

## Position Description

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# Clinical Service Manager

## Section A: Position Details

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| Position title:           | Clinical Service Manager  |
| Employment Status         | Full-time   |
| Classification and Salary | Health Professional and Supports Services Award 2010, Level 2, (Above Award) \$93,994 per annum |
| Location:                 | Living and Learning Centre, Ipswich   |
| Hours:                    | Monday to Friday 8:30am – 5:00pm<br>(with some after hours and weekend work as required).       |
| Contract details:         | Maximum Term to 30 June 2022  |

## Organisational Context

Neami National is a community-based recovery and rehabilitation service supporting people living with mental illness and psychiatric disability 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.

As an organisation based strongly on our mission, vision and values, Neami is committed to demonstrating the highest standards of safety and quality across all our services. Neami views quality, safety and clinical governance activities as key components of the role and responsibilities of all staff and an essential process in the provision of safe and high-quality support services to consumers.

We acknowledge Aboriginal and/or Torres Strait Islander peoples and communities as the Traditional Custodians of the land we work on and pay our respects to Elders past, present and emerging. We recognise that their sovereignty was never ceded. Neami National is committed to cultivating inclusive environments for staff, consumers and carers. We celebrate, value and include people of all backgrounds, genders, sexualities, cultures, bodies and abilities. We are an environmentally conscious organisation and a smoke free organisation.

## Position Overview

The Clinical Service Manager (CSM) will lead a team of Mental Health Nurses and Peer Wellbeing Coaches delivering a range of integrated stepped care mental health services from Neami's *Living and Learning Centre* at Ipswich. The *Living and Learning Centre Ipswich* operates within the Ipswich, Lockyer Valley, Scenic Rim and Somerset Local Government Areas and will be open Monday to Friday within general business hours. The *Living and Learning Centre Ipswich* has been funded by the Darling Downs and West Morton PHN as part of the Stepped Care approach.

The Centre has an integrative team made up of Mental Health Nurses and Peer Wellbeing Coaches. The successful applicant must hold a tertiary qualification in nursing and be registered through the Australian Health Practitioner Regulation Agency (AHPRA). Credentialed mental health nursing registration will be highly regarded. The CSM will be expected to deliver clinical care coordination as part of their position. The Centre provides a selection of individual and psychoeducation group work to eligible consumers with needs ranging from low intensity to severe and complex. The CSM will be active in developing and maintaining strong relationships with stakeholders in the community to broaden referral pathways and will build inclusive opportunities for consumer and carer input into service design. The CSM will work in a continuous improvement mindset that leads to the further development and growth of services and programs within the Centre that meet identified consumer needs.

## Period of Employment

Maximum Term contract until 30 June 2022, subject to a 6-month probationary period.

## Accountability

The Clinical Service Manager is accountable to the Regional Manager – South Queensland. The position is full-time with hours of work Monday to Friday 8:30am – 5:00pm (with some after hours and weekend work as required). The Clinical Service Manager will be expected to participate in meetings and have some on call responsibilities outside of the designated hours.

## Conditions of Employment

The terms and conditions of employment will be in accordance with the Health Professional and Supports Services Award 2010, Level 2, (Above Award) \$93,994 per annum. 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:

- Registration history including evidence of current professional registration
- Details of any endorsement or accreditation by colleges, associations or societies for provision of clinical services
- Details of previous mental health care related employment
- Criminal record checks are mandatory for all new appointments. Neami 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 checks are required before commencement of work - Blue Card with Yellow Card Exemption or Blue & Yellow Cards (employee responsibility)

Core requirements while employed at Neami:

- The employee 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.

- At all times the employee must maintain annual registration requirements with appropriate registration authority (APHRA) including registration standards and continuing professional development (CPD).

## Qualifications

- The Clinical Service Manager will be expected to be registered with APHRA and have additional Mental Health credentials through the Australian College of Mental Health Nurses.

