

Position description

Service Manager – UMHCC Service

Section A: position details

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| Position title: | Service Manager - UMHCC |
| Employment Status | Full Time |
| Classification and Salary | CSD Level 5 base salary from \$91,772 - \$95,835 per annum plus superannuation depending on skills and experience |
| Location: | Neami Urgent Mental Health Care Centre, Adelaide |
| Hours: | 7 Day Rotating Roster, 11:30am – 7:30pm (some work outside regular hours may be required) |
| Contract details: | Maximum Term Contract until October 2022 with a high possibility of extension to 30 September 2024; subject to review of funding |

Organisational context

Position overview

The Neami Group provides community-based recovery and rehabilitation services that support people living with mental illness to improve their health, live independently and pursue a life based on their own strengths, values and goals. Our vision is 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.

The Neami Group is made up of the organisations Neami National and Mental Health and Wellbeing Australia (Me Well). Neami National is one of Australia's largest and most innovative mental health providers and in 2017, Neami National celebrates 30 years' of supporting people living with mental illness. Established in 2016, Me Well is a wholly owned subsidiary of Neami National and a provider of specialist mental health services under the National Disability Insurance Scheme (NDIS).

The Neami Group is committed to demonstrating the highest standards of safety and quality across all of our services. Quality, safety and clinical governance activities are key components of the role and responsibilities of all staff and an essential process in the provision of safe and high quality support services.

We acknowledge and value diversity and inclusion – we know that it makes our teams, services and organisation stronger and more effective. We are a smoke free organisation.

The Service Manager is an exciting new role responsible for the establishment, ongoing management and further

development of the of South Australia’s first Urgent Mental Health Care Centre (UMHCC). The UMHCC is based on RII International’s “Crisis Now” movement and their international leading lived experience, high engagement, multi-disciplinary crisis model offering an alternative to Emergency Department presentations.

The Service Manager reports to the Regional Manager - Crisis Services and will lead a multi-disciplinary team consisting of fifty percent Peer Support Workers along with medical officers, nurses and clinicians to deliver safe & quality services that produce recovery-oriented outcomes and a great consumer experience. Neami holds a high standard of leadership and expects them to lead and maintain a positive culture, quality coaching, supervision and to motivate high performance with their reporting Clinical and Peer Leads and the broader team.

They Service Manager will work collaboratively with partners to improve and develop the overall service response to people presenting with urgent mental health needs. 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.

Period of employment

Maximum Term Contract until 31 October 2022; with high possibility of extension to 30 September 2024; subject to review of funding contracts and performance. This position is subject to a 6-month probationary period, if applicable. The Service Manager may be expected to work some additional hours, including participating in meetings outside of ordinary working hours. Salary is inclusive of any reasonable additional hours.

Accountability

The Service Manager is responsible to the Regional Manager Crisis Services. The position is full-time with 7 Day Rotating Roster, 11:30am – 7:30pm (some work outside regular hours may be required). 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 \$91,772 - \$95,835 per annum dependent on skills and experience pa dependent on skills and expertise. This position is subject to ongoing funding with SA Health.

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:

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| 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 |
| Driver 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. |

Section B: key responsibilities

Leadership and Workforce

- Lead, coach, motivate and inspire the multidisciplinary team in the attainment of high-quality outcomes
- Promote a positive and constructive multi-disciplinary team culture
- Coordinate recruitment, selection, induction and training of the UMHCC multidisciplinary team
- Ensure all staff are aware of and adhere to Neami National's mission, values, policies, procedures and standards
- Ensure team meetings, practice & performance development, profession appropriate supervision, training and skill development is in place for all staff members
- Mediate and negotiate with staff in areas of conflict and industrial dispute in collaboration with the Regional or State Manager
- Participate as a constructive and professional member of the SA State Leadership team

Partnerships with Purpose

- Actively promote consumer & carer participation, co-design, reconciliation, diversity and inclusion
- Initiate, lead and coordinate key partnerships with RAH, SAPOL, SAAS, Triage and other key stakeholders
- UMHCC is delivered in an accessible manner
- Assessment, planning, implementation, and evaluation of the UMHCC
- Professionally represent Neami and SA State Leadership Team (internally and externally to Neami)
- Undertake projects that contribute to the overall development of the UMHCC and organisation
- Support reducing our impact on the environment and work towards a sustainable future

