



# Position Description

## Clinical and Operations Manager

<b>Location:</b>	<b>headspace</b>
<b>Industrial Instrument:</b>	Flourish Australia Enterprise Agreement (2018)
<b>Position Level:</b>	Level 4 (Health Professionals)
<b>Reports to:</b>	Senior Clinical Manager, <b>headspace</b> Services
<b>Employment Type:</b>	Full-time

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### 1. POSITION SUMMARY

The **headspace** Clinical and Operations Manager will work under the direction of the Senior Clinical Manager, headspace Services and will lead, develop, implement, oversee and manage the operations, and the future growth and development of **headspace**.

The highly motivated and dynamic incumbent will facilitate excellence in integrated holistic health care, with the goal of improving outcomes for clients of the service and the wider community.

The incumbent will work closely and collaboratively with other members of the Flourish Australia team, ensuring all activities are in accordance with the Grant Agreement and direction provided by the CEO, **headspace** Consortium and Youth Reference Group.

The incumbent will also be responsible for ensuring clinical procedures are well established and followed

## 2. ORGANISATIONAL INFORMATION

### 2.1. Flourish Australia

Flourish Australia works in local communities to help people on their mental health recovery journey. Our services are designed to support people in the way that suits them best, whether that's through help finding a place to live, a job that's fair and rewarding, or more structured services to assist day-to-day living.

#### Vision

To enable full participation within a diverse and inclusive community.

#### Mission

Working together for optimal mental health and wellbeing.

#### Values

Hope, inclusion, partnership, diversity, integrity, respect, trust.

### 2.2. headspace National

**headspace**, established in 2006, is making a difference to the lives of thousands of young Australians by:

**Giving young Australians the opportunity to seek help early:** Thousands of young people have been assisted through our **headspace** centres Australia wide.

**Bringing together local health services under the one roof:** Reform of local mental health and substance use service systems are being driven by the funding that **headspace** has provided to local communities. Services such as mental health, vocational and alcohol and other drug services come together in our **headspace** centres.

**Making it easier for young people and their families to find the information they need:** Designed to be youth-friendly and easy to navigate, **headspace's** website is fast becoming the first port of call for people seeking information about youth mental health and wellbeing issues and services within Australia.

**Reviewing evidence and interventions** to provide Australians with the most up-to-date information on youth health: **headspace's** Centre of Excellence is undertaking a systematic review of Australian and international evidence on interventions for mental health and substance use disorders in young people aged 12-25 years.

**Providing opportunities** for young people to have input into the development and delivery of **headspace** services.

**Creating awareness and educating young people about how to get help:** A successful ongoing social marketing strategy has resulted in **headspace** having a distinct identity and profile in the Australian community.

**Training professionals how to work with young people:** Professionals from a variety of settings across different **headspace** communities are provided with training in youth-specific psychosocial assessments and strategies for the effective

engagement of young people.

**In providing services headspace is:**

- **Compassionate** – We are caring, focussed and respectful of others
- **Inclusive** – We value a diversity of opinion and background
- **Responsive** – We are agile, flexible and move rapidly
- **Passionate** – We care about what we do and enjoy what we do
- **Leaders** – We are innovative, thought leaders and valued partners.

For more information about headspace, please visit [www.headspace.org.au](http://www.headspace.org.au)

### **2.3. About headspace**

Flourish Australia has collaborated with the other local services to form **headspace**. **headspace** is based on a commitment by all agencies involved to work in partnership to improve outcomes for young people aged 12-25 years (and their families) affected by mental health and/or alcohol and other drug (AOD) issues. The shared principles of a client centred, community orientated approach will deliver sensitive, accessible and quality services for the target group.

We also have consultancy agreements in place with other organisations to provide a range of services.

The **headspace** mission is to *“promote and facilitate improvements in the mental health, social and emotional wellbeing and economic participation of young people aged 12-25.”*

**headspace** is a youth friendly centre that provides services across four core streams; primary health care, mental health, alcohol and other drug (AOD), and social/vocational services. The clear intention is to significantly increase the number of young people that are identified and responded to with evidence based interventions, at a much earlier stage.

## **3. KEY RESPONSIBILITIES/OUTCOMES**

### **Governance and Strategic Leadership**

- Communicate, promote and progress the vision and strategic plan of **headspace** amongst consortium partners and the broader community.
- Engage relevant sectors and partners in an integrated model of care, promoting multidisciplinary teamwork and participation in the **headspace** program at a local level.
- In conjunction with Flourish Australia senior management, manage the contracts and funding agreements and all their deliverables including:
  - a. acting as the key contact point of all matters concerning the contract/s and delivery of the **headspace** program;
  - b. managing the local **headspace** budget; and
  - c. overseeing the completion and submission of all reporting in relation to the contract/s.

