

<b>Position title</b>	Operations Manager headspace Darwin	<b>Reference</b>	hsd: OM_DRW
<b>Award &amp; Classification</b>	HPSS Award Level (above award)	<b>Tenure</b>	Refer to Letter of Engagement
<b>Hours</b>	Refer to Letter of Engagement	<b>Reporting to</b>	General Manager Mental Health
<b>Location</b>	Casuarina	<b>Program</b>	headspace Darwin
<b>Section</b>	Mental Health	<b>Cost Centre</b>	3400/3410
<b>Approved</b>	Jade Gooding, GMMH	<b>Date</b>	23 May 2017
<b>Comment</b>	Anglicare NT is the lead agency for headspace Darwin and this position is responsible for the operational management for all programs within the centre.		

## AGENCY STATEMENT

Anglicare NT is a respected provider of quality human services across urban, regional and remote areas of the Northern Territory. Our values of Integrity, Fairness, Respect, Community and Hope are demonstrated through our commitment to strength-based practice, cultural respect, child safety, social justice, community development and partnerships. We aim to make a sustainable difference in the lives of Territorians. Anglicare NT is an agency of the Anglican Church of the NT, formed to respond to the social needs of our diverse communities. We are a member of the Anglicare Australia network.

## PURPOSE OF THE POSITION

Reporting to the General Manager Mental Health, the Operations Manager headspace Darwin is responsible for the development and ongoing operational management of the headspace Darwin clinical services. In partnership with the Clinical Director (Youth Early Psychosis Program), the Operations Manager will provide leadership in clinical governance, quality processes and general service systems.

The headspace Darwin service is going through a period of growth and change, the Operations Manager will be a dynamic and empathetic leader who encompasses strength based values and management. You will be flexible, adaptive and demonstrate innovative thinking and solutions. With a commitment to continual quality improvement, this position requires excellent time management while also being able to role-model self-care principles. Our service values the input of young people, family and friends in designing their own personal model of care.

This position will be committed to the mission and embody the values of Anglicare NT and support core business by providing service, guidance and advice within the position's speciality area.

## POSITION SPECIFIC REQUIREMENTS AND QUALIFICATIONS

1. The minimum qualification required is an approved tertiary mental health qualification and minimum 5 years demonstrated clinical experience in a leadership role within a mental health service. Additionally registration with AHPRA and/or membership of and adherence to professional standards, for example AASW for social workers is essential.
2. Post Graduate qualifications in a relevant discipline, business or project management is highly desirable for this position.
3. Northern Territory Working with Children Clearance (Ochre Card)

4. National Police Criminal History Report (less than 3 months old) with acceptable outcome.
5. Northern Territory driver's licence.
6. First Aid Certificate or willingness to obtain within 3 months.

## KEY SELECTION CRITERIA

1. Demonstrated experience working with senior medical/professional/management staff with provision of operational and management expertise in the area of youth mental health incorporating a bio-psycho-social model of care.
2. Demonstrated experience in staff supervision and managing multidisciplinary teams (clinical, para professional and administrative), Private Providers and Consultant's.
3. Significant experience in the application of youth focused family friendly practices and contemporary youth participation, community education and partnership development processes.
4. Understanding of key principles of early intervention (particularly relating to psychosis), encouraging help seeking, 'no wrong door', stigma reduction and how to integrate primary care, specialist clinical interventions and recovery frameworks.
5. Highly developed written communication skills and experience producing quality reports and acquittals and in the use of Electronic Medical Record/ data collection systems.
6. Excellent interpersonal and problem solving, facilitation and negotiation skills; with the ability to be flexible in the working environment and a commitment to a positive workplace culture. Highly developed organisational skills with a commitment to self care.
7. Demonstrated ability to maintain professional boundaries, use reflective principles in management practices and adhere to workplace directives using strength based values per the Anglicare NT Leadership Charter.
8. Sound understanding of legislation such as the Mental Health Act, and Commonwealth and Territory government policies, agendas and directions in youth mental health care.
9. Experience in service planning and evaluation, auditing compliance against standards and implementation of quality improvement plans (preferably related to accreditation processes).
10. Prior experience or at a minimum demonstrated commitment to working respectfully with Indigenous and culturally and linguistically diverse clients, communities, staff and Aboriginal Controlled Organisations.
11. Demonstrated capacity and willingness to adhere to legislation, Anglicare NT policies and procedures and a commitment to EEO, WHS, Risk Management and Quality Improvement practices.

## KEY ACCOUNTABILITIES AND RESPONSIBILITIES

### 1. Management of an Integrated High Quality Clinical Mental Health Service

*Work with the General Manager Mental Health, Clinical Director and headspace Darwin leadership team to ensure all clinical services are integrated, of high quality, maintain a competent workforce and meet all standards of practice. The focus of this position will be to maintain the positive working culture with the headspace Darwin hub.*

#### **Responsibilities:**

- Provide clinical leadership in youth-friendly mental health service delivery, including supervision as appropriate, mentoring and training to clinical staff. Provide back up to program leads and clinicians where shortages may occur.