Quality and Safety

- Oversee safe and high-quality multi-disciplinary service delivery within the Neami Clinical Governance Framework
- Promote and build strong lived experience frameworks, practices and workforce
- Appropriate credentialing, scope of practice and supervision is in place for all clinical roles
- Key policy, procedure, guidelines, systems and clinical standards are in place and practiced
- Quality, risk and safety systems and practices are in place and practiced
- Incident management, reporting and after-action review
- Consumer feedback and complaints system in place and followed
- Ensure all consumer information and data is kept up-to-date and is accurate

Management and Reporting

- Manage the UMHCC budget
- Regularly assess and respond to the physical, technological and workforce needs
- Ensure service reporting is compliant with the UMHCC contract and evaluation framework, in partnership with the Regional Manager

Health Promotion

- Promote a better understanding of the mental and physical health needs of people
- Develop mechanisms to promote Neami's vision, services and outcomes to the community

Professional development

- Participate in fortnightly Practice Development sessions (supervision) with manager
- Actively work to improve identified skill areas
- Participate in professional development opportunities

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:

Qualifications

The successful candidate will have either/or of the following qualifications and accreditations:

- Social Workers - Mandatory requirement that the incumbent is eligible for membership to AASW and must have minimum 2 years' experience in mental health practice and current Accredited Mental Health Social Work endorsement with the AASW would be highly desirable
- Psychologists – General or Clinical Registration with the AHPRA with 2 years' experience in mental health practice.
- Registered Nurse – Registration as a Registered Nurse under the Health Practitioner Regulation National Law Act 2009 with a current annual practicing certificate from the AHPRA is essential. Highly desirable: 2 years' experience in mental health practice and a relevant post-registration and/or tertiary qualifications in mental health nursing. Credentialed status with the ACMHN would be highly desirable.
- Occupational Therapist - Degree – Registration with the AHPRA with a current annual practicing certificate is essential. Incumbent is required to have 2 years' experience in mental health practice and current Accredited Mental Health endorsement with the OTA would be highly desirable.
- It is a responsibility of the incumbent to maintain all registrations requirements with the appropriate registration authority and continuing professional development

Skills and Abilities

- Ability inspire and facilitate team commitment, motivation and cooperation
- Ability to lead and promote a strong and effective Peer Workforce within a multi-disciplinary team
- Demonstrated commitment to diversity, inclusion and human rights
- Demonstrated ability to build partnerships and collaborate with consumers, carers and key agencies
- Demonstrated ability to effectively perform in an environment of change
- Able to contribute to service evaluation, policy and procedure and other continuous improvement
- Highly developed interpersonal skills, including using reflective practice principles.

Experience

- Proven experience at a leadership level within the area of mental health
- Significant relevant experience, skills and working knowledge of mental health and crisis
- Experience in successfully leading/coordinating a team of staff and working as a member of a multi-disciplinary team
- Experience working across a range of Commonwealth and State funded mental health programs to deliver contract compliance.

Knowledge

- Sound understanding of Mental Health, professional and practice standards and associated legislation

- Demonstrated understanding of the issues relevant to people experiencing with mental illness and crisis
- Knowledge of first responder, mental health and associated services particularly relevant to UMHCC
- 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, values and ethical behaviour

Deciding and initiating action

- Makes prompt, clear decisions which may involve tough choices of considered risks
- Takes responsibility for actions
- Takes initiative, acts with confidence, and works under own direction
- Leads and supports continuous improvement through new ideas and change initiatives
- Skills in managing critical incidents in problem solving, conflict resolution and working to timelines

Working with people and building relationship

- Adapts to the team and builds positive and constructive team culture
- Listens, consults others and communicates clearly and proactively in an open and honest manner
- Openly communicates and demonstrates self-awareness

Leading, coaching and mentoring

- Communicates expectations to the team and holds staff members to account
- Motivates and empowers staff members through coaching and mentoring
- Validates the achievements of staff, and regularly gives clear, honest feedback
- Provides others with a clear direction and delegates work appropriately and fairly
- 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
- Exercises common sense, considers all available information, and takes account of broader circumstances in decision making
- Produces workable solutions to a range of problems
- Purposefully analyses numerical data, verbal data, and all other sources of information
- Demonstrates an understanding of how site-specific practices fit into larger organizational structures

Adapting and responding to change and coping with challenges

- Adapts to changing circumstances and responds to the reactions and feedback of others
- Deals with ambiguity, making positive use of the opportunities it presents
- Maintains hope, and role models a positive outlook during challenging times at work

In addition, you will need:

- Advanced Computer literacy
- Current Australian driver's license