



Position Description

PD0004



Centre Manager

Program:	headspace Grafton
Location:	59 Duke Street, Grafton
Award:	Health Professionals & Support Services Award 2010
Classification:	Support Services Level 8 (paid over and above Award rate)
Reports to:	Chief Executive Officer
Direct employer:	GenHealth Inc.

ORGANISATION AND PROGRAM SUMMARY

GenHealth Inc.

GenHealth is a multi-disciplinary organisation providing evidence-based primary, specialist, allied health and health promotion services for those at risk in the community.

Trading as Coffs Harbour Women's Health Centre, **headspace** Coffs Harbour, and **headspace** Grafton, GenHealth is a not-for-profit non-government organisation working in partnership to ensure our services complement and strengthen the public health sector. The organisation's provision of accessible, cost-efficient and effective health services to prevent or lessen the long-term impact of illness is a vital contribution to the wellbeing of individuals, families and the community.

headspace Grafton

headspace Grafton is a program of GenHealth.

headspace is the National Youth Mental Health Foundation providing early intervention mental health services to 12-25 year olds, along with assistance in promoting young peoples' wellbeing (www.headspace.org.au). This is achieved through the Federal Government's funding of **headspace** services throughout Australia via the Primary Health Network. These Centres provide an entry point for young people to access a broad range of (well-integrated) services.

headspace Grafton has been operational since 2017 providing free and comprehensive youth health services (mental health, physical health, alcohol and other drug, vocational and educational), information and support to young people and their families in a youth friendly environment. The **headspace** Grafton team includes General Practitioners, Clinical Psychologists, Psychologists, Access Clinicians, IPS Vocational Specialists, Community Engagement, Project Officers and Administration staff.

The service aims to:

- provide improved access to mental health services;
- promote early identification and effective, evidence-based interventions;
- deliver client-centred care where specialist and primary health care providers work together within an accessible and integrated service framework.

POSITION SUMMARY

The purpose of the Centre Manager position is to lead, develop, implement, oversee and manage the operations, and the future growth and development of **headspace** Grafton. They will be a highly

motivated and capable person who will facilitate excellence in integrated, holistic health care, with the goal of improving outcomes for Young People who access the program, their family and friends, and the wider community.

The Centre Manager will work closely and collaboratively with a range of stakeholders to ensure all activities are in accordance with the **headspace** grant agreement with Healthy North Coast (HNC), and direction provided by GenHealth, the model of **headspace** Centres as defined by **headspace** National Office, consortium partners and the Youth Reference Group.

The Centre Manager will have extensive experience at managing multidisciplinary teams. Further, the Centre Manager will have experience in establishing strategic collaborative agreements to increase the level of service integration and create an enhanced experience for Young People, their families and friends who navigate the mental health sector.

KEY RESPONSIBILITIES

Leadership

- In accordance with the **headspace** grant agreement, lead, develop, oversee and evaluate implementation of service delivery to young people and their family and friends.
- Communicate, promote and progress the vision and strategic plan of the **headspace** centre amongst staff, consortium partners and the broader community.
- Represent the lead agency and the **headspace** centre at events, conferences and seminars.
- Engage relevant sectors and partners in an integrated model of care, promoting multidisciplinary team work and participation in the **headspace** program at a local level.
- Convene various committees associated with the **headspace** program and the youth health sector, organise and participate in committee meetings, including preparation of meeting agendas, minutes, papers and correspondence.

Management

- Oversee the day to day operation of **headspace** Grafton.
- Lead and oversee the recruitment and selection of new staff (including private practitioners) and ensure they are orientated to the policies, procedures and operations of the service.
- Manage and supervise staff, monitor staff performance and development, and address staff performance issues effectively according to documented policies and procedures.
- Oversee the Individual Placement Support (IPS) Vocational Specialist team in accordance with Department of Social Services (DSS) project requirements
- Work collaboratively with private practitioners to ensure that any difficulties are identified and resolved to maintain the sustainable and ongoing delivery of their services.
- Participate in, and support other members of **headspace** Grafton to participate in programs, education and training, and other opportunities offered by **headspace** National Office, the **headspace** network, HNC, and the mental health and youth sectors.
- Facilitate a working environment that is conducive to high productivity, where all staff understand what is expected of them and how their efforts contribute to organisational success

Business Management

- Develop the **headspace** Grafton strategic, business and annual work plans in conjunction with GenHealth senior management, consortium partners and HNC, and ensure deliverables and key performance indicators are achieved.
- In conjunction with GenHealth senior management, manage the **headspace** contracts and funding agreements and all their deliverables including (1) acting as the key contact for all matters concerning the contract/s and delivery of the **headspace** program, (2) managing the **headspace** budget, (3) overseeing the completion and submission of all reporting in relation to the contract/s.
- Establish appropriate processes and structures and develop, document, implement and review policies and procedures that ensure the efficient and effective operations of **headspace** Grafton.

- In conjunction with GenHealth senior management be an active participant in the financial management of **headspace** Grafton as relevant to the position.

Quality and Safety

- Research and oversee the implementation of appropriate and innovative quality systems that ensure service integrity and quality.
- Ensure adherence to relevant quality and safety professional and healthcare standards and mandatory education related to risk management, workplace health and safety, and other relevant areas.
- Monitor, evaluate and maximise data collection and compliance with the minimum data set requirements from **headspace** National, HNC and any other funding body.
- Recognise and manage risk, and ensure that actions are taken to prevent and minimise harm to consumers and the workforce.
- Respond to and/or provide support to staff during critical incidents and high risk situations, both clinically and operationally.
- Ensure all complaints and incidents are managed in accordance with GenHealth and **headspace** Grafton policies and procedures.

