

Service Manager - IRSP/GBRSP

Our vision: *People and communities have strong mental health and wellbeing.*

Our purpose: *Partnering with clients and carers to deliver mental health and wellbeing services that enhance quality of life.*

Our values: *Hope, Creativity and innovation, Client focus, Making a difference, Integrity.*

Position Information

Purpose	<p>The Service Manager - IRSP/GBRSP leads and manages all aspects of the Service(s) ensuring a high standard of service delivery consistent with Mind's My Better Life Model and organisational values. This position is also accountable for the achievement of service performance and budget targets as well as managing the service in line with approved systems, policies and procedures.</p> <p>The Service Manager will undertake direct client work and as such will hold a caseload as required.</p>
Position reports to	General Manager
Mind classification level	SCHADS Level 7
Stream	Sub-Acute - Community and Outreach Based Programs
About the service	<p>The Individual Recovery Support Program (IRSP) is an outreach service providing flexible responsive support to clients in their own homes and communities. The IRSP service provides person-centered psycho-social support for adults recently accessing clinical mental health services from the local Hospital & Health Service (HHS) with priority given to those not eligible for NDIS. The IRSP service provides an evidence based model of ongoing support for up to 1 year providing case management, care co-ordination and practical support to assist clients to move towards independence by providing support in a way that promotes capacity for self-management.</p> <p>The Service Manager receives referrals from the HHS as a single point of access and is responsible for triaging referrals to the program as well as allocation of Community Mental Health Practitioners taking into consideration workload, complexity and client preference to ensure a streamlined process and high quality responsiveness. IRSP clients will also receive a supported warm priority referral to access the Mind Group Based</p>

Mind values the experience and contribution of people from all cultures, genders, sexualities, bodies, abilities, ages, spiritualities and backgrounds. We encourage applications from Aboriginal and Torres Strait Islander peoples, people with a lived experience of mental ill-health and recovery, people living with disability, those who identify as LGBTIQ and applicants from culturally and linguistically diverse backgrounds.



	Peer Recovery Support Program (GBPRSP) a complimentary education-based mental health service co-designed, facilitated and developed by people with a lived experience of mental ill health. Both IRSP and GBPRSP are managed by the Service Manager.
Position description effective date	October 2021
Responsibilities	
Lead and deliver client services	<ul style="list-style-type: none"> • Lead and manage services to clients, carers and families as defined in Mind's Model of Recovery Oriented Practice and related guidelines to ensure that individually tailored services for clients and their family and carers are provided to the highest standard. • Lead and manage the service team in line with organisational quality processes and policies, agreed priorities and strategies to ensure quality customer service and required targets are met. • Implement agreed approaches to service review and evaluation and promote the sharing of knowledge in the service. • Support services in understanding and managing client risks.
Lead a high performance team to deliver a quality customer service	<ul style="list-style-type: none"> • Lead a high performance team through engaging staff, setting clear direction and performance expectations. • Work proactively to build a team culture which is positive, solutions based, where staff are engaged in what they do and focused on meeting the client's goals using evidence informed practice. • Build staff capability and effective practice in service(s) in the main components of their work; working individually with clients, providing support to clients and working with local service providers. • Work in partnership with consortium partners and local service providers. • Review performance of staff, provide and ensure consistent and regular feedback, including reflective practice and clinical supervision as required. • Identify and implement where possible professional development opportunities for employees to enhance capability and capacity.
Client support	<ul style="list-style-type: none"> • The Service Manager will provide targeted and integrated case managed responses to clients through flexible outreach by holding a reduced caseload as required. • Develop a recovery plan by completing My Better Life planning tool in collaboration with the client. • The Service Manager will support clients in a range of areas including: <ul style="list-style-type: none"> - Understanding and managing client's own mental health. - Crisis and incident management. - Addressing stigma and managing issues arising from trauma.



