



Where mental wellbeing thrives

Position Description Senior Cluster Manager

'Where mental wellbeing thrives'

Position Details

Position Title:	Senior Cluster Manager
Position Level:	Level 8
Industrial Instrument:	Flourish Australia Enterprise Agreement 2018
Employment Type:	Full-time
Hours of Work:	38-hours per week

Position Summary

Senior Cluster Managers with Flourish Australia's Mental Health Services are responsible for the active and effective delivery of services for people with a lived experience of a mental health issue. They have responsibility for the leadership and management of a group of sites and/or programs within a defined service grouping of significant size, scope and budget.

Reporting directly to the General Manager, Operations, Senior Cluster Managers will oversee the development and growth in the service group, be responsible for continuous improvement initiatives, and be committed to developing and maintaining partnerships with internal and external stakeholders in the service group. Your combination of experience, expertise and competence attained through previous appointments will be essential to this role.

The Senior Cluster Manager's role is to achieve Flourish Australia's vision by providing a high quality and responsive recovery-oriented service that best supports people to achieve their hopes and dreams. Ultimately, they work with people who access Flourish Australia to achieve their full potential by getting the best out of all teams. You will achieve this by working with integrity and in a professional manner with the people who access Flourish Australia, your team, and interested stakeholders.

About Flourish Australia

Our name reflects our fundamental and enduring commitment to people's mental health and wellbeing, supporting them to thrive and live a contributing life.

Vision

Flourish Australia's vision is creating communities where everyone's mental health and wellbeing flourishes.

Mission

Supporting people to flourish, believe in their future and their place in the community.

Values

Flourish Australia values hope, inclusion, partnership, diversity, integrity, respect, trust.

Relationships and Authority

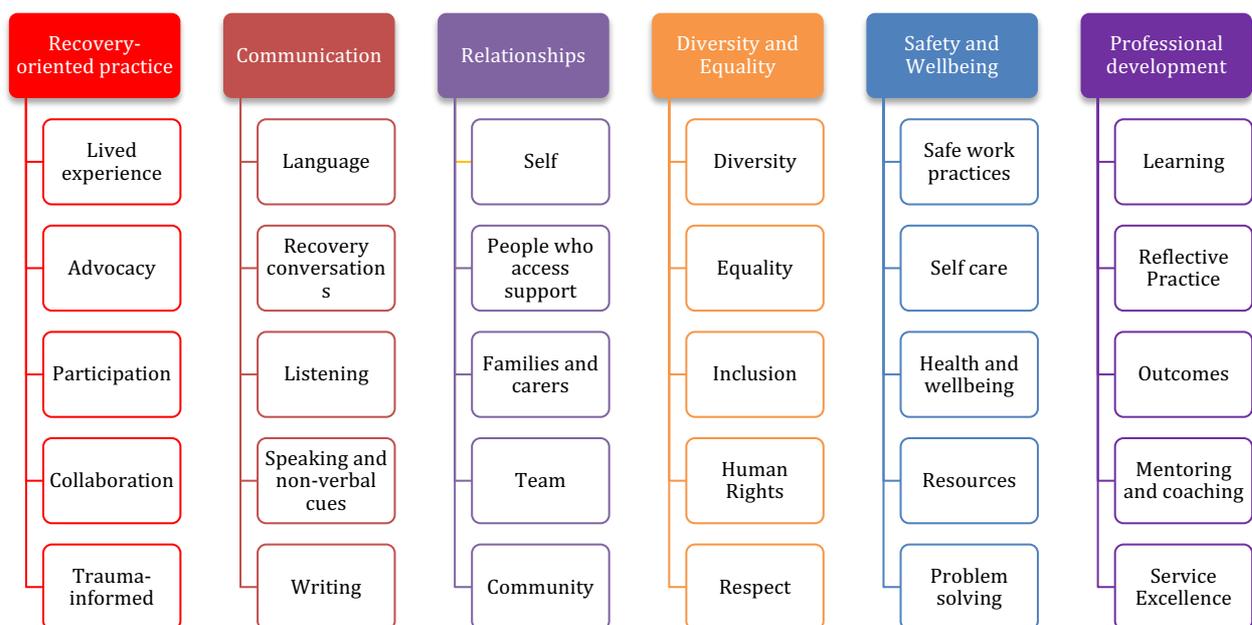
Reports to:	General Manager, Operation
Direct reports:	Managers, Team Coordinators, and other lower classified positions as required
External:	Primary Health Networks, Local Health Districts, Housing, Medicare Locals, other NFPs and community organisations, funding bodies, and other mental health service providers.

