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## POSITION DESCRIPTION

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### CLINICAL SERVICES MANAGER

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<b>Location:</b>	Parkville
<b>Division:</b>	Orygen Digital
<b>Salary range</b>	\$110,000 - \$130,000 per annum pro rata (commensurate with skills and experience) plus superannuation and access to salary packaging
<b>Employment Type:</b>	Part-time 0.8 EFT to full-time fixed term position available for 12 months
<b>Position reports to:</b>	Director, Orygen Digital

## 1. POSITION SUMMARY

The Clinical Services Manager will lead the delivery of clinical support on Orygen Digital's Moderated Online Social Therapy (MOST) platform. A large team of clinicians, peer support workers and vocational specialists will engage with young people across the MOST platform and support their clinical outcomes. This position will work closely with supervisors and peer and vocational coordinators to ensure that high-quality support and safe practice is being delivered. This position will also lead the continued development of the MOST service model blueprint and clinical care model and associated materials as required, while engaging in overall project delivery activities.

Subject to broad direction and working with a considerable degree of autonomy, the Clinical Services Manager will possess a high level of capacity and experience managing and leading a clinical workforce, possessing extensive experience working in a clinical setting within the Victorian youth mental health system.

#### What is MOST?

Orygen Digital has already developed world-leading youth mental health technologies. Our flagship Moderated Online Social Therapy (MOST) platform is the first single digital solution specifically designed to integrate with, and address, the key limitations of current youth mental health services. It has been designed with and for young people and existing services, providing clinicians with evidence-based tools that can be used across the diagnostic and severity spectrums and all stages of treatment. In response to the COVID-19 crisis in 2020, Orygen Digital's MOST platform has been supported by a \$6m grant from the Victorian Government to fast track its roll-out across the state, and a \$1m grant from the Telstra Foundation to iterate and improve the MOST technology platform.

## 2. POSITION CONTEXT

At Orygen, our leadership and staff work to deliver cutting-edge research, policy development, innovative clinical services, and evidence-based training and education to ensure that there is continuous improvement in the treatments and care provided to young people experiencing mental ill-health. Orygen Digital, the digital

mental health division of Orygen, require an experienced individual to lead our engagement with services who will adopt Orygen Digital's MOST platform.

Orygen Digital is the world leading centre developing, evaluating and disseminating engaging and evidence-based digital interventions that dovetail with current national and international service delivery models for all young people and their families. Orygen Digital is commencing a deployment of the leading MOST platform across Victorian youth mental health services (headspaces and state-funded specialised services). This will require significant growth in Orygen Digital's clinical team to facilitate the success of this project, beyond which there is potential for further deployments across other Australian and international mental health services.

### 3. ABOUT ORYGEN

VISION: Young people to enjoy optimal mental health as they grow into adulthood.

MISSION: Reduce the impact of mental ill-health on young people, their families and society.

Orygen is the world's leading research and knowledge translation organisation focusing on mental ill-health in young people. Working side-by-side with young people, our partners and one another, we're redefining what's possible in global research, policy, education and clinical care. Find out more on our [website](#).

### 4. KEY RESPONSIBILITIES/OUTCOMES

The Clinical Services Manager's key responsibilities will be to:

#### Clinical Leadership

- provide accountable, competent and effective clinical leadership across the clinical delivery team (including clinicians, peer support workers, vocational specialists and their relevant supervisors)
- coordinate the clinical delivery team, including rostering
- ensure high level of collaboration and communication between all parts of the clinical team
- develop and evaluate quality improvement and professional standards (including risk and safety protocol)
- engage and present to key internal and external clinical governance bodies
- develop, manage and monitor overall safety procedures
- ensure adherence, across all clinical support, to medicolegal and ethical requirements
- contribute to the production of training materials as required
- contribute to the training of online clinicians as required
- facilitate the recruitment and selection of supervisors, online therapists, and vocational workers

#### • Service Model Development

- lead the design, continued refinement and application of the MOST service model blueprint and clinical care model, based on clinical expertise, experience of team and feedback from services (via Clinical Implementation Lead)
- advise on business development opportunities including the enhancement and development of service models

#### Project Delivery

- engage with Agile Project Management Office (APMO) activities
- highlight and solve potential challenges in the use of MOST in clinical settings
- engage with the project leadership team and Orygen Executive team as required

### 5. SELECTION CRITERIA

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

#### 5.1 Essential

- Fully qualified Psychologist, Social Worker, accredited mental health Occupational Therapist or other mental health professional with eligibility for appropriate membership with accredited registering body
- Extensive experience working in a clinical setting within the youth mental health system, including extensive experience within leadership roles

- Experience supervising psychologists, social workers, and allied mental health professionals
- Demonstrated ability to build and lead a team to deliver a high standard of client care and support
- Demonstrated understanding of contemporary clinical practices, health practice legislation and professional ethical standards
- Current APHRA registration
- Approved supervisor with the Psychology Board of Australia
- Excellent interpersonal skills and significant leadership experience (exposure to change management is highly desirable)
- Experience working in a multidisciplinary team setting
- Experience training and mentoring clinical staff
- Proven ability to develop quality materials that support clinical practice and onboarding
- A capacity to work independently in a fast-paced environment, work to appropriate timelines and demonstrate problem solving abilities
- Highly developed oral and written communication
- Experience in service model design

## 5.2 Desirable

- Experience delivering, designing and supervising digital, telehealth and telecare service delivery
- Area of practice endorsement in Clinical Psychology.
- Experience balancing organisation requirements and the needs and perspectives of young people
- Passion for novel agile digitally enabled models of mental health care for young people
- Passion for working in a highly multi-disciplinary team and support the functioning and operations of the team as required
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## 6. PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE

The Clinical Services Manager will be expected to have:

- Proficient computer skills with a demonstrated ability in word processing, PowerPoint and other office software, as required
- Highly refined theoretical and applied knowledge related to clinical practice
- Understanding of youth mental health systems and the not-for-profit sector, and an ability to apply this knowledge to the Orygen Digital context.

## 7. SPECIAL REQUIREMENTS

- Occupational Health and Safety (OH&S) and Environmental Health and Safety (EH&S) responsibilities as outlined in Orygen's Occupational Health and Safety policy.
- All Orygen employees are required to familiarise themselves with the organisation's policies and procedures and to adhere to them at all times.
- Unrestricted right to live and work in Australia
- A current National Police Check will be required.
- A current valid Working with Children Check is required.
- Any offer of employment is conditional upon receipt and maintenance of a satisfactory Working with Children Check.
- Travel to other Orygen workplaces may be required
- Some out of hours work may be required