

# Manager – Mental Health & Wellbeing Services

## Success Profile

As at 3/01/2025

<p><b>You will make a difference by</b></p>	<ul style="list-style-type: none"> <li>• Applying highly effective leadership and management skills to establish a culture of best practice that includes an unwavering commitment to the delivery of high quality care that is person-centred, safe, effective, efficient and that delivers excellence in both client experience and service outcomes.</li> <li>• Actively identifying and developing opportunities to enhance the delivery of care and services, implement system and process efficiency improvements, and maximise client engagement and experience measures.</li> <li>• Successfully delivering the budgeted financial and service performance objectives of the programs within the Mental Health &amp; Wellbeing Services directorate.</li> <li>• Fostering effective and collaborative working relationships a wide range of stakeholders, including representatives of funding bodies, other health services and the broader community.</li> <li>• Contributing to, and delivery of, key strategic objectives of the organisation.</li> </ul>
<p><b>To succeed, you will need</b></p>	<ul style="list-style-type: none"> <li>• Tertiary qualifications (current) in relevant health or social services discipline along with a strong clinical service delivery background. Additional management &amp;/or business qualification/s would be ideal but are not essential.</li> <li>• Highly effective leadership skills, including superior interpersonal and communication skill. This will be demonstrated by your experience in successfully leading teams in a community-based primary health or social services setting.</li> <li>• A highly competent and disciplined approach to the management process, including key capabilities in managing competing tasks and deadlines effectively and being comfortable with ambiguity.</li> <li>• Strong analytical and change management skills, with an ability to both identify operational drivers for change and also successfully implement identified change opportunities.</li> </ul>
<p><b>You will improve and promote One Team IPC Health by</b></p>	<ul style="list-style-type: none"> <li>• Acting with purpose, measuring our results, and celebrating achievements (<i>We make a difference</i>)</li> <li>• Going above and beyond, demonstrating understanding and respect for our communities and each other (<i>We are passionate</i>)</li> <li>• Learning, experimenting and innovating (<i>We are creative</i>)</li> </ul>
<p><b>We will contribute to your success by</b></p>	<ul style="list-style-type: none"> <li>• Providing opportunities for you to share what is important to you, your wellbeing, and what you need.</li> <li>• Aligning the contribution you make to IPC Health’s strategy.</li> </ul>



	<ul style="list-style-type: none"> <li>• Guiding you in what to do, when and how to do it.</li> <li>• Developing your skills with regular feedback and exploring career opportunities.</li> <li>• Ensuring you feel fulfilled at the end of each workday.</li> <li>• Being committed to maintaining a barrier-free environment for all and welcoming individuals of diverse backgrounds, including but not limited to, those from the Aboriginal and Torres Strait Islander, Culturally and Linguistically Diverse and the LGBTI communities.</li> </ul>
<b>Key Deliverables and Measures</b>	<ul style="list-style-type: none"> <li>• Consistent delivery of high-quality care – care that is safe, effective and person centred – to clients of all services and programs within the directorate.</li> <li>• Provide outstanding leadership, supporting a workplace culture that empowers, engages, and aligns staff to IPC Health’s purpose, mission, core values and achievement of its strategic objectives.</li> <li>• Successful delivery of the budgeted financial and service delivery performance objectives, including acquittal of service delivery outputs to funded target/output levels.</li> <li>• Demonstrable commitment to a process of continual improvement through reflection, analysis, planning and leading the implementation of change initiatives to enhance efficiency, effectiveness, and/or the quality of care in all programs.</li> <li>• Actively seek and participate in business development opportunities to support the achievement of IPC Health’s strategic objectives.</li> <li>• Ensure programs and services adhere to formal legislative requirements as a minimum practice standard and, where applicable, ensure programs/services achieve and maintain their mandatory accreditation statuses.</li> </ul> <p><b><i>The role, specific tasks and responsibilities may alter over time to meet the changing needs of IPC Health and its clients.</i></b></p>

<b>Team</b>	<ul style="list-style-type: none"> <li>• Mental Health &amp; Wellbeing (Operations &amp; Clinical Care)</li> </ul>
<b>Reports to</b>	<ul style="list-style-type: none"> <li>• General Manager Operations &amp; Clinical Care</li> </ul>
<b>Key relationships</b>	<ul style="list-style-type: none"> <li>• Mental Health &amp; Wellbeing Program team members (including team leaders and service delivery staff)</li> <li>• Clients, carers, and community</li> <li>• General Manager Operations &amp; Clinical Care</li> <li>• Senior &amp; Executive Leadership Team</li> <li>• Functional Department Business Partners (People &amp; Culture; Governance, Quality &amp; Risk, Finance, Business Information)</li> <li>• Service partner organisations &amp; industry peers</li> <li>• Service funding partners, including state and commonwealth government departments.</li> </ul>

## Our Purpose

Improve quality of life for the people and communities we serve by maximising access to health and wellbeing services.

## Our Values

### We are passionate

We go above and beyond, demonstrating understanding and respect for our communities and each other.



### We make a difference

We act with purpose, measure our results and celebrate achievements.



### We are creative

We learn, experiment and innovate.