Organisational Accountabilities

- Abide by all Flourish Australia procedures and policies.
- Actively ensure the health, safety and wellbeing of yourself and others at work in accordance with your delegated authority and in accordance with the Work Health and Safety Act 2011.
- Understand and abide by the Flourish Australia Code of Conduct and Ethics, and maintain a professional level of behaviour and conduct in the workplace at all times.
- Complete all mandatory training.
- Be responsible for engaging in discussion about and helping to create and sustain a culture of continuous quality improvement.
- Actively promote a 'no wrong door' approach.
- Provide day-to-day supervision and support of frontline staff and frontline managers.
- Provide overall management and support the recovery of people who access our services.
- Administer rosters and timesheets, as required).
- Develop and grow the service on a strategic level and in accordance with local needs.
- Commit to the detection and prevention of fraud.
- Identify possible organisational risks and adhere to the Risk Management Framework.
- Work to support and promote the vision, mission, and values of Flourish Australia.

Key Capabilities

Flourish Australia's Capability Framework enables staff to develop their career with Flourish Australia. The Capability Framework consists of six core Capability Domains, which are core to the work we do. All Flourish Australia employees are required to work towards gaining the competencies set out in Flourish Australia's Capability Framework (below).



A seventh (7th) domain is provided for position-specific competency.

Position demands/frequency

The following tables provide an overview of some of the common physical and psychosocial demands placed on all employees working in mental health.

Physical demands/frequency

Position demand	Frequency	Comments
Standing	Frequent	Continuous and repetitive throughout the work day.
Sitting	Frequent	Continuous and repetitive throughout the work day.
Crouching	Occasionally	May be required.
Kneeling	Occasionally	May be required.
Stooping	Occasionally	May be required.
Walking	Frequent	Continuous and repetitive throughout the work day.
Stair climbing	Occasionally	May be required (but depends on workplace)
Controls/fine motor skills <ul style="list-style-type: none"> • Hand/arm • Foot/leg 	Frequent	Essentially, fine motor skills are required to perform activities of driving, operating computers and general cleaning support, as well as for administrative tasks.
Reaching (overhead)	Frequent	Continuous and repetitive throughout the work day in residential settings.
Driving	Frequent	Driving is a frequent activity performed by the staff in this role.
Lifting and carrying <ul style="list-style-type: none"> • 2kg-5kg • 5kg-10kg • 10kg-15kg • >15kg 	Frequent Frequent Occasionally Rarely	All lifting and carrying at Flourish Australia need to be performed by the employee and the chance of delegating to others is small. Other major lifts include shopping, laundry baskets and clothing.

Psychosocial demands/frequency

Position demand	Frequency	Comments
Working with distressed people	Frequent	e.g., episodic or grief situations
Working with people who may have experienced trauma	Frequent	e.g., child abuse, history of violence
Exposure to distressing situations	Occasionally	e.g., self-harm, death
Working with unpredictable or aggressive people	Occasionally	e.g., drug and alcohol induced, episodic situations, visiting people's homes

Key Tasks and Responsibilities

- Managing, developing and leading service provision and providing leadership in all aspects of the operation of the cluster.
- Managing the fiscal, people and property resources of the service within the scope of the position and under the direction of the relevant General Manager, Operations and the organisation's philosophies.
- Ensuring services are of a high standard and comply with standards of quality practice.
- Ensure all services and programs in your area operate within budget.
- Ensure staffing in line with staff profile in the cluster area.
- Oversee and ensure budget variance is achieved.
- Oversee and ensure incident follow-up and resolution within policy parameters.
- Ensure flexible working arrangements for staff are available when operationally possible.
- Oversee and ensure all staff in the cluster area participate in mandatory training annually.
- Oversee and ensure requests to recruit replacement staff provided within 1-week of a resignation being accepted.
- Attend and participate in suitable regular forums, interagency, and stakeholder meetings as required.
- Identify service gaps, develop opportunities to meet need, and report on these quarterly.
- Oversee and ensure reports are forwarded to General Managers 1-week before reporting timeframes are due.
- Oversee and ensure services are delivered in accordance with funding contracts
- Managing, developing and maintaining key partnerships with internal and external stakeholders.
- Meeting all policy, contractual and legislative requirements and ultimately achieving good outcomes for the people who access our services.
- Providing your teams with the support required for them to enable personal growth by projecting a positive outlook, a sense of belonging, and social inclusiveness in the community.
- Utilising excellent professional staff supervisory skills and resources management skills so people accessing our services receive a quality service.

