

Position Description

Position Title	Service Manager
Reporting To	WA Regional Manager Clinical Services
Employment Status	Full-Time Ongoing
Classification	CSD Level 5 from \$97,059 - \$101,351
Team/Service	Kalgoorlie Mental Health Step Up Step Down Service (KMHSS)
Direct Reports	Senior Practice Leaders, Operational Support
Date	August 2022

PROGRAM OVERVIEW

The Kalgoorlie Mental Health Step Up Step Down Service (KMHSS) is a 10 bed Step Up Step Down facility that provides a community based psychosocial recovery based option for people who are becoming unwell and at risk of being referred to hospital ('step up') or leaving hospital but in need of extra support to transition back to into the community ('step down'). The KMHSS aims to prevent avoidable mental health inpatient admissions. KMHSS is staffed 24 hours per day, 7 days per week and is funded by the WA Mental Health Commission.

The service is available to people living in the Goldfields region for up to a 28 day stay. The service provides support for people who are aged 16 years and over and during their stay consumers are assisted to develop a wellness plan. Neami use an approach called the Collaborative Recovery Model (CRM) to support people through their journey of recovery. The CRM assists individuals to identify their personal strengths and values, to set goals and then helps them make progress towards achieving them. KMHSS accepts referrals from across the Goldfields region and is welcoming of consumers from all walks of life.

POSITION OVERVIEW

The Service Manager will take the lead in initiating and coordinating strategic partnerships within the community and amongst local government, community housing, and health and welfare providers to improve health and wellbeing outcomes for consumers. They will coordinate the recruitment and selection of staff with support from HR, ensure practice development (supervision), training and skill development is provided, and manage the service budget including; monitoring progress against financial targets and ensuring priorities are established and met.

The Service Manager is responsible for the overall management and continued development of the Step Up/Step Down program. The infancy of the service will require the Service Manager to play a pivotal role in upholding and role modelling Neami's values, supporting the staff team to imbed the Step Up/Step Down Model of Care and forming strong community relationships.

The staff team at KMHSS consists of a Manager, Senior Practice Leader's, Community Rehabilitation and Support Workers (CRSWs), an Alcohol and Other Drugs (AOD) Worker, Peer Support Workers (PSW), and Administration Support.

THE POSITION

Key position Responsibilities, Duties and Accountabilities

Management: Strategic partnerships and service development

- Initiate, lead and coordinate strategic partnerships within the community and amongst local government, community housing, and health and welfare providers to improve health and wellbeing outcomes for consumers. In collaboration with partners, staff and consumers identify service gaps and develop appropriate models of service delivery to address these gaps
- Ensure a strong working relationship is developed, monitored and maintained with the clinical partner WA Country Health Service and take a lead role in the assessment, planning, implementation, and evaluation of the Step Up/Step Down Service
- Ensure services are provided in an accessible manner with mechanisms in place to regularly monitor the level of access achieved.
- Identify key policy issues relevant to the Kalgoorlie Step Up/Step Down Service (internally and externally) and ensure appropriate responses
- Undertake projects that contribute to the overall development of the organisation as decided by State Manager, National Leadership Team or the CEO

Management: Staffing

- Coordinate the recruitment and selection of all Neami National service staff
- Ensure that all staff are aware of and adhere to Neami National's mission, values, culture, policies and procedures
- Ensure onboarding, practice development (supervision), training and skill development is provided to all members of staff
- Ensure that all staff are provided with an annual performance review
- Mediate and negotiate with staff in areas of conflict and industrial dispute in collaboration with the Regional Manager, State Manager and the People, Culture and Capability Unit

Management: Administration and finance

- Manage the Kalgoorlie Step Up Step Down Service budget including; monitoring progress against financial targets and ensuring priorities are established and met
- Regularly assess the physical, technological and staffing needs of the Neami National service and develop proposals to meet expanding needs
- Implement Neami National Risk Management Framework at the service and ensure timely response to all OH&S issues and regular monitoring and review of all service related accidents and/or incidents
- Ensure all consumer data is entered into Carelink+ data base and data reports are developed on time and in accordance with required reporting processes as set out by the WA Mental Health Commission
- Monitor and further develop the Funding and Service Agreement in consultation with the Neami Kalgoorlie Leadership Team, Regional Manager and the State Manager

Records Management

- Ensure records management obligations are met, in accordance with Neami National policies and procedures. This includes the retention of hardcopy and/or electronic records and ensuring files are accurate and kept up-to-date.
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- Ensure records management processes are followed, including the supervision of files and facilitating training when required.
- Foster a culture of learning and evaluation founded on routine monitoring and evaluation activity.
- 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 Ethics
- 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

- A valid Working with Children Check
- A valid Australian Driver's License
- A valid Police Check Clearance (disclosable outcomes considered)
- Experience in mental health or similar residential settings is required
- Demonstrated experience in establishing teams and fostering a strong team culture
- Strong communication skills and ability to work collaboratively to form meaningful partnerships

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.