

Position description

Service Manager- Wellness Connect: Continuity of Support Service

Section A: position details

Position title:	Service Manager – Wellness Connect: Continuity of Support Service
Employment Status	Full Time
Classification and Salary	CSD Level 5 \$91,772 - \$95,835 depending on level of skills and experience
Location:	Neami Adelaide CBD
Hours:	Monday to Friday 9:00am – 5:30pm (some work outside regular hours may be required)
Contract details:	Maximum Term Contract until 30 June 2022 This position is subject to ongoing funding with APHN

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 more than 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 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 are a smoke free organisation.

Position overview

The Service Manager provides service delivery leadership and program management of the Continuity of Support service as funded by the Adelaide Primary Health Network (APHN). This exciting position will provide guidance and expertise to ensure the service contributes to the increase of the participant’s capacity and independence; engages appropriate services is efficient and responsive and achieves key performance indicators and the service is of a high quality. The Continuity of Support (CoS) Service supports eligible clients who have been found ineligible for the NDIS and need further psychosocial support to aid in their recovery

The four key aims of services are:

- (a) increase personal capacity, develop independent living skills, confidence and self-reliance;
- (b) increase social participation;
- (c) streamline access to appropriate services; and
- (d) provide flexible and responsive support at times of increased need.

Supports delivered under this program will be predominantly group based, focused on building individual capacity, with additional targeted individual support at times of increased need according to the person’s individual plan.

The role of the Service Manager is to supervise the Wellness Connect lead team which will include Senior Practice Leader and Operations Support. This role will also support staff from multiple agencies working in a consortium model. There will be a requirement to ensure streamlined and effective delivery of supports across the region.

The Service Manager will provide supervisory and managerial and will work collaboratively with the Wellness Connect consortium.

Period of employment

Maximum Term Contract to 30 June 2022; subject to a 6-month probationary period.

Accountability

The Service Manager is accountable to the Regional Manager Primary Mental Health programs.

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 depending on skills and experience. This position is subject to ongoing funding with APHN.

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 and Vulnerable Persons 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.
Suitable Vehicle	A roadworthy vehicle insured to a minimum level covering 3rd party fire and theft (comprehensive cover is recommended). The vehicle must be capable of transporting multiple passengers in a safe manner.
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	It is a requirement of this position that you hold, and provide Neami evidence of, a Mental Health (or equivalent Health-related tertiary level qualification) or at a minimum, Certificate IV in Primary Health Care or A qualified health worker (Nurse, Aboriginal and Torres Strait Islander health practitioners, must hold relevant registration with AHPRA).

Section B: Key responsibilities

Provide a coordinated service to consumers

- Supervise and coach the Neami Wellness Connect lead team
- Share role of Adelaide CBD Site Management
- Undertake CoS reporting to the fund holder (APHN) and Wellness Connect Consortium
- Attend the monthly Wellness Connect (WC) Management Group with the Regional Manager and minute this meeting and report on operational details of all contracts
- Oversee financial management of all Wellness Connect Services including managing implementation costs and
- Oversight of quality of service across the consortium working in with leads of consortium agencies for this purpose
- Manage/develop MOUs and Sub Contracts for the consortium (in conjunction with the Regional Manager)
- Complete internal bi-monthly Service Manager Reports
- Assist the team with strategies to support engagement with consumers disconnected from the service system
- Engage with and work collaboratively with the existing care coordination activities that may already be in place
- Utilise conflict resolutions skills and participate in cross program/service coordination to resolve issues
- Advocate for the consumer as needed or requested
- Contribute to service mapping and gap analysis in your area

Participate fully as a team member

- Management of external and internal evaluations and participation in national evaluation
- Addressing concerns/issues/complaints
- Using the team approach to support work, cooperate closely with other team members and service providers to ensure continuity of care and provision of a comprehensive service
- Actively participate in reflective practice through team meetings, decision-making processes, service planning sessions, supervision and staff development activities
- Assist the team to regularly evaluate the effectiveness of the service in consultation with consumers

Develop and foster partnerships

- Work with the Management Group and the Regional Manager to ensure that staffing levels are appropriate to levels of demand for services
- Coordinate strategies to manage issues relating to all Wellness Connect service
- Participating with the Regional Manager in the Wellness Connect Management Group which is a strategic level group responsible for providing leadership and direction for the consortium.
- Assist with promoting and educating consumers and stakeholders on the Wellness Connect service.
- Developing and maintaining local partnerships and relationships
- Ensure the central register of clients is maintained
- Represent Neami and the Wellness Connect service on relevant committees, advisory groups and other events as required
- Establish and maintain sustainable service pathways, partnerships and support networks to meet consumer needs
- Promote higher level systemic change by building and strengthening community partnerships to encourage innovative and collective solutions

Maintain records and resources

- Collect, collate and maintain data on all consumer interactions, ensuring that the data is accurate, up to date and complies with reporting guidelines
- Collect information on local community services and supports
- Support Neami efforts in reducing our impact on the environment and work towards a sustainable future

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.

