

Position Description

Position Title:	Operations Manager
EBA / Award:	Non Award
Classification:	Not Applicable
Reports to Operational:	General Manager, Integrated Care and Innovation
Primary Site:	East Gippsland - Orbest and Bairnsdale
Last updated:	October 2023

Be part of a major boost to mental health and wellbeing in Victoria!

The Mental Health and Wellbeing Locals are an important part of Victoria's reformed mental health and wellbeing system. The Victorian Government has committed to establishing 50 Mental Health and Wellbeing Locals.

In East Gippsland, Wellways, Latrobe Regional Health and Gippsland Lakes Complete Health are working together to offer an easy way to get treatment, care and support for people aged 26 years and over who are experiencing mental health concerns – including people with co-occurring alcohol and drug treatment and care needs and their family, carers, and supporters.

Mental Health and Wellbeing Locals are free, voluntary, and easy to access, with no referral required. Importantly, these new services will be delivered on the basis of *'how can we help?'* and a *'no wrong door'* approach, focused on giving choice and control over how the consumer wants to receive support.

This new service will make it easier for the consumer to access the support they need, closer to home and family, carers, and support networks.

Most importantly, Mental Health and Wellbeing Locals are safe spaces for everyone.

Commitment to Reconciliation

The Mental Health and Wellbeing Local knows that Aboriginal and Torres Strait Islander people have not always been well-served by mental health and disability organisations. Their social and emotional wellbeing has been impacted by generations of trauma, injustice and deprivation. As partner organisations, we recognise our responsibility in addressing these issues of injustice, inequality and stigma as part of ensuring our services are both welcoming and helpful for people and their families. As part of our commitment to reconciliation, we are working to create culturally aware and safe services for First Nations Community Members.

Working together - how we will deliver services

The Mental Health and Wellbeing Local is community-led and integrated through partnership that shares power, creating a responsive, flexible and helpful service.

The Local will operate seven days a week, with extended operating hours to support a flexible and responsive service. The Local Service model will provide integrated treatment, care, and wellbeing support to consumers and their family members or carers. The provided services will be in response to consumers experiencing a mental health challenge and co-occurring substance use or addiction. This approach will improve the capacity of individuals to engage in our community and respond to any future psychological distress.



Community

The Locals will be community-led, and co-production will ensure a diverse range of perspectives are included in the design, delivery, and governance of the Local Services, ensuring it reflects, responds and is accountable to the local community it supports.

Connected

An integrated service system connected through governance (partnership, operational and clinical) systems and workforce ensures people can access the right support at the right time.

Creating capacity for citizenship

Our model of care and governance structure has been designed to create capacity. Our workforce, individuals, and their natural supports recognise and respond to psychological distress and address barriers that prevent people from participating in their community and leading meaningful lives.

Values, Principles and Behaviours of our partnership

Working in a partnership committed to transformational change to achieve a better mental health system. Wellways, East Gippsland, Wellways, Latrobe Regional Health and Gippsland Lakes Complete Health have committed to an agreed set of values, principles, and behaviours that will guide all the work we do.

- The partnership and the Service is informed by and driven by lived experience
- Partnership accountability and trust fostered by transparency and communication
- In collaboration we give a little to gain a lot (synergy)
- We have a genuine commitment to and investment in collaboration

Team

This role makes up part of the director of services team and is a crucial part of the Victorian Mental health reform work that Wellways and its partners are undertaking. This role will be part of growing service system that places the community in the centre of the Local Mental Health and Wellbeing network across Victoria.

Role Purpose

The Operations Manager, employed by Wellways, will lead the establishment and ongoing operations for East Gippsland's Adult and Older Adult Local Mental Health and Wellbeing Service.

The role will develop, oversee, manage, and report on daily operations and future growth of the Local Service. This person is highly motivated and capable of establishing a large multi-disciplinary team, facilitating excellence in integrated, holistic health care, with the goal of improving outcomes for consumers, carers, and the wider community. They are skilled in people management and have extensive experience in managing multidisciplinary teams and building a consumer and community led, inclusive, and values driven culture.

How you will make a difference

This is a key senior leadership position that will play an integral role in changing and shaping the way mental health and wellbeing services and supports are delivered to the local East Gippsland Community.

Now is your chance to shape the future of mental health and wellbeing in Victoria to ensure that everyone is supported and included.

Key areas of accountability

Area	Deliverable
Effective, high quality and responsive recovery-oriented clinical and wellbeing service delivery	• Provide professional leadership to ensure contemporary evidence informed and/or best practice in the treatment of consumers accessing the service. • Provide leadership in the promotion of a recovery-oriented service. • Promote responsiveness to the needs and concerns of consumers' families and carers. • Provide leadership to ensure the service is effective and equitable and meets the needs of consumers and their carers. • Provide strategic leadership and ensure care is delivered in line with the Consortium Governance Strategy, Regional Board, East Gippsland Local Health and Mental Health Plans and National Mental Health Standards. • Ensure KPIs are met and reported appropriately to ensure outcomes for the service are met • Oversee compliance with East Gippsland Mental Health Local and consortium partner policies and procedures in all aspect of service delivery.
Service Model and Operations Manual development, implementation, and evaluation.	• Oversight of the development and implementation of the Local Service model in line with the Consortiums Tender Submission. • Oversight of the development and continuous improvement of the Local Service Operations Manual.
Effective, supportive, and responsive leadership and management	• Through an engaging leadership style, develop an environment that encourages inclusivity, collaboration, commitment, creativity, participation, ownership, achievement, and recognition • Demonstrated high levels of emotional intelligence • Provide oversight to ensure all staff in program areas have the necessary skills and knowledge to carry out their role • Promote awareness and compliance with discipline specific professional codes of practice for all staff within the team • Maintain a performance development and accountability process with staff reporting to the position • Oversee and monitor complaints according to East Gippsland Mental Health Local guidelines, working with the Program Manager, Co-Director, Clinical Director and Consumer Liaison Officer to resolve escalated complaints • In conjunction with General Manager, Integrated Care and Innovation, manage the Consortium contracts,