General

- Build and maintain effective relationships with key stakeholders involved in the provision of health, mental health and psychosocial services to young people.
- Other duties consistent with the position where required and/or requested by management from time to time.

RELATIONSHIPS

The position holder will be required to develop and maintain positive and effective working relationships with a broad range of people and organisations. They must positively represent **headspace** Coffs Harbour and GenHealth to the public, community, government and other organisations.

Reports to:	Chief Executive Officer, GenHealth Inc
Direct Reports:	Clinical Lead Senior Youth Access Clinician Community Engagement & Development Officer General Practitioners Psychologists Senior IPS Vocational Specialist Lead Receptionist
Indirect Reports:	Youth Access Clinicians Private Practitioners including psychologists, social workers, Occupational therapists and psychiatrists. Other salaried clinical and non-clinical staff.
Accountable to:	GenHealth CEO and Governance Board
Internal Relationships:	headspace Grafton Centre Staff and Contractors GenHealth Staff and Contractors Youth Advisers/ Reference Group Members
External Relationships:	Healthy North Coast Staff headspace National Office Staff Department of Social Services Consortium partner organisations and staff Co-located partner organisations Local youth, health and community service providers and staff Government departments, local members, ministers and staff

SELECTION CRITERIA

Essential

1. Degree level qualifications coupled with extensive management experience in allied health, behavioural/social sciences, youth work, mental health nursing, human resource management or a related discipline.
2. A broad understanding of the challenges and experiences of young people in Australia, including specific local community factors that contribute to mental ill-health and the demand for support services.
3. Demonstrated experience at managing and developing operational systems for a health or community services organisation, including effectively planning and allocating resources in order to maximise operational efficiency and meet funding deliverables.
4. Demonstrated experience at managing all aspects of staff and team performance, including recruitment, staff orientation, supervision, performance reviews, staff disciplinary action, performance development and team building.
5. Experience in direct service provision to young people and providing mental health services or programs, including being able to respond effectively to crisis and high risk situations.
6. Demonstrated capacity to effectively engage in leadership and management processes, including multidisciplinary and/or cross sector initiatives, and partnerships with a wide range of professionals, organisations and stakeholders.
7. Demonstrated understanding of the principles of accountability systems and continuous quality improvement processes, including the utilisation of data systems, the development and implementation of policies and procedures, and the use of evaluation and risk management tools.
8. Detailed understanding of the Australian health care system, particularly the primary health and mental health areas, including the range of professionals and Government and non-government organisations that work within, or come into contact with the sector.
9. Ability to prioritise and manage multiple and competing work tasks in a busy clinical environment and deliver to agreed deadlines.

Desirable

1. Post graduate qualifications in business or health services management.
2. Experience in the not for profit/non-government sector.

Foundational skills required

- Exceptional interpersonal skills with the ability to establish and maintain effective relationships with a diverse range of people and professionals.
- Highly developed verbal and written communication skills.
- Advanced computer skills including word processing, spreadsheets and database applications.
- Ability to work both independently and collaboratively as a productive team member.
- Proven track record in building and maintaining effective working relationships with a range of internal and external stakeholders.

Personal attributes

- High levels of professionalism, confidentiality and discretion.
- Ability and commitment to continuous learning.

- Strong work ethic.
- Adaptability and flexibility to changing work environments and requirements.
- Reliable and results focussed.

WORKPLACE POLICIES AND PRACTICES

All GenHealth employees and contractors are required to familiarize themselves with the organisation's code of conduct and policies and procedures and to abide by them at all times.

It is expected that at all times employees and contractors will:

- Be respectful towards the organisation, colleagues, clients and the general public.
- Support the **headspace** vision and objectives and demonstrate the values of **headspace**.
- Support the GenHealth vision and objectives and demonstrate the values of GenHealth.
- Take reasonable care for their own health and safety, and that of others in the workplace.

The position holder must also:

- Maintain a current check for working with young people, as per the relevant state legislation.
- Undergo a current and satisfactory criminal record check.
- Maintain a current driver's licence, and have access to their own registered and comprehensively insured vehicle.
- Maintain eligibility to work in Australia.
- Participate in a 6 month probationary period, with continuing employment subject to satisfactory performance.
- Participate in annual individual performance reviews and professional development planning.
- Have some flexibility to travel, and to work after hours (including weekends and evenings).

OTHER INFORMATION

Fringe Benefits: Salary Sacrifice (Packaging) is available to eligible employees. GenHealth Inc is a Registered Charity

Superannuation: Employer contribution of 9.5% to your nominated super fund.

Leave: Annual leave with 17.5% loading (not applicable for casual employment)
Sick Leave of 10 days per year FTE or pro rata for part time (not applicable for casual employment)
All official National and NSW Public Holidays that occur on regular days of work

Position status: This position is reliant upon continuing grant funding

Please note:

It is an offence under the NSW Child Protection (Prohibited Employment) Act 1998 for a person convicted of a serious sex offence to apply for this position. Successful applicant(s) will be subject to Working with Children Check and Police Check prior to Employment.

Approved by: _____
Shelley Rowe, Chief Executive Officer, GenHealth

Date approved: _____
Mar 2021