

Service Manager

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 will lead a team and manage all aspects of the headspace Box Hill, ensuring the delivery of high quality recovery-oriented services to young people, families and carers in line with Mind's Model of Recovery Oriented Practice, My Better Life model and organisational values for people with a psychosocial disability. The Service Manager will be accountable for the supporting development of the Youth Strategy and achievement of service performance, budget targets and managing the services in accordance with approved systems, policies and procedures.</p> <p>Service Managers will oversee service requirements and liaise with a number of stakeholders, partners and service providers both internally and within the community.</p>
Position reports to	General Manager
Mind classification level	SCHADS Level 7
Stream	Victoria Operations
About the service	<p>headspace Box Hill is part of Victoria Operations Service Stream for Mind Australia. headspace Box Hill aims to promote and facilitate improvements in the mental health, social wellbeing and economic participation of young people aged 12-25 years residing in the Eastern Region of Melbourne. In this youth friendly space, services are delivered across four core streams – physical and sexual health, mental health, alcohol and other drugs (AOD), and educational and vocational services. headspace brings together key organisations experienced in the delivery of physical and sexual health, mental health, alcohol and drug services, vocational and education services for young people. headspace is an evidence-based early intervention mental health and wellbeing service for young people aged 12-25 years</p>
Position description effective date	July 2023

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.



Responsibilities	
Lead and deliver high quality client services	<ul style="list-style-type: none"> • Lead and manage services to clients, carers and families as defined in the 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. • Oversee and model effective practice in working directly with clients, providing support to families and carers, undertaking planning and delivery of group work, and working with local service providers. • Build the team's capability and effective practice in the main components of their work, i.e. working individually with clients, providing support to families and carers, undertaking planning and delivery of group work, and working with local service providers. • Support the Team Leader to coach staff to problem solve, develop creative solutions and remain motivated in meeting client's goals. • Support provision of practice supervision to staff who are providing direct support to individual clients. • Positively influence and contribute to a service and team culture that focuses on meeting the client's goals using evidence informed practice. • Oversee and manage Team Leaders and staff in line with organisational quality processes and policies, agreed priorities and strategies to ensure high quality client services and required targets are met. • Ensure the use and awareness of Mind policies, procedures, tools and systems through staff development and modelling. • Ensure quality and safeguarding practices are adhered to by the service to provide a child-safe service in line with Mind policies and procedures. • Support staff in performance improvement and performance management processes. • Oversee staff management and understanding of risks, complaints and incidents according to policies, procedures and processes of the organisation and escalate to the General Manager in a timely manner. • Support the Team Leaders to ensure written tasks including case note writing, risk assessments, safety plans, behaviour management plans and incident reports are completed. • Ensure weekly clinical care review meetings with clinical partners occur. • Understand client needs for assistance from local service providers with clinical mental health, physical health, education and



	<p>employment, eligible entitlements and benefits, housing transport, recreation and social connections.</p> <ul style="list-style-type: none"> • Implement agreed approaches to service review and evaluation and promote the sharing of knowledge in the service.
<p>Lead and oversee direct support to individual clients</p>	<ul style="list-style-type: none"> • Oversee, coach and model a targeted, integrated and individualised responses to clients through flexible, person-centred active support. • Provide direct support to individual clients to enable them to develop independent living skills and engage in a meaningful life by supporting them through a strength-focused, staged approach to recovery using agreed practice techniques and approaches. • Ensure all clients have an active recovery plan by completing My Better Life planning tool in collaboration with the client. • Support clients with actioning their recovery plan in a range of areas including: <ul style="list-style-type: none"> - Understanding and managing client's own mental health. - Developing daily living skills and capacity for self-care. - Crisis and incident management. - Addressing stigma and managing issues arising from trauma. - Managing physical health. - Support the management of drug and alcohol issues. - Support to maintain or create meaningful activity through participating in community life including education and employment and utilising public transport. - Provide support regarding alcohol and drug use using a harm minimisation approach. - Provide support in response to trauma using a trauma informed care approach. • Purposefully engage with clients using techniques including: <ul style="list-style-type: none"> - Brief intervention. - Person centred active support - Motivational interviewing and coaching. - Family inclusive practice. - Trauma informed practice. - Conflict resolution. - Behaviour support for dual disability.
<p>Provide support to families and carers</p>	<ul style="list-style-type: none"> • Support family and carer practice including the re-engagement and maintenance of family, carer and/or children relationships. • Support staff to develop skills to facilitate family and carer meetings, run family and carer events and develop family and/or parenting recovery goals.
<p>Work with local service providers</p>	<ul style="list-style-type: none"> • Engage with clients to fully understand their need for assistance from local service providers with clinical services, physical health,



