

Position Description

Position Title	Clinical Service Manager
Reporting To	Senior Manager Operations
Employment Status	Full-Time Permanent
Classification	Health Professional Support Services Award 2020 - Level 4 or Nurses Award 2020 - Level 4
Team/Service	Alice Springs Medicare Mental Health Centre
Direct Reports	Clinical and Non-Clinical staff
Date	May 2026

PROGRAM OVERVIEW

Neami National has partnered with Central Australian Aboriginal Congress (Congress) to deliver a Medicare Mental Health Centre in Alice Springs.

The Alice Springs Medicare Mental Health Centre (ASMMHC) provides the Alice Springs community an alternative service to attend when experiencing mental health crisis. The centre provides free, immediate, short and medium-term care to adults over the age of 18 years with the aim of making it easier for anyone living in Alice Springs to access equitable, free, and quality mental health support. We offer a welcoming place for people to access mental health information, services and supports from qualified professionals (cultural, clinical and lived experience staff) over extended hours.

The Clinical Service Manager (CSM) will lead a multidisciplinary team to deliver a service that will reflect principals of Cultural Safety, Trauma Informed Care and Recovery Oriented practice. The ASMMHC service provides a holistic approach to care, addressing a range of social, physical, and emotional needs informed by the Collaborative Relational Practice (CRP) and supported by best practice in evidence-based and evidence informed care. The ASMMHC service has a strong focus on lived experience and provide support via a high engagement, multi-disciplinary crisis model.

The Centre will receive referrals from GPs in the area, public mental health services, emergency services, community organisations as well as self-referrals from members of the community. The multidisciplinary team will screen referrals to determine suitability, assess individual needs and assist access to appropriate services delivered by the team and other community and health providers.

The Centre will be open extended hours to increase access to the Alice Springs community.

POSITION OVERVIEW

The CSM will ensure that ASMMHC 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 guests. In collaboration with partners, staff and guest, 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 ASMMHC with the support of the Senior Manager Operations.

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

The CSM will work closely with the partner agency and Senior Manager Operations to review centre operations and ensure practice is aligned to the needs of the Alice Springs Community

THE POSITION

Key position Responsibilities, Duties and Accountabilities

- Promote Neami’s culture of practice, which is underpinned by the principles of Collaborative Relational Practice (CRP).
- Work to support and cultivate a healthy, effective relationship with partner agency and their staff for the benefit of the community
- Ensure that a guest centred approach is used in the provision of intake, assessment, and referral services
- Provide clinical oversight and positive leadership for the Service, 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 Senior Manager Operations, or other Senior staff for guidance
- Generate knowledge through fostering research and evaluation activities
- Involvement of people with relevant lived experience in the selection and operationalisation of measures of guest outcome and experience
- Read and interpret analysed guest data reports and translate learnings into practice

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.
- Ensure records management processes are followed, including the supervision of file/record keeping and facilitating training when required
- Commitment to understand service guest data requirements and to collaborate with guests to gather relevant data.
- Consideration of individual and aggregated guest data to inform practice and continuous service improvement.
- 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 guest experience, change and service impact over time.
- Commitment to involvement of people with relevant lived experience in the selection and operationalisation of measures of guest outcome and experience.
- Capacity to read and interpret analysed guest 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, guests 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 (AHPRA) essential, or a Social Worker with AASW Membership.
- Experience working in cross cultural settings, especially with Aboriginal and Torres Strait Islander People

- Experience working within a recovery-oriented service
- Excellent communication skills
- Computer literacy and written communication skills
- Satisfactory criminal record check.
- A valid Working with Children Check
- A valid Australian Driver's License

Desirable

- Post Graduate qualifications in Mental Health
- Accreditation or Credentialing in Mental Health
- Experience managing Lived Experience workforce

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.