

Employee Position Description

Position Details		
Position Title: Manager Mental Health	Department: Mental Health and AOD	Agreement: Victorian Stand-Alone Community Health Services (Health and Allied Services, Managers and Administrative Officers) Multiple Enterprise Agreement
Reports To: Senior Manager Mental Health and AOD Services	Location: Position may be required to work across all AccessHC sites	
Direct Reports: Mental Health Team Leader, Mental Health Senior Clinicians (2), Program Support Officers (2)	Employment Status: Permanent Full Time	Classification: Grade 4 (Above Award)
Position Primary Purpose		
<p>The primary role of the Manager Mental Health is to provide effective operational leadership across the mental health service at AccessHC and work collaboratively to ensure delivery of excellent mental health treatment services to the community. This includes oversight of budgets, data collection and reporting, performance management of staff and service development as required. Facilitating the collaboration of internal and external stakeholders to enable the provision of integrated services to the community will also be a key focus of this position.</p> <p>The Manager Mental Health will lead a multi-disciplinary team comprising psychologists, social workers, counsellors, peer support workers, mental health nurses, care coordinators and program support officers. The role will have responsibility for supporting the growth of mental health services at AccessHC, which includes Government-funded programs and fee-for-service (including NDIS and Medicare) programs.</p> <p>The Manager Mental Health will ensure that the service maintains high standards of clinical governance and aligns with the National Standards for Mental Health Services (NSMHS) to deliver high quality services for individuals and families.</p>		

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Decision Making Authority	Key Relationships	
<p>Decisions made independent of Manager</p> <ul style="list-style-type: none"> Decisions as per the AccessHC Delegation framework 	<p>Internal</p> <ul style="list-style-type: none"> Senior Manager Mental Health and AOD AOD and Mental Health leadership group and teams (including AOD, mental health, intake and headspace) AccessHC Managers and Combined Leadership Team Quality Manager AccessHC medical practice/GPs, allied health and other internal services Business Intelligence Manager Corporate services (including IT, Finance, People and Culture, Payroll and Communications) 	<p>External</p> <ul style="list-style-type: none"> Funding bodies, including EMPHN Consortium partners Community networks related to the service delivery of mental health services at AccessHC Area and Local Mental Health and Wellbeing Services Other relevant networks and peak bodies

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Key Accountabilities	
Focus Areas	Responsibilities
Operational Leadership	<ul style="list-style-type: none"> • Provide operational leadership to the mental health team to ensure effective and efficient clinical service delivery, including maintenance of professional and clinical standards, clinical service development and new clinical initiatives • Support the Team Leader in the recruitment and induction of new Mental Health staff • Provide regular operational (line management) supervision to direct reports and develop individual work plans and performance reviews, including performance management where required • In consultation with Senior Manager Mental Health and AOD, develop and review an Individual Performance and Work Plan and a Team Plan which aligns with the AccessHC Business and Strategic Plans • Establish and monitor KPIs and performance for the mental health team to ensure the service is operating efficiently and responsively • Support continuing professional development of the team to ensure quality, evidence-based services are delivered to the community • Use high-level communication skills to optimise organisational, staff and consumer outcomes applying professional and clinical judgement, conflict resolution and negotiation skills where necessary
Service Performance and Financial Management	<ul style="list-style-type: none"> • Ensure that all contractual obligations and key deliverables (including service delivery targets) for Mental Health programs are met in a timely manner and to a high standard • Proactively monitor and report on relevant data and financial reports outlining the service targets, budget, performance and outcome measures • Conduct ongoing service analysis and work with the Senior Manager to maximise operational performance of the mental health service, including the development of new funding streams where applicable – with a particular emphasis on NDIS and fee-for-service growth

