



Position description

Service Manager – Street to Home

Section A: position details

Position title:	Service Manager
Employment Status	Full Time
Classification and Salary	CSD Level 5 from \$88,419 - \$92,324 per annum depending on skills and experience
Location:	Neami Street to Home, Adelaide
Hours:	Monday to Friday 8:30am – 5:00pm (7 Day Rotating Roster & some work outside regular hours may be required)
Contract details:	Maximum Term Contract until 30 June 2021

Organisational context

Neami National is a community-based recovery and rehabilitation service supporting people living with mental illness and complex needs to improve their health, live independently and pursue a life based on their own strengths, values and goals.

We provide services in over 50 locations, ranging from the inner-city and suburbs to regional and remote parts of Australia.

Our vision is for full citizenship for all people living with a mental illness in Australian society. Our mission is to improve mental health and wellbeing in local communities across the country.

We believe that recovery is an individual process and that with the right kind of support everyone can live a life based on their own strengths, values and goals for the future.

We use an approach called the Collaborative Recovery Model (CRM) to support people through our services. The CRM assists individuals to identify their personal strengths and values, to set goals and then helps them make progress towards achieving them.

We are a smoke free organisation.

Position overview

The Service Manager is responsible for the establishment, ongoing management and further development of the Program. The Service Manager will work collaboratively with partners to improve and develop the overall service response to people sleeping rough within our community. The Service Manager will also undertake a key role in service development, including ongoing evaluation and review of service outcomes, management of high profile external and internal stakeholders.

Neami Street to Home service provides culturally appropriate, assertive outreach and case management to homelessness people sleeping rough in the Adelaide CBD within a Housing First approach.

The assertive outreach model is aimed at providing integrated services that focus on consumer identified goals, improved health outcomes and transition from homelessness to safe, secure and sustainable long-term accommodation. We persist and work with people over the medium to long term supporting people to maintain their tenancies once they are in housing.

The Street to Home Neami National team is a multidisciplinary primary health care team consisting of a service manager, two service coordinators, a team of community rehabilitation and support workers, peer support workers, Registered Nurse, General Practitioner and an operational support officer. Regular foot patrols are conducted to identify people rough sleeping through assertive street work patrols and will provide support for people accessing the Street to Home Service Hub.

Period of employment

Maximum Term Contract until 30 June 2021; subject to a 6-month probationary period. Further contract post June 2021 dependent on further funding contracts and performance.

Accountability

The Service Manager is responsible to the Regional Manager where applicable. The position is full-time with hours of work from 8.30am - 5.00pm, Monday - Friday. The Service Manager will be expected to participate in meetings and have some on call responsibilities outside of the designated hours. Provision for after-hours work time will be met through time in lieu arrangements and on-call allowances, as per the Neami National Employment Agreement.

Conditions of employment

The terms and conditions of employment will be in accordance with the Neami National Employment Agreement – Consumer Service Delivery Level 5 from \$88,419 - \$92,324 p.a. dependent on skills and experience pa dependent on skills and expertise. This position is subject to ongoing funding with the Communities and Social Inclusion Street to Home Services.

A number of benefits are available to staff, including generous salary packaging with rewarding NFP fringe benefit tax exemptions.

Core requirements prior to any offer, or commencement of employment:

Police check	Criminal record checks are mandatory for all new appointments. Neami National will cover the cost of an Australian check. Where a new employee has lived outside of Australia for 12 months or more within the last 10 years, the cost of an International check will be borne by the applicant.
Working with Children check	A valid Working with Children check must be supplied by all new employees
Car licence	A valid Australian driver's licence (P plate or above) must be supplied by all new employees.