- Developing a good understanding of Flourish Australia’s philosophy, recovery orientated services/culture, Disability Standards, National Standards for Mental Health Services, NDIS, Quality Assurance principles, Grievance policy, Work Health & Safety, and Privacy policy and relevant legislation.
- Achieving individual and organisational Key Performance Indicators (KPIs).
- Keeping senior management informed about your service grouping.
- Managing and expanding the services of the organisation in the defined region.
- Take an active role in the identification of current and future options for innovation, business development / expansion / growth.
- Provide financial, specialised, technical, professional and/or administrative advice on policy matters within the organisation and/or about external parameters such as government policy.
- Develop and implement techniques, work practices and procedures in all relevant facets of the work area.
- Demonstrate a high level of proficiency in the search of optimal solutions to new problems and opportunities, which may be outside an original field of specialisation.
- Take responsibility for decision-making within appropriate delegations.
- Lead the implementation of policies and programs and have the ability to formulate, implement, monitor and evaluate projects and programs.
- Undertake work of significant scope and complexity, including specific projects and work as required by the organisation.
- Successfully undertake duties of an innovative and/or critical nature with little or no professional direction.
- Undertake functions across a range of administrative, specialist or operational areas, which include specific programs or activities, management of services delivery and the provision of high-level advice.
- Manage extensive programs or projects in accordance with organisational goals.
- Be committed to data informed decision-making.
- Administer complex policy and program matters.
- Have detailed knowledge of policy, programs, guidelines, procedures and practices of the organisation and external bodies.
- Have detailed knowledge of Flourish Australia’s statutory requirements.

Required Skills and Personal Attributes

- Be proficient with technology and have a workable knowledge of databases.
- Be able to think laterally and contribute to a significant degree at high-level meetings.
- Obtain working knowledge of all Flourish Australia programs.
- Think creatively to solve problems.
- Have excellent time management and delegation skills.
- Have excellent report writing skills.
- Apply sound working knowledge of recovery-oriented practice.
- Be adaptable and be able to wear ‘different hats’.
- Have excellent interpersonal skills, be non-judgmental, be fair, patient, have a willingness to listen, and display empathy.
- A high level of financial acumen.
- Be people focused and work in partnership.
- Value diversity and be respectful at all times.
- Be committed to professional and ethical conduct.
- Effectively organise and plan your workday.

Key Selection Criteria

“Flourish Australia supports Affirmative Action. If two candidates present with suitability to a role, and one of those people has a lived experience, the person with the lived experience will be the preferred candidate.”

Essential:

1. A degree in the behavioural sciences or a health-related discipline.
2. At least 5-years experience in a relevant management role.
3. Well-developed communication, negotiation, and advocacy skills.
4. Demonstrated engagement, collaboration and negotiation skills, with the capability to build and maintain positive working relationships across multiple sectors with a range of organisations.

- 5. Demonstrated experience fostering and sustaining partnerships as well as ability to influence stakeholders at all organisational levels.
- 6. Demonstrate understanding of the challenges faced by people with a lived experience of severe and persistent mental illness and how providing a recovery-oriented service is of benefit to people.
- 7. Expert knowledge of relevant legislative and funding contract requirements.
- 8. Ability to use Microsoft Office Suite and ability to fully utilise the client information management system.
- 9. Current Australian Driver’s Licence.

Desirable:

- 10. A carer role or having a lived experience will be an advantage.
- 11. Experience working in Aboriginal communities and diverse communities will be an advantage.

All appointments with Flourish Australia’s Mental Health Services are subject to previous employment reference checks, Working With Children Check, satisfactory Australian residency status, National Criminal Record checks, and other background checks as required by different State legislation (e.g., Working with Disabilities *check* in QLD).

Agreement

I, _____, have read and understand my obligations as a Senior Cluster Manager with Flourish Australia as outlined in this position description.

I agree to abide by the Flourish Australia Code of Conduct and Ethics, and agree to read, understand, and abide by Flourish Australia’s policies and procedures.

Senior Cluster Manager

Name		
Signature		Date:

Nb: A signed copy of this position description must be returned to the People and Culture team