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Key Accountabilities	
Focus Areas	Responsibilities
	<ul style="list-style-type: none"> Support the Program Support Officers to deliver accurate and comprehensive service reports for PHN funded programs Work with the Senior Manager of Mental Health & AOD to seek growth in clinical services to inform budget process and business case development for any service expansion Proactively monitor and manage the annual team budget and ensure that the Mental Health program operates within the allocated budget
Partnership and Stakeholder Engagement	<ul style="list-style-type: none"> Actively seek opportunities to foster a growth culture with external stakeholders and support the reputation of the mental health service, and of AccessHC as an employer and provider of choice Work collaboratively with internal and external stakeholders, including funding bodies and partner agencies, to support the delivery of high quality, integrated mental health care Participate in relevant organisational committees and working groups at AccessHC as required Represent AccessHC on relevant external committees and networks as required
Clinical Governance, Quality and Compliance	<ul style="list-style-type: none"> Act in accordance with AccessHC's policies, procedures and code of conduct at all times Oversee clinical risk management to ensure safe clinical practice for the mental health team and the delivery of safe and quality clinical services to the community Investigate and resolve incidents, hazards, complaints and feedback in the mental health service and implement new clinical processes, procedures and training as required Complete all essential training requirements to support the delivery of a safe and effective service Work with the Senior Manager Mental Health & AOD and Quality Manager to ensure effective clinical governance for the mental health teams, including but not limited to the adherence to relevant accreditation and quality standards Lead and participate in continuous quality improvement for the mental health service using a 'just culture' approach Ensure sound clinical governance procedures are always followed and accreditation standards are met

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Key Accountabilities	
Focus Areas	Responsibilities
	<ul style="list-style-type: none"> Actively seek out and participate in ongoing professional development in line with AccessHC's Learning and Capability Framework
Workplace Health and Safety	<ul style="list-style-type: none"> Act in accordance with health and safety policies and procedures at all times Support and implement relevant OH&S policy and procedures within the mental health team to ensure safety and wellbeing of staff 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 Treat others with respect and always behave professionally and in accordance with the AccessHC Code of Conduct
AccessHC Values	<ul style="list-style-type: none"> Through actions and behaviour, demonstrate AccessHC Values of: <ul style="list-style-type: none"> Equity Collaboration Innovation Quality Respect

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Selection Criteria	
<p>Mandatory Selection Criteria</p> <ul style="list-style-type: none"> • Police Check • Working With Children Check • Driver's Licence • NDIS Worker Check <p>Key Selection Criteria</p> <ul style="list-style-type: none"> • Tertiary qualification in a mental health discipline (such as psychology, social work, mental health nursing, family therapy, AOD or related field) • Demonstrated experience as a manager or team leader of mental health, AOD or related services (minimum of 2 years leadership experience) • Demonstrated experience in meeting budget, performance and program targets within healthcare • Strong understanding and demonstrated ability in clinical governance and continuous quality improvement • Experience working with NDIS mental health programs (<i>desirable</i>) • Experience using TrakCare client management system (<i>desirable</i>) 	<p>Attributes</p> <ul style="list-style-type: none"> • Genuine passion and interest in working to support individuals and families experiencing mental health challenges • Strong leadership, analytical and problem-solving skills • Strong communication and interpersonal skills, and the ability to work as part of a multidisciplinary team • Demonstrated ability to work respectfully and creatively with staff and consumers from a diverse range of backgrounds, including Aboriginal and Torres Strait Islander people, people with a culturally and linguistically diverse background, people with lived experience of AOD/mental health concerns, and people who identify as LGBTIQ+ • Commitment to continuous quality improvement and harm minimisation principles • Effective time management and prioritisation skills • Proficiency in Microsoft Office and relevant software applications • Demonstrated behaviours consistent with AccessHC values
<p>Access Health and Community (AccessHC) is a Child Safe Organisation that values inclusivity and diversity. We encourage applications from people with disabilities, those with lived experience of mental health and/or alcohol and other drugs (AOD) challenges, and those with diverse genders and sexualities.</p> <p>At AccessHC, our vision for reconciliation is an Australia where Aboriginal and Torres Strait Islander peoples experience equitable health and social outcomes. Our Reflect Reconciliation Action Plan (RAP) will contribute to achieving reconciliation. We will seek an understanding of and acknowledging histories and injustices, support the active expression of culture, build strong, trusting relationships, and apply culturally appropriate practices within our work.</p> <p>We will work in partnership with Aboriginal and Torres Strait Islander peoples to create a welcoming and safe place for everyone at our services. AccessHC acknowledges the Wurundjeri Woi-wurrung people, who are the Traditional Owners of the land on which we work. We pay our respects to Wurundjeri Elders past, present, and future, and extend that respect to other Aboriginal and Torres Strait Islander people and we acknowledge that sovereignty was never ceded.</p>	

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As a vaccine positive organisation, we encourage COVID-19 vaccinations and require successful applicants to undergo a Working With Children Check, Police Check and potentially an International Check.

Authorisations	
Manager Name: Signature: _____ Date: / /	Manager Name: Signature: _____ Date: / /

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