

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 per annum dependent on skills and experience
Location:	Neami Nepean (Penrith)
Hours:	Monday to Friday 8:30am - 5:00pm
Contract details:	Maximum Term contract until 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 are a smoke free organisation.

Position overview

The Service Manager of Neami Nepean (Penrith) will be responsible for the delivery and operations of Housing Accommodation Support Initiative (HASI) and a low intensity Mental Health Group Program funded by the PHN.

Working in partnership with Nepean Blue Mountains Local Health District, The HASI program offers flexible, community-based 1:1 outreach support to consumers so they can better engage with their own psychological recovery journey, enhance physical health and wellbeing and participate in their community of choice. The program also provides in-reach and transitional support to people leaving acute hospital settings and transitioning into the community.

The Service Manager is responsible for the ongoing management and further development of these two programs. The Service Manager will work collaboratively with partners to improve and develop the overall service response to people living with a mental illness within our community. The Manager will also undertake a key role in service development, including ongoing evaluation and review of service outcomes.

The Neami Nepean site also hosts the Sustaining Tenancies in Social Housing (STSH) Program which is an early intervention program aimed at engaging with people who are at risk of losing their tenancies. The program will be operationally overseen by a Senior Practice Leader, located in Penrith, who will be responsible for supervising staff and carrying a caseload and will be supported to operationally manage the program by a program specific Regional Manager (STSH). The Penrith Service Manager will be responsible for supporting the program partnership development as well as participating in the Program Governance functions to ensure that the Sustaining Tenancies program is integrated into the Service System in the Nepean Blue Mountains and specifically Penrith service system to achieve best outcomes for consumer of the program.

Period of employment

Maximum Term Contract 30 June 2022, subject to a 6-month probationary period (where applicable).

Accountability

The Service Manager is responsible to the Regional Manager Western NSW. The position is Full Time with hours of work from 8:30am - 5:00pm, Monday - Friday. 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: \$91,772 - \$95,835 pa depending on experience.

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 NSW Working with Children check must be supplied by all new employees (employee responsibility).
Car 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

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
- 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 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 National Service staff
- 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
- 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 or State Manager and Human Resources

Management: Administration and finance

- Manage the Neami National 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 minimum data set reports are developed on time and in accordance with required reporting processes
- Monitor and further develop the Funding and Service Agreement in consultation with the Leadership Team and Regional or State Manager, develop funding submissions and coordinate budget allocations for the service
- Provide a monthly report to the Regional or State 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

Mental health promotion

- Promote a better understanding of the needs of people with a psychiatric disability among mainstream services and the local community by ensuring the provision of primary, secondary and tertiary consultation to mainstream services
- In conjunction with staff and on behalf of consumers, where appropriate, advocate for improved service delivery, additional resources and development of accessible community services in the catchment area of the Service
- Develop mechanisms by which Neami National services and the vision behind the organisation are regularly promoted to the community through public events, functions and forums
- Develop a Health Promotion Plan for the Service in cooperation with the Management Team to ensure consistency across services

Records Management

- Ensure records management obligations are met, including the proper retention of hardcopy and/or electronic records and ensuring files are accurate and up-to-date
- Ensure records management processes are followed, including the supervision of files and facilitating training when required

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 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
- Australian driver's licence