## Section B: Application Procedure

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To discuss the position, please contact:

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|-----------------------|-------------------------------------|
| Name:                 | Adam Weatherill                     |
| Title:                | Regional Manager – Queensland South |
| Contact Phone Number: | 07 3493 6780                        |

Applications should include a CV and a Cover Letter explaining your interest in the position and working at Neami National.

To apply, please:

- include three current referees; and
- ensure the files are in Word (.doc) or Adobe Reader (.pdf) format.

Closing date for applications: 16 July 2020

***Applicants from Aboriginal and Torres Strait Islander backgrounds and culturally & linguistically diverse backgrounds are encouraged to apply.***

Please visit [www.neaminational.org.au](http://www.neaminational.org.au) for more information on our organisation, services and other employment opportunities around Australia.

## Section C: Key Responsibilities

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### Management: Strategic Partnerships and Service Development

- Initiate, lead and coordinate strategic partnerships within the community, North Brisbane PHN, Area Mental Health Service, local government, community housing, and health and welfare providers to improve health and wellbeing outcomes for consumers. In collaboration with partners, staff, consumers and carers, 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
- Support the multi-disciplinary team as required e.g. when workers 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 *Living and Learning Centre*, Ipswich staff, including Mental Health Nurses and Peer Wellbeing Coaches
- 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
- Provide practice development sessions with the mental health nurses and senior practice leads
- Ensure that all staff are provided with a bi-annual feedback session
- Mediate and negotiate with staff in areas of conflict and industrial dispute in collaboration with the Regional or State Manager and Neami's People Capability and Culture team

## Management: Administration and Finance

- Manage the *Living and Learning Centre Ipswich* budgets including; monitoring progress against financial targets and ensuring priorities are established and met
- Regularly assess the physical, technological and staffing needs of the *Living and Learning Centre Ipswich* and develop proposals to meet expanding needs
- Implement the 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 the applicable database and minimum data set reports are developed on time and in accordance with required reporting processes
- Provide a monthly report to the Regional 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
- Provide written reports against Key Performance Indicators and in line with contract obligations

## Service Delivery

- Provide clinical oversight for and positive leadership of the *Living and Learning Centre Ipswich* team, to ensure all staff within the team work together to achieve excellence in service delivery, within the available resources
- Facilitate a strong clinical governance culture within the team, where each practitioner takes responsibility for their own decision making and quality improvement activities, whilst supporting the clinical governance framework of Neami. This includes monitoring and evaluation to ensure Neami's internal audits and external accreditation requirements are met

- Promote Neami's culture of practice, which is underpinned by the principles of Collaborative Recovery. Ensure that a consumer-centred approach is used in the provision of intake, assessment and referral services
- Provide services that are consistent with Neami's Clinical Governance Framework
- Work within the parameters of Neami's policies and procedures in addition to any professional codes of conduct.
- Actively contribute as a team member to the delivery of integrated mental health service delivery with the aim to more effectively support consumers and promote the recovery model
- Participate in the regular collection of service data which can then be used to inform reporting, evaluate outcomes and assist with the continuous improvement of the service
- Ensure incident and critical incident reporting occurs in accordance with guidelines and take part in local on-call arrangements as required
- Work and act independently within the parameters of the role, demonstrating professional autonomy and an ability to decide when it is appropriate to refer to the Regional Manager, or other Senior staff for guidance

## Clinical Services

Coordinating and providing clinical mental health services including:

- assessing and screening referrals using appropriate tools, policies and procedures;
- providing information about mental health and available services;
- triage and assessment of mental health referrals;
- working collaboratively with clients and their families to identify their mental health (and where appropriate, general health) needs;
- coordinating client therapeutic interventions by formulating client plans in collaboration with the client, staff and external workers and agencies, including making internal and external referrals as needed;
- determining client goals and strategies to be implemented through therapy and review as required;
- supporting the continuity of client care and information flow between clients, staff, external workers and agencies and primary health partners;
- participating in psychiatric assessment with clients where appropriate; and
- providing individual and group clinical interventions as required.

## Section D: Key Competencies

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### 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:

### 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:

- Computer literacy; and
- A current Australian driver's licence