![Flourish Australia logo — Supporting Mental Health & Wellbeing]

Position Description - Manager
Mental Health Services

Flourish Australia, Supporting Mental Health & Wellbeing

Position Details

Position Title: Manager

Position Levels:

Level 1 ☐	Level 2 ☐	Level 3 ☐
(SCHCADS Level 5)	(SCHCADS Level 6)	(SCHCADS Level 7)

Award (equivalent): Flourish Australia Enterprise Agreement (2018)

Employment Type: Full-time

Hours of Work: 38hrs/week

Position Summary

As a Manager with Flourish Australia's Mental Health Services, you are responsible for the active and effective delivery of services for people with a lived experience of mental illness. Your role is to achieve Flourish Australia's vision by providing a high quality and responsive recovery oriented service that best supports people to achieve their hopes and dreams.

You will provide leadership and management to the program/s in your area, and you will also be responsible for the development and growth of these program/s, quality improvement, and be committed to developing and maintaining partnerships with internal and external stakeholders.

Ultimately, you will work with people who access Flourish Australia to achieve their full potential by getting the best out of your team. You will achieve this by working with integrity and in a professional manner with the people who access Flourish Australia, your team, and interested stakeholders.

About Flourish Australia

Our name reflects our fundamental and enduring commitment to people's mental health and wellbeing, supporting them to thrive and live a contributing life.

Vision

Flourish Australia's vision is to enable full participation within a diverse and inclusive community.

Mission

Working together for optimal mental health and wellbeing.

Values

Flourish Australia values hope, inclusion, partnership, diversity, integrity, respect, trust.

Relationships and Authority

Reports to: A Flourish Australia Manager will report to the appropriate Cluster Manager, Senior Cluster Manager, or General Manager Operations.

Direct reports: Mental Health Workers/Peer Workers, Senior Mental Health Workers/Senior Peer Workers.

External: A Flourish Australia Manager is responsible for maintaining good working partnerships with the Local Health District, Housing, Medicare Locals, local funding bodies, and other mental health service providers.

Managers of Mental Heath Services have responsibility for the supervision and support of staff for whom you will be required to set outcomes, establish priorities, and monitor workflow in your service.

Depending on the Manager level, the amount of direction you will receive from senior staff will range from general to limited.

The amount of delegated authority and the degree of autonomy you have also increases as the Manager level increases. Advice will be available on complex or unusual matters.

In addition to these relationships and levels of authority:

- A Flourish Australia Manager (Level 1) is responsible for a small service. Solutions to problems can generally be found in documented techniques, precedents and guidelines or instructions. Assistance is available when required.
- A Flourish Australia Manager (Level 2) is responsible for a medium service. Solutions to problems can generally be found in documented techniques, precedents, or instructions. The selection of methods and techniques are based on sound judgment.
- A Flourish Australia Manager (Level 3) is responsible for a large service. Positions at this level may be identified by the level of responsibility for decision-making, the exercise of judgment and delegated authority, and the provision of expert advice. The selection of methods and techniques is based on sound judgment (guidance not always readily available within the organisation). You will be required to set outcomes in relation to the service and may be required to negotiate matters on behalf of the service.

Organisational Accountabilities

As a Manager with Flourish Australia, you agree to:
- Abide by all Flourish Australia procedures and policies.
- Actively ensure the health, safety and wellbeing of yourself and others at work in accordance with your delegated authority and in accordance with the Work Health and Safety Act 2011.
- Understand and abide by the Flourish Australia Code of Conduct and Ethics, and maintain a professional level of behaviour and conduct in the workplace at all times.
- Be responsible for engaging in discussion about and helping to create and sustain a culture of continuous quality improvement.
- Support a 'no wrong door' approach.
- Provide day-to-day supervision and support of staff.
- Provide overall management and support the recovery of people who access our services.
- Administer rosters and timesheets.
- Develop and grow the service on a strategic level and in accordance with local needs.
- Commit to the detection and prevention of fraud.
- Identify possible organisational risks and adhere to the risk management framework.
- Work within the vision, mission, and values of Flourish Australia.

Key Tasks and Responsibilities

In the course of performing your role as a Manager of Flourish Australia's Mental Health Services, you will be responsible for (but not limited to):
- Managing, developing and leading day-to-day service provision and providing leadership in all aspects of the operation of the service.
- Managing the fiscal, human and property resources of the service within the scope of the position and under the direction of the relevant General Manager, Operations and the organisations philosophies.
- Ensuring services are of a high standard and comply with standards of quality practice.
- Managing, developing and maintaining key partnerships with internal and external stakeholders.
- Meeting all policy, contractual and legislative requirements and ultimately achieving good outcomes for the people who access our services.
- Be 'hands on' and involved in direct service delivery.
- Providing your team with the support required for them to enable personal growth by projecting a positive outlook, a sense of belonging, and social inclusiveness in the community.
- Utilise good professional staff supervisory skills and effectively utilise staff and resources so people accessing our services receive a quality service.