- Develop the **headspace** Strategic Plan, Business Plan and Annual Work Plan in conjunction with the Senior Clinical Manager, **headspace** Services, the Consortium and **headspace** National Office, and ensure deliverables and key performance indicators are achieved.
- Actively progress the growth and development of the service, in line with the Strategic Plan and client demand.
- Provide regular reports to Senior Clinical Manager, **headspace** Services and **headspace** local Consortium on the progress of the **headspace** program.
- Convene various committees associated with the **headspace** program, organise and participate in committee meetings, including preparation of meeting agendas, papers and correspondence, taking and/or reviewing minutes of meetings.

### **Human Resources**

- Lead and oversee the recruitment, and establishment of any new staff (including private practitioners) and ensure they are orientated to the procedures and operations of the service.
- Provide supervision and leadership to junior clinical staff, monitor staff performance and development, and address staff performance issues as required according to documented policies and procedures.
- Facilitate positive communication between private practitioners, Consortium staff and lead agency clinicians.
- Work collaboratively with private practitioners to ensure that any difficulties are identified and solved to ensure the long-term ongoing positive relationship is maintained.

### **Business Management**

- Maintain appropriate processes and structures and develop, document and implement policies and procedures that ensure the efficient and effective operations of the **headspace** Centre.
- Manage all aspects of the business administration of the service, maintaining a financially viable practice and an efficient, effective, safe, and productive working environment, working toward a self-sustaining practice beyond the life of the **PHN funding** grant.
- In conjunction with the Flourish Australia finance department, oversee the maintenance of the systems for accounting for monies earned and expended through service provision, including the provision of private providers' payroll information to Flourish Australia, and reconciling Medicare payments to Flourish Australia bank accounts
- Oversee compliance with any statutory and Medicare requirements.
- Update forecasts of revenue generation as practice changes over time.

### **Service Delivery**

- Lead, develop, oversee implementation & evaluate delivery of services to young people (12-25 years) and their families, in accordance with funding agreement from the South Western Sydney PHN, and the 'headspace' Licence Deed with **headspace** National Office, including:
  - a. Early detection and intervention of mental health problems and substance use disorders;

- b. Community Awareness programs;
  - c. Education and training activities; and
  - d. Programs for social recovery and economic participation;
- Work with the **headspace** team to create a system and quality environment that promotes excellence in youth health and support services and a community of practice where sole practitioners can function in a supportive team environment.
- Oversee the day to day clinical operation of the service.

### **Clinical Leadership**

- The Clinical and Operations Manager will:
  - a. Oversee processes to ensure appropriate case planning and coordination for **headspace** clients;
  - b. Implement the **headspace** clinical governance framework providing an integrated model of community based health services delivery; and
  - c. Proactively monitor high risk clients, and ensure that a quality service is being offered in line with evidence-based principles.
- Lead the development, implementation, monitoring and evaluation of strategies and processes to improve system integration, and co-ordination between relevant services.
- Oversee and manage the multi-disciplinary team processes and the system to integrate service delivery, including optimising **headspace** shared electronic client management systems.
- Oversee the implementation of relevant and innovative clinical services and contribute to program and research development to ensure service integrity and quality.

### **Knowledge Management, Evaluation and Quality**

- Participate in the **headspace** Collaborative Learning Network, involving other **headspace** staff as appropriate.
- Oversee the participation of staff in the national education and training program
- Oversee the development and implementation of the local evaluation of **headspace** and assist with national evaluation as required.
- Oversee the implementation of relevant and innovative quality systems and contribute to research development to ensure service integrity and quality.
- Develop, implement and evaluate continuous quality improvement activities within the Flourish Australia and headspace quality assurance frameworks.
- Respond to any complaints in line with the Flourish Australia Grievance and Complaints Policy and Procedure and report back to the Senior Clinical Manager, **headspace** Services and the **headspace** Consortium as well as operational and clinical managers.
- Monitor, evaluate and maximise data collection and compliance with the dataset requirements from **headspace** National Office and any other funding body.

### **Workplace Health & Safety (WHS)**

- As the Manager ensure a safe workspace and safe working practices; that staff attend orientation and refresher training in relation to WHS policies and procedures; monitor compliance of WHS policies and procedures; conduct

regular safety audits; ensure that all incidents/accidents are recorded and notified in line with policies.

- Provide support to staff in any critical incidents and high risk situations, in line with policies.
- Work in a healthy and safe manner and encourage others to do the same; comply with all warning and safety signage; report or rectify any unsafe conditions; adhere to Flourish Australia WHS policies and procedures.
- Comply with all legal, professional, financial, and employment obligations and comply with Flourish Australia policies and procedure.

### **General**

- Participate in Flourish Australia and **headspace** team meetings, planning activities and organisation-wide quality assurance activities.
- Represent Flourish Australia and **headspace** at local events, conferences and seminars.

## **4. SELECTION CRITERIA**

The following criteria must be met for consideration for this position:

### **Essential**

#### **SC1. Qualifications:**

Possession of tertiary qualifications in Psychology, Social Work, Nursing, Occupational Therapy or other allied health discipline recognised by the tertiary mental health services sector, and eligibility for membership of an appropriate professional body; and eligibility to register with Medicare Australia as an MBS Primary Care provider or an Allied Mental Health Professional provider.