	<p>education and employment, eligible entitlements and benefits, housing, transport, recreation and social connections.</p> <ul style="list-style-type: none"> • Make linkages and build relationships and referral pathways to maintain or create a range of local supports for clients that facilitate them living the life of their choosing in their own community.
<p>Work with clinical partners</p>	<ul style="list-style-type: none"> • Work within a multidisciplinary team: <ul style="list-style-type: none"> - Supporting recovery oriented practice. - Supporting clinical interventions. - Liaise with the team on practice issues. - Actively participating in team, case and handover meetings. • Work collaboratively with external stakeholders to provide services to clients in a culturally appropriate manner.
<p>Leadership</p>	<ul style="list-style-type: none"> • Support and provide supervision to the Team Leader to manage the team to deliver high quality psychosocial services within budget and in line with Mind values and culture. • Work collaboratively with the Team Leader providing leadership of the programs and services. • Lead and develop a high performance team through engaging the team, setting clear direction and performance expectations. • Model and lead the required work environment, culture, systems and processes necessary to embed standards, behaviours and practices consistent with the values, work health and safety, policy and legislative, and practice requirements. • Support and foster a positive culture that is consistent with the purpose, vision and values of Mind. • Ensure regular team meetings occur and foster a healthy, positive team culture. • Communicate operational objectives, plans and programs as per the agreed strategic plan and business plan. • Implement strategies to engage, develop and retain a high performing team. • Coach, motivate and develop the team to enable them to deliver to the best of their ability. • Review performance of staff and provide consistent and regular feedback including reflective practice and clinical supervision. • Build Team Leader capability in leadership, staff supervision, clinical practice, service delivery and day to day management of the service. • Identify and implement where possible professional development opportunities for employees to enhance capability and capacity. • Develop expertise and areas of specialisation where possible within the service team to meet the needs of clients, families and carers accessing the service.



	<ul style="list-style-type: none"> • Manage service agreements with Mind Connect. • Collaborate with headspace National to ensure accreditation requirements are met for the Trade Mark Licence Deed. • Oversee the intake and assessment process in consultation with the clinical partners. • As required, liaise with external stakeholders throughout the referral process including conducting walkthrough tours.
<p>Work with other services in the Service Stream</p>	<ul style="list-style-type: none"> • Engage with leaders across other services within Mind to build local pathways to support service access. • Attend and actively participate in meetings in regards to managing high quality service delivery, workforce capability, planning, service development and improvement and practice issues across the Service Stream. • Support the development of specialist youth mental health services and provide insights to the Youth Strategy committee in line with Mind’s Youth Strategy. • Contribute to service design, share knowledge and skills across the Service Stream. • Support other managers across the Service Stream including sharing knowledge and act in other positions.
<p>Stakeholder management</p>	<ul style="list-style-type: none"> • Work collaboratively with internal stakeholders including the Executive Director Victoria Operations, General Manager - Eastern Region, General Managers, Service Managers, Team Leaders, Housing Strategy, Youth Strategy committee, Facilities, Finance, ICT, Human Resources and Health Safety & Wellbeing. • Build and maintain relationships with external stakeholders including headspace colleagues, opinion leaders, community groups, diverse communities, service providers, partners, government agencies and other organisations relevant to the work. • Work collaboratively with lived experience and peer worker colleagues, clients, families and carers to ensure high levels of engagement to achieve objectives. • Collaborate with and support stakeholders, committees, lived experience participant and colleagues, community leaders and other subject matter experts to ensuring effective representation and ownership. • Engage in productive working relationships that add value to service delivery. • Foster positive relationships and proactively work with all stakeholders to ensure advice is consistent and contemporary.