- Develop a good understanding of Flourish Australia's philosophy, recovery orientated services/culture, Disability Standards, Quality Assurance principles, Grievance policy, Work Health & Safety, and Privacy policy and relevant legislation.
- Achieving individual and organisational Key Performance Indicators (KPIs).
- Keeping senior management informed about your service.
- To manage and expand the services of the organisation in a defined region.

Flourish Australia Managers will also have the following responsibilities:

Manager (Level 1)

A Flourish Australia Manager at this level will be required to adhere to established work practices but may also be required to exercise initiative and judgment where practices and direction are not clearly defined. You will have a responsibility for a range of functions within the service requiring a high level of knowledge and skills. At this level, you may be required to provide expert advice to staff classified at lower levels and you will have detailed knowledge of program activities. You will also be responsible for working with your line manager in the coordination of recruitment activities.

Manager (Level 2)

In addition to Level 1, a Flourish Australia Manager at this level would have the scope to influence the operational activities of the service and would require staff to be involved with establishing operational procedures which impact upon the service and/or community served by it. You may be involved in the formation of programs and work practices and will be required to provide assistance and/or expert advice to other staff. Managers at this level may be required to negotiate matters on behalf of the service. Managers at this level will be required to understand and implement effective staff management and personnel practices. You will also be responsible for working with your line manager in the coordination of recruitment activities.

Manager (Level 3)

In addition to Level 2, a Flourish Australia Manager at this level may be involved in establishing operational procedures which impact on activities undertaken and outcomes achieved by the service. You may be involved in the formation/establishment of programs, the procedures and work practices within the organisation, and will be required to provide assistance to other staff. You will also have responsibility for decision-making and will need to provide expert advice to other areas of the organisation. Managers at this level would be expected to undertake the control and coordination of the service and major work initiatives, and would require a good understanding of the long-term goals of the organisation. You will also be responsible for organising the recruitment of staff to your team.

Performance Indicators

Managers will know they have been successful in their role when they meet the following performance indicators:

1. Supporting Our People

Timely recruitment and selection of new staff

1.1   Requests to recruit replacement staff provided within 1-week of a resignation being accepted.
1.2   Commencement of new staff within 8-weeks of acceptance of a staff resignation.

Implement Embracing Inclusion Policy and targets

1.3   Increase number of Peer Workers.
1.4   Increase number of new staff with lived experience to at least 50%.

Implement the Diversity Strategy

1.5   Increase the number of staff from diverse backgrounds in accordance with our diversity strategy.

Orientation, induction, and retention of staff

1.6   Provide monthly support and supervision in accordance with the supervision policy.
1.7   Ensure new staff receive a formal review at 3-months and 5-months after commencement.
1.8   Ensure all staff have access to learning and development opportunities in accordance with the learning and development policy.
1.9   Ensure all staff participate in mandatory training annually.
1.10   Undertake annual staff appraisals within one month of staff anniversary dates.
1.11   Identify (when appropriate) and provide staff with the opportunity to develop a Personal Situation Plans.

<u>Being an employer of choice</u>

1.12   Identify and manage flexible working arrangements for staff.
1.13   Reduce regrettable turnover.
1.14   Develop succession plans and develop talent within our workforce.

<u>Work Health and Safety (injury prevention, management and rehabilitation)</u>

1.15   Ensure WHS inspections and audits are completed according to policy.
1.16   Ensure incident follow-up and resolution within policy parameters.
1.17   Ensure WHS is an agenda item and discussed at team meetings.
1.18   Promote the wellness program quarterly.

2. Using Resources Wisely

<u>Operating in line with service/s budget</u>

2.1   Maintain staffing in line with staff profile.
2.2   Ensure budget variance is no greater than +/-10%.
2.3   Ensure approvals are generally aligned with delegated authority as outlined in the delegations manual.

<u>Meet financial reporting timelines</u>

2.4   Ensure corporate cards/petty cash finalised within 5-working days of the end of each month.

<u>Effective management and security of physical resources</u>

2.5   Ensure vehicle checks and logs and servicing are completed monthly.
2.6   Ensure WHS inspections completed quarterly.
2.7   Ensure security and fire safety drill completed and recorded at least every 6-months.
2.8   Review assets are confirmed against the asset register annually.

3. Developing and Delivering Services

<u>Developing and maintaining partnerships with key stakeholders</u>

3.1   Attend and participate in regular forums, interagencies, and stakeholder meetings as scheduled.
3.2   Actively market and publicise our services in the community at least quarterly.
3.3   Ensure local SLAs and MOUs are up to date and managed effectively.
3.4   Develop partnerships in accordance with our diversity strategy.

<u>Identifying and pursuing new opportunities for service development</u>

3.5   Identify service gaps, develop opportunities to meet need, and report on these quarterly.
3.6   Benchmark internally and externally to current best practice/industry standards.