#### **SC2. Strategic Leadership**

Demonstrated experience and ability to effectively lead and report on complex planning and service development processes, including the utilisation of project management and organisational development methodologies.

#### **SC3. Management of Operational Systems and Processes**

Demonstrated experience and ability to manage and develop operational systems for a health or community services organisation, including effectively planning and allocating resources in order to maximise operational efficiency and meet funding deliverables.

#### **SC4. Relationship Management**

Demonstrated capacity to effectively engage in leadership and management processes, including multidisciplinary and/or cross sector initiatives, and partnerships with a wide range of professionals, organisations and stakeholders.

#### **SC5. Communication**

Highly developed written and verbal communication skills, and the ability to engage with, establish and maintain effective relationships with a diverse range of people, including young people, health professionals, educators, academic researchers, and service providers.

#### **SC6. Human Resource Management**

Demonstrated experience and ability to manage all aspects of the team and individual staff members, including recruitment, staff orientation, supervision, performance reviews, staff disciplinary action, performance development and team building.

#### **SC7. Evaluation and Service Improvement**

Demonstrated understanding of the principles of accountability systems, and continuous quality improvement processes, including the utilisation of data systems, the development and implementation of policies and procedures, and the use of evaluation and risk management tools.

#### **SC8. Policy and Service Delivery: Youth Health**

Experience in direct service provision to young people and/or providing mental health services or programs, including being able to respond effectively to crisis and high-risk situations, when required.

### **SC9. Policy and Service Development: Youth Health**

Understanding of the Australian health care system, key issues in primary health care, the mental health service system, including the range of professionals that work within, or come into contact with, the mental health sector.

Knowledge and understanding of relevant legislation, policies and strategic directions of mental health services for young people experiencing (or at risk of) a serious mental health issue.

### **SC10. Policy and Service Delivery: Clinical Knowledge**

Demonstrated experience in the establishment and management of clinical systems including the development, implementation and review of Clinical Governance Models, privacy and confidentiality principles.

### **SC11. Personal Characteristics, Skills and Knowledge**

Demonstrated capacity to operate autonomously when required.

Demonstrated information management and technology skills including:

- experience in the use of electronic client/customer management systems; and
- ability to use a desktop computer, with familiarity with the Microsoft Windows environment and Microsoft Office applications.

### **Desirable:**

- Knowledge of local youth / health sectors.
- Post graduate qualifications in business or health services management.
- Experience in private practice settings.
- A current driver's licence.

## **5. JOB COMPLEXITY, SKILLS, KNOWLEDGE**

### **5.1 Level of Supervision/Independence**

- The position operates under limited direction and supervision.
- Individuals will have access to regular supervision by the Senior Clinical Manager, **headspace** Services.

### **5.2 Problem Solving and Judgement/Risk**

- Provide input regarding the implementation and delivery of the Flourish Australia service.
- Select methods and techniques based on sound judgement.
- Will be expected to make decisions including managing risk situations in accordance with the Flourish Australia risk management framework.
- May be required to negotiate matters on behalf of Flourish Australia.

- Be expected to problem solve and use initiative in situations which may involve issues that require resolution between individuals or services. In such situations discretion, sensitivity and diplomacy will need to be executed.
- Will contribute to the development and implementation of policies and programs.
- Will be able to contribute to the formulation, implementation, monitoring and evaluation of projects and programs.
- Advice is available on complex or unusual matters.
- A professional at this level would be experienced and be able to independently apply professional knowledge and judgment when performing novel, complex, or critical tasks specific to their discipline.

### **5.3 Professional and Organisational Knowledge**

- Successful applicants will have some knowledge of mental health issues and how they affect the lives of young people.
- Knowledge of management methodologies and processes, policy and program development processes; and established guidelines, procedures and practices of the organisation and related bodies.
- Knowledge of relevant statutory requirements.
- Extensive knowledge of the provision of assessment and treatment services, and supervision, and training of mental health clinicians.

### **5.4 Breadth of the position**

- May be involved in the initiation and formulation of projects specific to needs of the local area, and in the identification of current and future options.
- May be required to contribute to the development and implementation of work practices and procedures relevant to local Flourish Australia **headspace** team.
- May require employees to be involved with establishing operational procedures which impact upon the organisation and/or the sections of the community served by it.

## **6. POLICIES AND WORKPLACE PRACTICES**

All **headspace** Broken Hill employees are required to acquaint themselves with the organisation's policies and procedures and to abide by them at all times.

It is expected that at all times, employees will:

- Be respectful towards the organisation, colleagues, clients and the general public.
- Uphold the objectives and philosophy of **headspace**.
- Act collaboratively with all colleagues.
- Act in a safe and responsible manner at all times.

This position requires the preferred applicant to undergo a Working with Children and National Criminal Records Check.

## 7. Agreement

I, \_\_\_\_\_, have read and understand my obligations as the **headspace** Clinical and Operations 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.

### **headspace** Clinical and Operations Manager

Name		
Signature		Date:

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