	<ul style="list-style-type: none"> • Attend internal and external meetings, networks and working groups as appropriate in line with Mind's Delegation Schedule and with the support of management. • Build a detailed understanding of the operational requirements. • Work collaboratively with all areas of the business to ensure the organisation's objectives are met. • Understand the impact of external influences for the service, team and Mind. • Be a customer advocate, championing client needs and insights throughout the business.
<p>Financial performance and administration</p>	<ul style="list-style-type: none"> • Operate within delegated authority and undertake a range of administrative tasks that support efficient and effective service delivery. • Work in partnership with the General Manager to plan, develop and implement service and expenditure budgets to meet requirements. • Ensure the approved service budget and performance targets as designated by the organisation are adhered to, monitored and met. • Work in partnership with the General Manager to develop and implement a strategy to engage eligible clients in Mind's services. • Develop and implement localised strategies to drive retention and growth in the customer base. • Monitor the work practices of all employees to ensure compliance with all financial and performance targets, related policies and procedures. • Identify and manage the factors which promote and support financial feasibility. • Provide daily operational oversight and supervision to employees including activity management. • Oversee rosters, leave coverage, recruitment and induction. • Facilitate effective handovers. • Ensure accuracy of client file data.
<p>Other duties</p>	<ul style="list-style-type: none"> • Document all activities using Mind's ICT system and processes. • Actively participate, contributing to the team and wider organisational initiatives. • Take personal responsibility for the quality and safety of work undertaken. • Contribute to service delivery improvements. • Other duties as directed.
<p>Professional development</p>	<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.



	<ul style="list-style-type: none"> • 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, Peer Work, Psychology, Social Work, Occupational Therapy or other health related field as designated by Mind are preferred. And/ or significant previous experience appropriate for the requirements of the role.
Knowledge, skills and experience required	<ul style="list-style-type: none"> • Proven experience in Youth Work, Community Services, Mental Health, Disability, Social Welfare, Housing, Healthcare or Government sectors is required. • Experience and expertise in working directly with young people with mental health issues, complex needs and with their families and carers. • Awareness and understanding of the NDIS is desirable. • Demonstrated understanding of available community services, networks and supports. • Experience providing person-centred active supports. • Experience in assessing need and working collaboratively to plan goal focused recovery using evidence informed approaches and tools. • Demonstrated knowledge and experience in the application of theoretical approaches, practices and appropriate service responses including family inclusive practice, trauma informed theory, cognitive behavioral therapy, motivational interviewing and harm reduction therapy. • Ability to plan and prioritise to meet Mind’s strategic and operational plan. • An understanding of service development and design. • Demonstrated ability to plan and prioritise to meet customer service delivery requirements. • Excellent customer service skills. • Proven experience in leadership and capability to coach, mentor and develop a team to achieve best quality service outcomes including experience in the provision of professional supervision. • A track record in successful relationship development, stakeholder management and strategic partnerships. • Excellent interpersonal and communication skills with the ability to consult, negotiate and influence peers, stakeholders and government agencies with diplomacy to achieve effective outcomes. • Skills and experience in advocacy, collaboration, facilitation, evaluation and problem solving. • High level organisational skills with demonstrated ability to prioritise, manage multiple complex tasks concurrently, work under pressure and meet deadlines.

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

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	<ul style="list-style-type: none"> • Ability to work both autonomously and collaboratively showing initiative and flexibility. • Demonstrated experience in client notes, reporting and working with a variety of electronic systems. • Experience in financial management, budget control and reporting. • A lived experience of mental ill health and recovery or experience caring for a person with mental ill health is desirable.
<p>Other</p>	<ul style="list-style-type: none"> • Right to work in Australia. • Current valid Australian 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 obtain CPR and First Aid certifications.

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