- Working closely with the Clinical Director (Consultant Psychiatrist) to ensure clinical governance, policies, procedures and practices are in line with the headspace Model Integrity Framework, the Australian Clinical Guideline's for Early Psychosis and legislative, contract, and Anglicare's organisational requirements.
- Working closely with the Clinical Director to ensure clear clinical intake and review processes along with suitable supervision pathways are documented and in place for all staff and sessional providers.
- Promote a culturally affirming, age and gender sensitive youth friendly service based on 'no wrong door' to provide hope, optimism, empathy and recovery for young people and their families/carers seeking assistance.
- Management of the incident reporting process, release of information requests and ongoing review and development of relevant policies and procedures as required.
- Optimise linkages with and resources available from hNO, Orygen Youth Health, other Territory and interstate headspace sites, eheadspace, Top End Mental Health Services and the national School Support service.
- Ensure effective mechanisms are in place for the participation and input of young people and their families/carers in advisory and feedback systems and service planning and review processes.
- Build local and interstate links with training and educational institutions to create clinical and fieldwork placement options, graduate programs, research and workforce recruitment and development strategies.
- Ensure close integration and service development with Anglicare NT Youth Services Division.
- Provide leadership and support to sector and community partners to identify and respond to emerging youth mental health needs.

## **2. Staff Development & Leadership**

*Recruit, develop and manage an expert team of clinical staff capable of providing the most effective care to youth who access a service at headspace Darwin. Build a team based high performing work culture, which creates strong integration links and bridges with the existing headspace staff and programs in Darwin.*

### **Responsibilities:**

- Effectively manage direct line reports; ensuring staff training and development plans, performance review processes and reflective practice approaches are in place, documented and regularly reviewed.
- Oversee staff recruitment and multidisciplinary team formation ensuring staff management practices are encouraging; support professional development and reflective practices and meet professional standards.
- Identify and proactively manage staff performance, disciplinary, work health, industrial issues and or client complaints in conjunction with the relevant Manager, the Anglicare NT Executive Manager and HR unit.
- Maintain a Safe Work and active Risk Management culture; manage WHS occurrences, ensure Risk Assessments are undertaken and that WHS, Incident and Risk reporting obligations are fulfilled.
- Oversight of staff timesheets, leave and higher duties records; ensuring these are completed in accordance with Anglicare NT policies and procedures.
- With the GMMH and Program Manager Primary Services, support the Community Advisory Group by agenda development, provision of required reports and facilitation of strategic planning and review processes.

## **3. Quality Improvement & Standards of Care**

*Ensure headspace Darwin meets and maintains the National Mental Health Standards, the headspace Model Integrity Framework (hMIF), the EPPIC Fidelity & Accreditation model and all other fidelity models associated with projects and services and the hub.*

### **Responsibilities:**

- Ensuring high standards of clinical care, which are evidence based and designed around the needs of young people and their families.

- Ensure quality assurance, risk management and document control processes and systems are in place for the regular review of policies, procedures, operational manuals and clinical practices.
- Develop budgets and work plans, monitor and report on financial and operational performance in line with Delegations, reporting requirements and advice of any emergent risks.
- Ensure an appropriate balance of service provision incorporating primary care, community education, community development, engagement, advocacy and intensive clinical services.

#### **4. Other Duties and Requirements**

- Comply with Federal, NT and Local Government legislation, regulations, permits and/or by laws.
- Adhere to Anglicare NT Policies and Procedures and general conditions of employment.
- Model Code of Conduct behaviours by working cooperatively and effectively with colleagues and other staff
- Comply with funding contracts, operational guidelines, approved work plans, reporting requirements or task directives.
- Adhere to budgets, delegation levels and administrative and data collection and entry duties, ensuring procedural requirements are met in a timely manner.
- Comply with Anglicare NT's WH&S requirements; whilst also remaining vigilant in relation to any client/customer related behavioural risk and contribute to maintaining a safe work environment.
- Support activities related to Anglicare NT's Reconciliation Action Plan including participating in Aboriginal and Torres Strait Islander Cultural competency training and activities.
- Maintain confidential client, personnel and organisational information in line with legislative and organisational requirements.
- Work collaboratively with the Team to address service improvement requirements resulting from client complaints, stakeholder feedback and/or internal or external evaluation processes.
- Participate in organisational communications and development systems such as email, staff meetings, planning & review days, quality assurance and organisational promotions and events as required.
- Actively participate in supervision, performance reviews, professional development activities and training as required.
- Maintain time and attendance leave and higher duty records in accordance with Anglicare NT's procedures and lodge within specified timeframes for each pay period.
- Other suitable duties as may be directed from time to time
- Be aware that this position requires frequent driving in the region.
- This is an active role requiring overall good health and involves interacting with energetic young people.
- This role requires some flexibility of hours with periodic on call duties as required.

#### **DELEGATION OF AUTHORITY**

- Expenditure, Operational/Administrative, Personnel, Management and Legal – as per current Delegation of Authority Document (this is endorsed by the Board and periodically updated).