

## Position description

---

# Service Manager

## Section A: position details

---

|                            |   |
|----------------------------|---|
| Position title:            | Service Manager   |
| Employment Status:         | Full Time   |
| Classification and Salary: | CSD Level 5 from \$91,772 - \$95,835 pa dependent on skills and experience                  |
| Location:                  | Neami Geraldton, 2 Larkin Street, Geraldton   |
| Hours:                     | Monday to Friday 8:30am to 5:00pm   |
| Contract details:          | Maximum term contract until 30 <sup>th</sup> June 2025, subject to 6 month probation period |

## Organisational context

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

We provide services in over 54 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 of 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.

## Position and Site overview

The Geraldton Step Up/Step Down Service is a 10 bed, maximum 28 day stay facility, that provides a Step Up/Step Down option for people who are becoming unwell or are still recovering from an acute illness and need a short period of additional support and consolidation to complement their treatment and support. The Geraldton Step Up/Step Down is operated by Neami in partnership with WA Country Health Service. The Step Up/Step Down Service will accept referrals from the Mid West region. During their stay consumers are assisted to develop a wellness plan including relapse prevention. The staff team at Geraldton Step Up/Step Down will consist of a Manager, a Senior Practice Leader, Community Rehabilitation and Support Workers (CRSWs), an AOD Liaison Worker, Peer Support Worker (PSW), and Administration Support. The facility is staffed 24 hours per day, 7 days per week and operates on a 7 day rotating roster consisting of morning and afternoon shifts.

The Service Manager will initiate, lead and coordinate strategic partnerships within the community, local government, community housing, and health and welfare providers to improve health and wellbeing outcomes for consumers. They will coordinate the recruitment and selection of staff with support from HR, ensure practice development (supervision), training and skill development is provided, and manage the service budget including; monitoring progress against financial targets and ensuring priorities are established and met.

The Service Manager is responsible for the overall management and continued development of the Step Up/Step Down program. The Service Manager will play a pivotal role in monitoring performance, ongoing evaluation and review of service outcomes.

## Period of employment

Maximum term contract 30 June 2025; subject to a 6 month probationary period. Further contract post June 2025 dependent on further funding contracts and performance.

## Accountability

The Service Manager is responsible to the WA Regional Manager, Clinical Services. The position is full-time with hours of work Monday – Friday 8:30am to 5:00pm. The Service Manager will be expected to participate in state wide meetings and have some on call responsibilities outside of the designated hours. Provision for on-call duties will be through the 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: \$91,772 - \$95,835 pa depending on experience and set out in an individual contract of employment.

The employee’s employment is not regulated by any award or enterprise agreement but is covered by the National Employment Standards (“the NES”) prescribed in the Fair Work Act 2009. The terms and conditions which are set out in the Neami Limited National Employment Agreement apply except and save for where the terms are expressly provided in this Agreement. Where there is inconsistency between the terms of the Neami Limited National Employment Agreement and this Agreement, the terms of this Agreement prevail.

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:

|                            |   |
|----------------------------|---|
| <p><b>Police check</b></p> | <p>Whilst a criminal record check is completed as part of the recruitment process, a criminal history does not disqualify someone from working at Neami. In cases of a criminal history, a staff risk assessment will be completed. 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.</p> |
|----------------------------|---|

|                                       |   |
|---------------------------------------|---|
| <b>Working with Children check</b>    | A valid Working with Children check must be supplied by all new employees (employee responsibility).  |
| <b>Experience</b>                     | Experience in clinical mental health or similar residential settings is required.   |
| <b>Car licence</b>                    | A valid Australian driver's licence (P plate or above) must be supplied by all new employees.   |
| <b>Suitable Vehicle</b>               | You may be required to use your own roadworthy vehicle insured to a minimum level covering 3rd party fire and theft (comprehensive cover is recommended).   |
| <b>Right to work within Australia</b> | 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

### Management: Strategic partnerships and service development

- Initiate, lead and coordinate strategic partnerships within the community, 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
- Ensure a strong working relationship is developed, monitored and maintained with the clinical partner WA Country Health Service and take a lead role in the assessment, planning, implementation, and evaluation of the Step Up/Step Down Service
- Ensure services are provided in an accessible manner with mechanisms in place to regularly monitor the level of access achieved.
- Identify key policy issues relevant to the Geraldton Step Up/Step Down Service (internally and externally) and ensure appropriate responses
- Undertake projects that contribute to the overall development of the organisation as decided by State Manager, National Leadership Team or the CEO

### Management: Staffing

- Coordinate the recruitment and selection of all Neami National Service staff
- Ensure that all staff are aware of and adhere to Neami National's mission, values, culture, policies and procedures
- Ensure onboarding, 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 Manager, State Manager and the People, Culture and Capability Unit

### Management: Administration and finance

- Manage the Neami Geraldton 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 data reports are developed on time and in accordance with required reporting processes as set out by the WA Mental Health Commission
- Monitor and further develop the Funding and Service Agreement in consultation with the Neami Geraldton Leadership Team, Regional Manager and the State Manager

## 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:

### 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 relationships

- 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