<u>Having person facing services responsive to individual needs</u>

3.7   Ensure rosters are developed and displayed within 2-weeks of the next roster period.
3.8   Ensure Individual Recovery plans are completed quarterly.
3.9   Ensure BOTH plans are completed quarterly.
3.10   Ensure CANSAS & RAS plans are completed quarterly.
3.11   Ensure service customer satisfaction surveys and partner health checks are conducted annually.

<u>Adherence to policies and procedures</u>

3.12   Ensure at least 1 policy is discussed and reviewed at team meetings.
3.13   Develop local procedures and review effectiveness of procedures every 6-months.

<u>Promote a 'no wrong door' approach</u>

3.14   Ensure people's needs are met regardless of the request made.

4. Organisational Effectiveness

<u>Meet contractual service delivery and reporting requirements</u>

4.1   Ensure reports are forwarded to General Managers 1-week before reporting timeframes are due.
4.2   Ensure services are delivered in accordance with funding contracts.

<u>Meet organisational reporting requirements, especially in relation to Quality Assurance</u>

4.3   Undertake regular auditing of records (CIMS/PRADA) for CANSAS, RAS, BOTH, every 6-months.
4.4   Audit the records of people who access our services every 6-months and ensure records are up to date.
4.5   Ensure timely responses to feedback, complaints and grievances in accordance with the relevant policy.

4.6   Complete and distribute records of fortnightly team meetings within 3-working days after the meeting is held to meeting attendees.

4.7   Conduct incident reporting and management conducted within established timeframes.

<u>Delivery of high quality services that are person facing</u>

4.8   Meet and exceed the relevant service standards (e.g. NMHS, DSS, ISO/AS/NZS).

Required Skills and Personal Attributes

To be successful in this role, Flourish Australia Managers are required to:
- Be proficient with technology, including computers, and have a workable knowledge of databases.
- Work independently, and as part of a team.
- Obtain working knowledge of all Flourish Australia programs.
- Think creatively to solve problems.
- Have excellent time management and delegation skills.
- Have excellent report writing skills.
- Apply sound working knowledge of recovery-oriented practice.
- Be adaptable and be able to wear 'different hats'.
- Have the capacity to 'think on your feet and outside the square'.
- Have excellent interpersonal skills, be non-judgemental, be fair, patient, have a willingness to listen, and display empathy.
- Be people focused and work in partnership.
- Value diversity and be respectful at all times.
- Be committed to professional and ethical conduct.
- Effectively organise and plan your workday.

Key Selection Criteria

"Flourish Australia supports Affirmative Action. If two candidates present with suitability to a role, and one of those people has a lived experience, the person with the lived experience will be the preferred candidate."

1. Qualifications and experience provided in the section below.
2. Well-developed communication, negotiation, and advocacy skills.
3. Demonstrated engagement, collaboration and negotiation skills, with the capability to build and maintain positive working relationships across multiple sectors with a range of organisations.
4. Experience fostering and sustaining partnerships as well as ability to influence stakeholders at all organisational levels.
5. Demonstrate understanding of the challenges faced by people with a lived experience of severe and persistent mental illness and how providing a recovery oriented service is of benefit to people.
6. Ability to use Microsoft Office Suite and ability to fully utilise the client information management system.
7. A carer role or having a lived experience will be an advantage.
8. Experience working in Aboriginal communities will be an advantage.
9. Current Australian Driver's Licence.

All appointments with Flourish Australia's Mental Health Services are subject to previous employment reference checks, Working With Children Check, satisfactory Australian residency status, National Criminal Record checks, and other background checks as required by different State legislation (e.g. Working with Disabilities *check* in QLD).

Qualifications and Experience

All Manager positions with Flourish Australia's Mental Health Services require an appropriate level of community mental health expertise, demonstrated through previous appointments, service and study.

<u>Manager (Level 1)</u>

Managers in this category may have less formal qualifications with specialised skills sufficient to perform at this level and have expertise to undertake the range of activities required. At least 1 years experience in a relevant supervisory role is highly desirable.

<u>Manager (Level 2)</u>

Managers in this category will have expertise and competence sufficient to perform the duties required at this level. You will have specialist skills and/or supervision/management abilities exercised within a multi-disciplinary or major single function operation. At least 2 years experience in a relevant supervisory role is highly desirable.

<u>Manager (Level 3)</u>

Qualifications in this category are generally beyond those required through tertiary education alone, typically acquired through completion of higher education qualifications to degree level and extensive relevant experience. You will require demonstrated application of a high level of discipline knowledge. Lesser formal qualifications with acquisition of considerable skills and extensive relevant experience to an equivalent standard, or a combination of experience, expertise and competence sufficient to perform the duties required at this level. At least 5 years experience in a relevant supervisory role is highly desirable.

Agreement

I, _____, have read and understand my obligations as a Manager with Flourish Australia as outlined in this position description.

I agree to abide by the Flourish Australia Code of Conduct and Ethics, and agree to read, understand, and abide by Flourish Australia's policies and procedures.

Manager

Name		
Signature		Date:

Nb: A signed copy of this position description must be returned to Human Resources.