Right to work within Australia	You must maintain a right to work in Australia, in the position and location of employment during your employment with Neami. You must comply with all terms of any such grant of a right to work in Australia.
Mental Health qualification	Mental Health (or equivalent Human Services or Community Services) qualification of Certificate IV level or above

Section B: key responsibilities

Management: Strategic partnerships and Service development

- Initiate, lead and coordinate strategic partnerships within the community, especially Housing SA, local government, community housing, and health and welfare providers to improve health and wellbeing outcomes for consumers. In collaboration with partners, staff and consumers identify service gaps and develop appropriate models of service delivery to address these gaps
- Take a lead role in the assessment, planning, implementation, and evaluation of the Neami National Service
- Ensure services are provided in an accessible manner with mechanisms in place to regularly monitor the level of access achieved. Achieve specific targets for the inclusion of people from culturally and linguistically diverse backgrounds and people of Aboriginal and Torres Strait Islander origin
- Identify key policy issues relevant to the Neami National Service (internally and externally) and ensure appropriate responses
- Undertake projects that contribute to the overall development of the organisation as decided by State/Regional Manager, Leadership Team or the CEO
- Provide direct support to consumers and participate in foot patrols as required e.g. when CRSW's are on leave
- Support and lead Neami National efforts in reducing our impact on the environment and work towards a sustainable future

Management: Staffing

- Coordinate the recruitment and selection of the Neami National Service staff
- Ensure that all staff are aware of and adhere to Neami National's mission, values, policies and procedures
- Ensure practice development (supervision), training and skill development is provided to all members of staff
- Ensure that all staff are provided with an annual performance review
- Mediate and negotiate with staff in areas of conflict and industrial dispute in collaboration with the Regional or State Manager and Human Resources

Management: Administration and finance

- Manage the Neami National Service budget including; monitoring progress against financial targets and ensuring priorities are established and met
- Regularly assess the physical, technological and staffing needs of the Neami National Service and develop proposals to meet expanding needs
- Implement Neami National Risk Management Framework at the service and ensure timely response to all OH&S issues and regular monitoring and review of all service related accidents and/or incidents
- Ensure all consumer data is entered into Carelink+ data base and minimum data set reports are developed on time and in accordance with required reporting processes
- Monitor and further develop the Funding and Service Agreement in consultation with the Leadership Team and Regional or State Manager, develop funding submissions and coordinate budget allocations for the service
- Provide a monthly report to the Regional or State Manager detailing progress of the service in meeting its

funding and service targets, issues pertaining to the management of the service, both staffing and financial and progress in developing and sustaining partnerships with community agencies

Mental health promotion

- Promote a better understanding of the needs of people with a psychiatric disability among mainstream services and the local community by ensuring the provision of primary, secondary and tertiary consultation to mainstream services
- In conjunction with staff and on behalf of consumers, where appropriate, advocate for improved service delivery, additional resources and development of accessible community services in the catchment area of the Service
- Develop mechanisms by which Neami National services and the vision behind the organisation are regularly promoted to the community through public events, functions and forums
- Develop a Health Promotion Plan for the Service in cooperation with the Management Team to ensure consistency across services

Professional development

- Participate in fortnightly Practice Development sessions (supervision) with manager
- Actively work to improve identified skill areas
- Participate in development opportunities, especially in areas of service operation, i.e, budgeting skills, reporting, and HR related activities

Section C: key competencies

Creating diverse staff teams

The values, skills, attributes and commitment of our staff are key to our success and reputation as a national mental health service that provides high quality support services to people living with a mental illness.

We are strongly committed to further developing and diversifying our work force as part of our strategic directions.

We celebrate multidisciplinary teams and value the rich skills and experiences brought by applicants from a range of sectors and professional backgrounds.

Further depth is brought by those from diverse cultural backgrounds, Aboriginal staff, and those with lived experiences of mental illness and recovery, all of whom are strongly encouraged to apply for any roles that match their skills and interest.

The following competency criteria will inform our selection decision:

Skills and Abilities

- Significant relevant experience, skills and working knowledge of homelessness
- Sound knowledge and understanding of Mental Health and other associated legislation.
- Demonstrated ability to effectively perform in an environment of change, to be creative when problem solving and work to timelines.
- Demonstrated understanding of the issues relevant to people with mental illness living in the community (including those identifying from a CALD or Aboriginal and Torres Strait Islander background) and a strong commitment to consumer rights and their participation in mental health services.
- Demonstrated ability to build partnerships with government and non-government health and welfare service providers to pursue practical strategies to improve service delivery to consumers.

