

Manager Practice Development

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 Manager Practice Development provides practice leadership and direction for the delivery of high quality mental health services across Mind. This position is responsible for leading practice development, service innovation, quality and improvements across the following operational areas:</p> <ul style="list-style-type: none"> • Housing and Support • Specialist Services • Psychosocial Support • Subacute Services • Youth Services <p>The Manager Practice Development works closely with the Research and Evaluation, Advocacy and Policy teams. The incumbent will provide expert advice to guide and support the operational leadership teams in the improvement of practice standards, compliance with policies and procedures and knowledge transfer models and methods. The Manager Practice Development also has responsibility for the delivery of the Recovery College[®] across the business.</p>
Position reports to	Senior Manager Quality, Practice & Business Development
Mind classification level	IEC Level 1
Stream	Research, Advocacy & Policy Development
About the service	<p>Mind has a place-based structure across the states 4 states in which it operates (Victoria, Queensland, SA and WA). Services are grouped into four streams:</p> <ul style="list-style-type: none"> • Housing and Support • Specialist Services • Psychosocial Support • Subacute Services • Youth Services

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.



	The Research, Advocacy & Policy Development division has a national focus and responsibility for research and evaluation, business development, clinical governance and policy and advocacy.
Position description effective date	January 2022
Responsibilities	
Leadership and management	<ul style="list-style-type: none"> • Manage the implementation of Mind's Practice and Clinical Governance Framework. • Lead, support and develop a high standard of service delivery and practice standards across the organisation. • Lead and manage the Practice Development Team. • Lead the secretariat for the Practice and Quality Committee, including providing relevant reports to Executive and Board. • Provide advice, guidance and support to managers and employees on a range of practice issues to support recovery oriented, best practice within services. • Provide high-level advice to senior managers to enable effective planning, management and review of practice and quality issues. • Anticipate and identify complex practice issues and work towards viable solutions with employees and managers. • Coordinate the analysis and review of incidents across the organisation, including involvement in the implementation of the Practice and Clinical Governance Framework. • Research best practice approaches, keep up to date and ensure that advice and training delivery reflects current best practice. • Participate in committees and advisory mechanisms as required. • Work closely with Research, Advocacy & Policy Development to support the development and implementation of outcomes measures and service evaluation within allocated service stream or specialist area. • Work closely with staff within allocated service stream or specialist area in facilitation of communities of practice. • Provide advice, guidance and support to managers and employees on a range of practice issues to support recovery oriented, best practice within services.
Practice development	<ul style="list-style-type: none"> • Facilitate consistency of practice, knowledge sharing across the organisation by contributing to the development and implementation of new service models and practice guidelines across the organisation and within allocated service stream or specialist area.



	<ul style="list-style-type: none"> • Lead, develop, deliver and evaluate a range of practice development projects and activities across the organisation that support best practice.
Service development	<ul style="list-style-type: none"> • Participate in the ongoing development of standards of practice across the organisation and work collaboratively with managers and practitioners in Mind in implementing and regularly reviewing standards of practice and client outcomes. • Support integration and the development of a consistent approach to the articulation of service models, operating procedures and practice guidelines. • In conjunction with managers and practitioners, develop, deliver and evaluate a range of practice development projects that utilise data from audits, incidents, client and carer feedback and outcomes and My Better Life data to improve practice. • Contribute to service design activities within the business, ensuring that best practice principles are applied.
People development, quality and learning	<ul style="list-style-type: none"> • Lead the development and active engagement of managers and practitioners in practice development activities and continuous quality improvement initiatives to ensure continual improvement in service practice and innovation across the organisation. • Build strong robust working relationships with managers and employees to develop, change and improve practice. • Work collaboratively and provide direction to the learning and development team to ensure that education and training activities reflect authorised Mind's service models, operational and service practice guidelines and build the workforce's skills and knowledge. • Work collaboratively to identify learning and development opportunities and ensure learning and development activities are aligned with service and people development. • Work collaboratively to ensure learning and development offerings meet the needs of a national, growing organisation. • Work collaboratively with Human Resources and Learning & Development to ensure Mind's learning program meets current and future workforce needs.
Practice improvement	<ul style="list-style-type: none"> • Audit and evaluate the practice and the delivery of care within the allocated service stream in accordance with Mind's policies and procedures to inform internal and external reporting requirements. • Maintain current knowledge of all accreditation and certification requirements. • Participate in and support staff within allocated service stream or specialist area to participate in Mind's quality improvement and



	<p>compliance activities, including accreditation, certification, service reviews and legislative compliance.</p> <ul style="list-style-type: none"> • Provide high level advice to the Research, Advocacy & Policy Development team to enable effective planning, management and review of safety and quality issues.
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 in Mental Health, Health, Social Policy, Social Science or other related field as designated by Mind. • Post-graduate tertiary qualifications in a relevant field is desirable.
Knowledge, skills and experience required	<ul style="list-style-type: none"> • Proven experience in a leadership and management role at a senior level with a demonstrated record of change management. • Demonstrated senior practitioner experience in mental health service provision and a strong understanding of the mental health sector. • Well-developed understanding of the service delivery models and practice frameworks in Australia. • Knowledge and experience in leading quality systems. • Willingness to work within the values and models of the organisation. • Demonstrated experience in service development and people management in a complex environment. • High-level relationship management and communications skills both verbally and written. • Highly effective negotiation and consultation skills. • 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.

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

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