About this role:

The successful applicant for the Service Manager Wellness Connect Continuity of Support Service position will bring solid experience in the human services environment. They will equally bring experience in leadership, which encourages inclusiveness by bringing people together, demonstrating emotional intelligence and therefore a leadership style which will assist staff members manage changes well. They will demonstrate an understanding of how best to access, advocate for, and maintain services for consumers living with a mental illness who have complex needs. And they will demonstrate resilience and the ability to problem solve and plan when events may appear unpredictable or chaotic. This experience will be complimented by a keen and dedicated commitment to supporting recovery and improving outcomes for people living with mental illness in our community. If this sounds like you, we welcome your application!

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

Working with people and building relationships

- Experience in working in partnerships in a health context
- Experience in conducting assessments using standardised assessment tools
- Understanding of a quality improvement approach to service delivery
- Experience working in a primary health care setting
- Experience in team leadership
- Excellent ability to manage human and financial resources

- Demonstrated professional and personal commitment to upholding and advocating for the rights of people living with complex mental health and other needs
- Understanding and commitment to recovery-oriented principles in mental healthcare and demonstrated skills in working with clients with complex needs, including case coordination
- Demonstrated ability to work effectively with a range of different service providers (including government and non-government) to access services and / or coordinate service delivery
- Adapts to the team and builds team spirit
- Listens, consults others and communicates proactively to address conflict
- Develops and openly communicates self-insight such as an awareness of own strengths and areas for development
- Clearly conveys opinions and information verbally
- Establishes respectful professional relationships that have clear boundaries with consumers, staff and partner organisations
- Develops and maintains productive working relationships with other staff and organisations
- Gains agreement and commitment from others by engaging and gaining respect
- Manages conflict in a fair and transparent manner

Communicating and Facilitating

- Excellent verbal and written communication skills with service providers, consumers and funders
- Speaks clearly fluently and honestly to engender trust
- Demonstrates awareness of, and ability to, regulate their own emotional reactions
- Adapts communication style to meet the needs of others
- Engages with a diverse range of people and can build productive working relationships with colleagues and partner organisations
- Produces new ideas, approaches or insights when working with consumers
- Describes the stages of recovery to facilitate a consumer's, and other organisations' understanding of the recovery journey
- Promotes ideas on behalf of self or others and supports others to self-advocate

Planning, organising and problem solving

- Proven ability to analyse problems and formulate solutions in a clear, innovative and resourceful manner and evidence of a holistic approach
- Clear understanding of the range of issues and challenges confronting people with severe and persistent mental illness, and complex needs
- Actively engaging with clients to offer and seek solutions to complex problems in a resourceful manner using the additional services and support available to enhance recovery outcomes
- Ability to work independently when required, taking appropriate initiative but also participate as an integral member of a team
- Manages time and prioritises tasks effectively
- Sources and organises resources required for a task

- Is accountable and proactive about reviewing progress and outcomes
- Is innovative and creative when producing workable solutions to problems
- Appropriately follows instructions from others and understands and respects authority
- Exercises common sense in making judgments and seeks solutions to problems
- Supports continuous improvement through developing new ideas and supporting change initiatives

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 a hopeful and positive outlook during challenging times at work
- Demonstrates self-awareness and ability to reflect and handle feedback well and learn from it

In addition you will need:

- Computer literacy
- Current Australian driver's licence
- Tertiary health qualifications in a health/human services discipline
- Knowledge and/or experience of the SA mental health system
- Knowledge of relevant State and Commonwealth Acts and Legislation relevant to people living with mental illness and / or disability
- Knowledge of supported decision making for people who may live with a level of mental incapacity, as defined by the Guardianship and Administration Act 1993
- Knowledge of National Mental Health Standards
- Knowledge and or awareness of the National Disability Insurance Scheme
- Significant experience working with people with mental illness in a non-clinical setting