

Position Description: Service Manager



Purpose of the Position

headspace Canberra provides early intervention mental health services to 12-25 year olds

The role of the Service Manager is to provide clinical support and leadership to the headspace Canberra multidisciplinary team, ensuring efficient, effective, safe and high quality management of young people and clinical service delivery consistent with best practice guidelines.

Decision Making

The Service Manager reports to the Manager, Youth Mental Health Services and:

- Consults with the Manager in undertaking responsibilities and makes recommendations to achieve the goals and plans of the organisation.
- Identifies areas for improvement in relation to their role, the team and at an organisational level and collates information to develop appropriate responses, including the implementation of solutions through delegation.
- Makes recommendations to the Manager regarding decisions outside delegated authority.

Responsible for

The Service Manager is responsible for functional leadership and continuous improvement of the performance of the headspace team and has overall leadership of this workforce in delivering the outcomes required of the Organisation.

Scope of Practice

headspace Service Managers are required to act and perform in a manner consistent with their professional registration/association and within the context of the duties outlined within this document.

General Accountabilities

The headspace Service Manager is accountable for:

- ensuring staff and contractors are aware of and understand organisational policies and procedures and the National Standards for Mental Health Services underpinning their practice
- undertaking line management responsibilities including managing employees to function as an effective team, open communication processes and ongoing performance monitoring conducting annual performance reviews, supporting development and addressing poor performance
- demonstrating self management including acting as a role model, seeking feedback to enhance performance and actively identifying opportunities for development
- building and maintaining positive internal and external relationships with key stakeholders
- implementing and monitoring continuous improvement systems and processes and ensuring accreditation requirements are achieved
- ensuring compliance with relevant regulatory and legal issues relevant to the organisation; and
- operating within the formal delegations framework of the organisation and in accordance with organisational policies and procedures
- Contribute to developing a culturally safe workplace for Aboriginal and Torres Strait Islander and Culturally and Linguistically Diverse employees and young people.
- Identifying and appropriately managing strategic and operational risks within in the organisational risk management framework and reporting system
- Participate in organisation-wide, site based and team meetings, collaborative planning activities and other meetings or activities relevant to position

- Contribute to the continuous improvement of systems and processes ensuring services meet professional and industry standards
- Work Health and Safety responsibilities as identified in organisational policies and procedures
- Equity and diversity responsibilities as identified in organisational policies and procedures

Key Activities

The headspace Service Manager is specifically responsible for:

- ensuring young people (and their support network) accessing services receive high quality evidence based assessment, referral and treatment
- establishing and maintaining internal and external pathways which support the seamless transition of young people between services
- implementing effective processes to consult young people in the development and delivery of the headspace programs locally
- monitoring and supporting all aspects of care delivered by the headspace clinical team to young people, including;
 - Implementation and adherence to best practice guidelines
 - Implementation of clinical governance framework
 - Clinical program development
- overseeing the service response and clinical decision making in regard to assessment and treatment offered to young people with a range of presenting primary health needs, their families and support networks
- applying management expertise to drive the culture and performance of the team toward service deliverables
- ensuring employees and sub-contractors are appropriately trained, coached and/or mentored to enable them to fulfil the requirements of the their position
- active management of referrals and waitlists to programs
- participation and instigation of case conferences and other processes that promote collaboration and coordination of care involving multiple service providers
- conducting care / treatment plan audits, monitoring standards of care and taking corrective action where appropriate as part of the clinical governance framework
- assisting in the assessment of a young person with a complex presentation necessitating senior clinician involvement
- actively seeking innovative ways to improve levels of service provision and responsiveness to presentations of young people
- applying your clinical knowledge and expertise in the field of Youth Mental health to advocate for the needs and appropriate treatments of young people with mental health issues and represent headspace as required
- taking an active role in the evaluation of all clinical programs and using the expertise of others within GPH to support these processes
- coordinating and supervising multi-disciplinary student placement
- disseminating the latest information on youth health, early intervention principles and evidence-based practice and using this information to stimulate innovation and improve practice
- ensure the centre operates in line with all legal and accreditation requirements, including Medicare and MBS billing.

Key Performance Indicators

- All treatments provided are informed by best practice guidelines
- Attendance rates to service appointments are 75% or better
- Young people / carer satisfaction data indicates that 80% of those accessing the service indicate satisfaction with service received

- 100% of incidents are recorded and managed according to the risk and complaint policy and the clinical governance framework
- Programs delivered are evaluated
- 100% of staff and contractors participate in clinical supervision.

Selection Criteria

The experience, knowledge, skills, competencies and qualifications a person requires in order to successfully fulfil the responsibilities of the position are:

1. Current full AHPRA registration as a clinical psychologist, registered psychologist, registered mental health nurse or occupational therapist, qualified social worker eligible for membership of the AASW or relevant skills, qualifications and experience in mental health services and health services management
2. Understanding of the Australian health care system and key issues relevant to primary health care particularly in relation to the health and wellbeing needs of young people with mental health and/or substance use problems
3. Highly developed communication and interpersonal skills and ability to establish partnerships with a range of service providers and organisations
4. Demonstrated skills in health services management including planning for and delivering on team objectives and deliverables, monitoring and maintaining team performance, ensure role clarity and accountability and facilitating collaboration
5. High standard of computer literacy and data entry competency including MS office and demonstrated capacity learn new technologies including clinical software packages.
6. Current drivers licence and have access to a comprehensively insured motor vehicle

The ability to be successful in this role would be enhanced by possessing the following desirable attribute:

7. Previous experience in coordinating and managing the delivery of services of a multidisciplinary team in a health or community service

Special Job Requirements

Periodic intrastate and occasional interstate travel will be required which will involve overnight stays.

Working with Vulnerable People

To apply for, undertake and remain in this position you are required to hold a current WWVP check. The *Working with Vulnerable People (Background Checking) Act 2011* (the WWVP Act) commenced on 8 November 2012. It aims to reduce the risk of harm or neglect to vulnerable people in the ACT. The WWVP Act requires those who work or volunteer with vulnerable people to have a background check and be registered. The ACT Government considers that the creation of a checking system with appropriate safeguards for people who work with, or who want to work with vulnerable people is consistent with section 28 of the *Human Rights Act 2004*. For more information go to: www.accesscanberra.act.gov.au.

RAP Statement

Our vision for Reconciliation is to improve the health status of the Aboriginal and Torres Strait Islander population by improving access and equity to all health services – shared vision, shared journey – same opportunities, same life expectancy.

Additional Information

Conditions of National Employment Standards
 employment: Employment Contract
 National Criminal Record Check
 GPH policies and procedures