Neami National
Improving Mental Health and Wellbeing

POSITION DESCRIPTION

Position Title	Regional Manager, Psychosocial Recovery Services
Reporting To	SA State Manager
Employment Status	Full Time, Fixed Term contract
Classification	Level 2, Neami Senior Management and Specialist Remuneration Structure 2020-2021
Team/Service	Location to be negotiated
Direct Reports	Psychosocial Recovery Services across metropolitan Adelaide and Country SA
Date	13 May 2021

POSITION OVERVIEW

The Regional Manager Psychosocial Recovery Services is an exciting role responsible for the establishment, implementation, oversight, management and development of a range of programs and services mostly funded via SA Health.

The portfolio includes a range of outreach and home-based psychosocial recovery support services spanning Adelaide Metropolitan and SA Country regions. The role includes significant partnership with Local Health Networks and other community mental health providers, along with NDIS and health related services. The Regional Manager works with the State Manager and State Leadership Team to continue to develop, inspire, influence and innovate across South Australia.

Neami holds a high standard of leadership and expects them to lead and maintain a positive culture, quality coaching, supervision and to motivate high performance with their reporting managers and their teams. The role also involves oversight of evaluation & reporting; contract, regulatory & organisational compliance; resource management; service development; sector leadership and continuous quality improvement.

The Regional Manager is directly responsible to the State Manager, South Australia. The Regional Manager is required to produce regular reports detailing issues pertinent to management and the delivery of allocated services, contract compliance, key performance indicators, critical incidents, risk management, service and partnerships and workforce issues.

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THE POSITION

Key position Responsibilities, Duties and Accountabilities

Leadership

- Promote the mission, aims, objectives, values and philosophy of Neami internally and externally
- Motivate and inspire leaders and teams in the attainment of high-quality outcomes
- Positively represent Neami, the state team and your service within Neami and the sector
- Oversee safe and high-quality multi-disciplinary service delivery
- Promote and build strong lived experience frameworks, practices and workforce
- Lead implementation and oversight of recovery orientated psychosocial rehabilitation and sub-acute services
- Lead planning, implementation and evaluation of psychosocial services
- Actively promote consumer & carer participation, reconciliation, diversity and inclusion
- Ensure Neami plans, standards, policies and practices are delivered to the highest standard

Management – Purposeful partnerships and service development

- Initiate, lead and co-ordinate purposeful partnerships critical to quality outcomes
- Ensure services are safe and accessible with clear referral pathways and protocols
- Ensure clear escalation, critical incident and risk management practices are well-embedded
- Promote, influence and demonstrate practice & operational leadership within the sector
- Identify and implement new innovations and high-quality evidence-based services
- Ensure compliance with legislation, regulations, professional practice standards, credentialing, scope of practice and policy issues
- Undertake projects that contribute to the development of Neami as directed by the State Manager

Management – Staffing

- Recruit, induct, coach, mentor and develop Service Managers, Clinical Leads and other direct reports
- Ensure annual performance reviews and regular performance development meetings
- Establish and lead quality team and communication processes
- Promote quality learning and development
- Negotiate and resolve any areas of conflict and industrial dispute in conjunction with key supports
- Ensure leaders are clear on their respective roles, responsibilities and level of authority
- Directly support; resource and supervise leaders and assist them to reflect on their leadership

Management – Administration and Finance

- Develop and oversee financial targets in conjunction with the finance team and State Manager
- Monitor and achieve performance targets are required by funding contracts and Neami
- Ensure services are equipped with appropriate physical, technological and staffing needs
- Implement, monitor and review Neami Clinical Governance, Quality and Safety, Critical Incident and Work Health and Safety requirements
- Produce high quality and concise reports for funders and as required within Neami

- 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
- Commitment to understand service consumer data requirements and to collaborate with consumers to gather relevant data
- Consideration of individual and aggregated consumer data to inform practice and continuous service improvement
- Foster a culture of learning and evaluation founded on routine monitoring and evaluation activity

Mental Health Promotion

- Promote a better understanding of the needs of people
- Develop mechanisms by which Neami's vision and services are regularly promoted to the community through public events, functions and forums
- Actively engage in partnership developments that create better pathways for consumers to access services in their community
- Commitment to generate knowledge through fostering research and evaluation activities
- Use of routine data (quantitative and qualitative) to monitor consumer experience, change and service impact over time
- Commitment to involvement of people with relevant lived experience in the selection and operationalisation of measures of consumer outcome and experience
- Capacity to read and interpret analysed consumer data reports and translate learnings into practice
- Use of data aggregated at service, regional, state and national levels for learning, strategic planning and decision making, advocacy and promotion

ORGANISATIONAL ACCOUNTABILITIES

- Act at all times in accordance with the Neami National code of conduct
- Work in accordance with Neami National policies and procedures, including adhering to policies on Privacy and Confidentiality and Records Management
- Follow safe work practices for self and others and comply with Neami National Occupational Health and Safety management processes
- Ensure risks are identified, reported, documented and appropriately managed in accordance with Neami Group policies to ensure safe and effective services.
- Proactively work towards achieving individual and team goals, whilst demonstrating Neami National core competencies and values
- Actively engage in Professional Development opportunities and embrace learning opportunities
- Take an active role in promoting and generating quality improvements processes within your area of responsibility and more generally across the organisation
- Have a commitment to promoting a diverse and inclusive environment for all staff, consumers and carers.
- In addition to the position description accountabilities, all staff are expected to undertake any reasonable tasks as directed

THE PERSON

Experience, Knowledge, Qualifications, Skills and Attributes

Essential

- Criminal record checks and a valid Working with Children check (WWC) are mandatory for all appointments
- Significant relevant experience, skills and/or tertiary qualifications in Human Services or a related area
- Demonstrated leadership capacity and the skill to manage a number of services in an environment of change, applying a range of management styles and strategies appropriate to the situation
- Well-developed and proven written and verbal skills, interpersonal, communication and negotiation skills
- Highly developed staff support and supervision skills including extensive experience in reflective practice and demonstrated ability to coach managers in this area
- Demonstrated understanding of the issues relevant to people with mental illness and psychiatric disabilities living in the community and a strong commitment to consumer rights and their active participation in mental health services
- Demonstrated skill in the application of psychosocial rehabilitation principles to existing community mental health services
- Demonstrated ability to form partnerships at a local and regional level with government and non-government health and welfare service providers to pursue practical strategies to improve service delivery to consumers
- Demonstrated financial management skills

ACKNOWLEDGEMENT OF POSITION DESCRIPTION

This position description is current at date of approval. It may change from time to time to reflect operational needs and changes to organisational reporting relationships.

I have read, understood and accept the responsibilities and accountabilities as outlined above in this position description.

Employee Name:

Employee Signature:

Date: