

POSITION DESCRIPTION

Position Title	Clinical Service Manager
Reporting To	Regional Manager – North Queensland
Classification	Health Professional and Support Services Level 4
Employment Status	Full time – Permanent
Team/Service	Townsville Head to Health
Direct Reports	Clinical and psychosocial staff of Townsville Head to Health
Date	June 2022

PROGRAM OVERVIEW

Townsville Head to Health (HTH), funded by North QLD PHN through the Australian Government's PHN program, is a front door for people over 18 to access mental health support. The centre assists people experiencing high levels of distress or suicidal crisis, by providing accessible community mental health supports.

Service delivery reflects principals of Trauma Informed Care and Recovery Oriented practices and is guided by extensive co-design processes.

The Clinical Service Manager (CSM) will maintain a culture within the workplace that promotes Dignity, Respect, and Inclusion for all.

The CSM will lead a multidisciplinary team to deliver a range of services to adults experiencing emotional distress, crises, mental ill health and/or addiction, and to their families, support people and carers through a "no wrong door" approach. The CSM will provide a holistic approach to care, addressing a range of social, physical, and emotional needs informed by the Collaborative Recovery Model (CRM) and supported by best practice in evidence-based and evidence informed care.

The TSV HTH Team is made up of clinical and psychosocial staff providing Social and Emotional Wellbeing Supports, Psychosocial Support, and Peer Support.

The centre provides short to medium term targeted care and support for adults experiencing a crisis or in significant distress. The Centre also provides in-house assessments, psychoeducation, and support to access services.

The Centre receives referrals from GP's in the area, public mental health services, community organisations as well as self-referrals from members of the community. The multidisciplinary team screens referrals to determine suitability, assess individual needs and assist access to appropriate services delivered by the team and other community and health providers.

POSITION OVERVIEW

The CSM will ensure that HTH provides safe and effective immediate and short to medium term responses to adults experiencing a crisis or significant distress. As the CSM you will initiate, lead, and coordinate strategic partnerships within the community, including with Public Mental Health Services, local government, community housing, and health and welfare providers, to improve health and wellbeing outcomes for consumers. In collaboration with partners, staff and consumers, the CSM will identify service gaps and develop appropriate models of service delivery to address these gaps. The CSM will take a lead role in the assessment, planning, implementation, and evaluation of the AMHC and will the support of the Regional Manager.

The CSM will ensure services are provided in an accessible manner with mechanisms in place to regularly monitor the level of access achieved. The CSM will oversee the achievement of specific targets for the inclusion of people from culturally and linguistically diverse backgrounds and people of Aboriginal and Torres Strait Islander origin.

The CSM will provide operational management and clinical leadership to the multi-disciplinary team.

THE POSITION

Key position Responsibilities, Duties and Accountabilities

- Promote Neami's culture of practice, which is underpinned by the principles of Collaborative Recovery. Ensure that a consumer-centred approach is used in the provision of intake, assessment, and referral services
- Provide clinical oversight and positive leadership for the Head to Health Centre, to ensure all staff within the team work together to achieve excellence in service delivery, within the available resources
- Facilitate a strong clinical governance culture within the team, where each practitioner takes responsibility for their own decision making and quality improvement activities, whilst supporting the clinical governance framework of Neami. Including monitoring and evaluation to ensure Neami's internal audits and external accreditation requirements are met
- Provide services that are consistent with Neami's Clinical Governance Framework
- Work within the parameters of Neami's policies and procedures in addition to any professional codes of conduct
- Actively contribute as a team member to the delivery of integrated mental health service delivery with the aim to more effectively support consumers and promote the recovery model
- Participate in the regular collection of service data which can then be used to evaluate outcomes and assist with the continuous improvement of the service
- Ensure incident and critical incident reporting occurs in accordance with guidelines and take part in local on-call arrangements as required
- Work and act independently within the parameters of the role, demonstrating professional autonomy and an ability to decide when it is appropriate to refer to the Regional Manager, or other Senior staff for guidance
- 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 file/record keeping and facilitating training when required
- Foster a culture of learning and evaluation founded on routine monitoring and evaluation activity
- Generate knowledge through fostering research and evaluation activities

- Use routine data (quantitative and qualitative) to monitor consumer experience, change and service impact over time
- Involvement of people with relevant lived experience in the selection and operationalisation of measures of consumer outcome and experience
- Read and interpret analysed consumer data reports and translate learnings into practice
- Use 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 and procedures 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

- Formal tertiary qualification as a Registered Psychologist, Occupational Therapist, Registered Nurse or Accredited Mental Health Social Worker.
- Current annual practicing certificate from the Australian Health Practitioner Regulation Agency essential, or a Social Worker with eligibility to register with the Australian Association of Social Worker
- Experience working in cross cultural settings, especially with first nations people
- Experience working within a recovery-oriented service
- Excellent communication skills
- Computer literacy and written communication skills
- Current working with Children Clearance – Employee responsibility
- Satisfactory criminal record check - Criminal record checks are mandatory for all new appointments. Neami National will cover the cost of an Australian check. Where a new employee has lived outside of Australia for 12 months or more within the last 10 years, the cost of an International check will be borne by the applicant.
- A valid Australian Driver's licence

Desirable

- Post Graduate qualifications in Mental Health
- Accreditation or Credentialing in Mental Health

Applicants from Aboriginal and Torres Strait Islander backgrounds, or from culturally & linguistically diverse backgrounds or those with a lived experience of recovery and mental health challenges are strongly encouraged to apply.

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.

By signing your employment agreement, you acknowledge that you have read, understood and accept the responsibilities and accountabilities as outlined above in this position description.