	<ul style="list-style-type: none"> - Managing physical health. - Provide support regarding alcohol and drug use using a harm minimization approach. - Provide support in response to trauma using a trauma informed care approach. - Utilise Mind information systems to document all client activities/actions. • Purposefully engage with clients using techniques including: <ul style="list-style-type: none"> - Brief intervention. - Motivational interviewing and coaching. - Family inclusive practice. - Trauma informed practice. - Conflict resolution. - Behaviour support for dual diagnosis.
Financial performance and administration	<ul style="list-style-type: none"> • Ensure that the approved service budget is adhered to and met. • Identify and manage the factors which promote and support financial viability. • Provide daily operational oversight and supervision to employees including activity management. • Ensure rosters, leave and recruitment are managed. • Ensure performance targets as designated by the organisation are monitored and met. • Monitor the work practices of all employees to ensure compliance with all financial and performance targets and related policies and procedures. • Operate within delegated authority and undertake a range of administrative tasks that support efficient and effective service delivery.
Develop and maintain high quality external relationships and partnerships	<ul style="list-style-type: none"> • Engage in productive working relationships that add value to service delivery. • Attend internal and external meetings/networks/working groups as appropriate, in line with Mind's delegation schedule and with the support of management. • Understand the impact of external influences for the service, team and Mind.
Demonstrate leadership	<ul style="list-style-type: none"> • Attend leadership meetings and actively participate in managing high quality service delivery and workforce capability. • Contribute to service design within the Service/ Stream. • Support other managers including acting in other positions to cover leave etc. • Actively participate, contributing to your team and wider organisational initiatives.



Work with clinical partners	<ul style="list-style-type: none"> • Work within a multidisciplinary team: <ul style="list-style-type: none"> - Supporting recovery oriented practice. - Supporting clinical interventions. - Actively participating in team, case and handover meetings. - Enhancing collaboration between team members.
Professional development	<ul style="list-style-type: none"> • Undertake relevant training and professional development, including regular supervision, appropriate to the primary work of the service and Mind. • Participate in reflective practice.
Accountability	<ul style="list-style-type: none"> • Conduct yourself in accordance with the Mind Code of Conduct and Mind policies and procedures which may change from time to time. • Proactively support Mind's vision of supporting people facing mental health challenges to live well and be socially included, in accordance with the Mind values.
Workplace health, safety and wellbeing	<ul style="list-style-type: none"> • Contribute actively to the maintenance of a safe workplace. • Ensure all safety issues are reported and addressed as they arise.
Lived experience	<ul style="list-style-type: none"> • Contribute to a workplace that values lived experience and the inclusion of consumers, carers and families in the work we do.
Cultural safety	<ul style="list-style-type: none"> • Contribute to a culturally safe workforce and service environment for staff, consumers, carers and volunteers from all cultures, genders, sexualities, bodies, abilities, spiritualities, ages and backgrounds.



Position Requirements	
Qualifications required	<ul style="list-style-type: none"> • Tertiary qualifications (minimum Certificate IV) in Mental Health, Psychology, Social Work, Occupational Therapy or other health related field as designated by Mind.
Knowledge, skills and experience required	<ul style="list-style-type: none"> • Demonstrate knowledge and skills in a practice area of mental health and disability, with the capacity to engage and communicate with complex systems around clients with complex support needs. • Strong knowledge and understanding of Community Services, Not for Profit and Government sectors. • Demonstrated ability to plan and prioritise to meet Mind's strategic and operational plan. • A track record in successful relationship development, management and strategic partnerships. • Sound interpersonal and presentation skills and ability to engage and negotiate across a wide stakeholder group. • Excellent customer service skills. • Experience in financial management, budget control and reporting. • A demonstrated history of staff leadership and management (leadership of a mobile workforce desirable). • An understanding of service development and design. • Sound systemic knowledge of NDIS or similar. • A lived experience of mental ill health and recovery or experience caring for a person with mental ill health is desirable.
Other	<ul style="list-style-type: none"> • Right to work in Australia. • Current valid driver's licence. • Current NDIS Worker Screening Check Clearance. • Working with Children Check or equivalent (Blue Card - QLD). • Able to obtain and provide evidence of vaccinations against COVID-19. • Able to provide a record of Vaccination Preventable Diseases or able to obtain vaccinations against Measles, Mumps, Rubella, Chicken Pox, Whooping Cough, Hepatitis B or other diseases as required by our Partnership with Queensland Health.

To learn more about Mind visit mindaustralia.org.au



You can also watch our Great Minds series of videos by visiting www.youtube.com/mindaustralia

Mind Australia Limited ABN 22 005 063 589