	funding agreements and deliverables including (1) acting as the key contact for all matters concerning the contract/s and delivery of the Local Services, (2) managing the Local Services budgets, and (3) overseeing the completion and submission of all reporting in relation to the contract/s • Human resource management in identified program areas including industrial processes, grievance, and disciplinary processes. • Support and facilitate change management where appropriate and in collaboration with Program Managers
Effective and efficient information and knowledge management	• Participate in relevant leadership, clinical, operational and project committees as identified by the General Manager, Integrated Care and Innovation • Maintain confidentiality as per privacy legislation on all issues relating to the organisation, the consumers of the service and staff • Be competent in reporting on clinical practice standards compliance, population health data and other relevant data reports for service improvement planning or seek advice from the general manager to ensure compliance
Safety and continuous quality improvement	• Lead continuous improvement practices within the team • Participate in and support the accreditation process including regular audit schedules as required • Develop, review, and manage data for KPIs and other relevant outcome data to ensure regular feedback loop for service planning and improvement. • Develop and monitor relevant consumer feedback for program areas • Regular review of all Riskman incident data Regular follow-up of Riskman incidents, case reviews or RCAs
Fiscal accountability and resources management	• Manage and monitor budgets responsible to the position, including brokerage funds, to ensure alignment with proposed budget and efficient and effective use of resources • Provide timely and accurate management of accounts payable and receivable in collaboration with the Program Manager

Key Requirements

Area	Description
Qualification	• Bachelor of Allied Health, Nursing or Masters of Psychology (clinical preferred) or other relevant qualification • Relevant professional registration with Australian Health Practitioner Regulation Agency (APHRA) (if relevant)
Required experience	• 1+ years senior mental health management experience • Proven ability to lead, manage and motivate staff • Proven ability to embed lived experience across models of care • Ability to analyse and interpret data • Demonstrated effective written and verbal communication and interpersonal skills • Demonstrated ability to lead and sustain system change
Information Technology	• Willingness to learn and adapt to technology platforms relevant to the role • Basic skills in Microsoft Office Suite and CRM systems
Compliance	• National Police Check • International Police check (if required) • Current Working with Children Check-employment • Evidence of right to work in Australia • NDIS Workers Screening Check • 100 points of identification • NDIS Workers Orientation Modules – free online course
Other	Desirable • Personal lived experience of mental health challenges or have cared for someone who has • Aboriginal, Torres Strait Islander, people living with a disability and Culturally and Linguistically Diverse people are encouraged to apply

Required Values & Behaviours

Area	Description
Authenticity and Integrity	- We will bring out whole selves to the table and work from a position of trust and belief in the other, recognising community and wellbeing belongs to all of us. - We are committed to leading a culture that is helpful and understands people exist and have complex intersectional circumstances that can lead to psychological distress.
Compassion	We will commit to a compassionate approach and understanding leading with curiosity.
Respectful Collaboration	We are respectful and recognise the power in our different experiences and organisations work views and recognise we all have something to learn from each other.
Quality and Safety	- Ensure any risks are identified and reported promptly and that prevention strategies are implemented to ensure the safety of all consumers. - Ensure and take all reasonable care for your personal safety and the safety of, consumers and colleagues. - Actively participate in workplace health and safety initiatives and consult with colleagues and management in relation to issues that impact on the safety of the workplace. - Comply with all Policies and Procedures - Maintain confidentiality as per East Gippsland Mental Health Local policies and procedures and in accordance with relevant privacy and health records legislation. - Actively involve consumers and/or carers in quality and safety improvement activities. - Maintain up-to-date immunisation status related to own health care worker category. - Ensure that the principles of general and consumer manual handling are adhered to.

People & Culture	• Act in accordance with the 'Code of Conduct' and 'Workplace Behaviour' Policies. • Actively participate in relevant professional development.
Equality and Equity	• We will strive for equality and equity in our approach to partnership and the community we serve. • We aim to break down the barriers of power and privilege recognising we come together toward a common goal.
Honesty and Courage	• We will have robust feedback mechanisms in our model of care and governance structure to actively engage with community and participants to ensure we are meeting their needs and we are accountable to these. • We lean into difficult conversations realising this is when there is the greatest opportunity to learn.
Excellence and Appreciation	• Our work will be evidence based and we commit to continuous quality improvement processes to ensure the people using our service have excellent outcomes.
Commitment to reconciliation	• Demonstrates commitment to reconciliation. • Work towards creating culturally aware and safe services for First Nations Community Members.