to work safely and respectfully with people from a diverse range of social, cultural and ethnic backgrounds, including Aboriginal and Torres Strait Islander peoples, people from culturally and linguistically diverse backgrounds and the LGBTIQ+ community
- Effective time management and prioritisation skills
- Strong analytical and problem solving skills
- Demonstrated behaviours consistent with the Northeast FCLC values
- Genuine commitment to supporting families and carers of people with mental ill health, including those experiencing co-occurring substance use concerns, in line with the Victorian Royal Commission into Mental Health Recommendations
- Proficiency in Microsoft Office and relevant software applications

AccessHC is a Child Safe Organisation.

AccessHC actively supports an inclusive culture and celebrates its diversity. We encourage applications from people with lived and living experience of mental ill health or substance use, people with disabilities, diverse genders and sexualities, Aboriginal and Torres Strait Islander peoples and people from a culturally and/or linguistically diverse background.

Authorisations

Employee Name:

Signature: _____

Date: / /

Manager Name:

Signature: _____

Date: / /

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