- Demonstrated ability to contribute to service evaluation, policy and procedure reviews and other continuous improvement activities.
- Ability and commitment to work in a collaborative team approach to service delivery and development, in conjunction with the management team.
- Highly developed interpersonal skills, including using reflective practice principles.

Experience

- Proven experience at a leadership level within the area of mental health or homelessness service delivery.
- Experience in successfully leading/coordinating a team of staff and working as a member of a multi-disciplinary team with the ability to inspire and facilitate team commitment and cooperation.
- Experience working across a range of Commonwealth and State funded mental health programs and ensuring program implementation in line with funding requirements and contracts.

Knowledge

- Knowledge of local services particularly relevant to designated program area.
- Knowledge of Occupational Health, Safety and Welfare Act, policies and practices.
- Knowledge of Equal Opportunities Legislation, policies and practices.
- Knowledge of Professional Codes of Conduct and Ethics: aware of and practicing within relevant Federal and State Legislation and the relevant Professional Code of Practice, Conduct and Ethics.
- Adhering to principles and values
- Upholds ethical behaviour, consistent with values as characterised by honesty, fairness responsibility and hope
- Demonstrates integrity and credibility, and fosters open honest communication
- Demonstrates commitment to the organisation and its values

Deciding and initiating action

- Makes prompt, clear decisions which may involve tough choices of considered risks
- Takes responsibility for actions, projects and people
- Takes initiative, acts with confidence, and works under own direction
- Leads and supports continuous improvement through new ideas and change initiatives
- Identifies and initiates strategic partnerships of mutual benefit

Working with people and building relationship

- Adapts to the team and builds team spirit
- Listens, consults others and communicates clearly and proactively in an open and honest manner
- Adapts communication style to meet the needs of others, using tools such as humour to develop and enhance relationships
- Openly communicates and demonstrates self-insight through an awareness of own strengths and areas for development, and seeks and accepts feedback
- Demonstrates an interest and understanding of others, and relates well to people at all levels

- Establishes respectful professional relationships that have clear boundaries with consumers, staff and partner organisations
- Gains agreement and commitment from others by engaging and gaining respect
- Promotes ideas on behalf of self or others, and supports others to self-advocate
- Manages conflict in a fair and transparent manner
- Clearly conveys organisational knowledge (collects, classifies, and disseminates), providing others with a clear direction

Leading, coaching and mentoring

- Recognises staff member strengths and values their contributions
- Communicates high expectations to the team and holds staff members to account
- Motivates and empowers staff members through coaching and mentoring to identify development goals and strategies for achieving them
- Validates the achievements of staff, and regularly gives clear, honest feedback and guidance in a timely manner
- Role-models the behaviour that is expected of the staff team
- Provides others with a clear direction and delegates work appropriately and fairly
- Demonstrates confidence and maturity in broaching challenging conversations
- Takes initiative, acts with confidence and works well under own direction
- Responds quickly to the needs, reactions and feedback of staff

Planning, implementing, analysing and problem solving

- Manages time effectively, and prioritises appropriately
- Sets clearly defined objectives, and is accountable and proactive about reviewing progress and outcomes with the team
- Exercises common sense, considers all available information, and takes account of broader circumstances in decision making
- Produces workable solutions to a range of problems
- Supports the implementation of organisational goals, while seeking opportunity for organisational improvement
- Purposefully analyses numerical data, verbal data, and all other sources of information
- Demonstrates an understanding of how site-specific practices fit into larger organisational structures

Adapting and responding to change and coping with challenges

- Adapts to changing circumstances and responds to the reactions and feedback of others
- Shows respect and sensitivity towards diversity
- Deals with ambiguity, making positive use of the opportunities it presents
- Maintains hope, and role models a positive outlook during challenging times at work
- Demonstrates self-awareness and the ability to self-regulate during difficult situations
- Reflects and accepts feedback, and learns from it

In addition, you will need:

- Proven well developed written and verbal communication skills
- Advanced Computer literacy
- Current Australian driver's license
- Mental Health (or equivalent Human Services or Community Services) qualification of Certificate IV level or above
- Experience and working knowledge of homelessness