

<b>Position title:</b>	Centre Manager headspace Katherine	<b>Reporting to:</b>	Clinical Operations Manager
<b>Program:</b>	headspace	<b>Location:</b>	Katherine
<b>Approved:</b>	Director Mental Health	<b>Date:</b>	MAY 2026
<b>Comments:</b>	This is a temporary fixed-term position until December 2026, with the possibility of extension and permanency.		

## Organisation Statement

Anglicare NT is a registered charity and quality accredited provider of human services across urban, regional, and remote Northern Territory. We demonstrate our values through strength-based, culturally safe, trauma informed and inclusive practices. Child safety, social justice, community development and partnership approaches drive our work. We commit to being an employer of choice and we monitor our impact, respect lived experience and advocate to meet the needs of Territorians and our diverse communities. Our focus is to make a sustainable difference through place-based initiatives, collaboration, innovation, and the Partnership Support Service.

## What we do

We provide services across the lifespan including: early childhood, child youth and family supports; aged care packages, community access, outreach, home support and volunteer visitors; NDIS support coordination and personal supports; community housing, transitional accommodation, tenancy support and homelessness responses; financial counselling, money management, gambling amelioration, micro finance and emergency relief; prison chaplaincy, post release accommodation and support; counselling, mediation and parenting education; refugee and migrant support; mental health initiatives, headspace centres, recovery and community awareness activities.

## Purpose of the Position

You will independently oversee the effective delivery and overall management of services for headspace Katherine, including both centre-based and remote community outreach programs. This self-directed role requires you to provide management and support to staff, private providers, and co-located clinic staff to ensure high-quality early intervention youth mental health services for young people aged 12-25. While the Clinical Operations Manager and Director Mental Health visit regularly to provide guidance and oversight, they are not based on site, making autonomy, initiative, and strong self-management essential to the position. A core component of your role involves managing our culturally safe, Social and Emotional Wellbeing (SEWB)-based outreach model. You will ensure this model effectively integrates clinical and cultural approaches to deliver mental health, physical and sexual health, alcohol and other drugs (AOD), and vocational and educational supports to remote communities. You will work collaboratively with the Clinical Operations Manager, the Director for Mental Health, and the Corporate Operations Manager to deliver an integrated, holistic, and responsive service to young people. You will also engage and attract co-located service providers and private practitioners, develop networks, manage relationships with key external services, and assist with meeting key reporting requirements to funding bodies. headspace Katherine has been operational since 2008 and acts as the central hub for the Big Rivers Region. Spanning over 340,000 square kilometres, the region features beautiful rivers, thermal springs, and stunning landscapes. It includes 26 remote First Nations communities and numerous homelands, with specific outreach extending to remote communities such as Jilkminggan, Wugularr, Barunga, and Pine Creek/Kybrook Farm. With 40% of the population under 24 years old and 6 in 10 young people identifying as Aboriginal, the region faces unique challenges. These include geographic isolation, limited access to services, and significant barriers to care. At the heart of the region is the Katherine township, the Northern Territory's fourth-largest town, home to over 11,000 of the region's 21,000 residents.

## Selection Criteria

### Position Specific Requirements

1. Degree level qualification with extensive management experience in allied health, behavioural or social sciences, youth work, or mental health nursing. Registration or eligibility for registration with a relevant regulatory body (e.g., AHPRA) or professional association (e.g., AASW) is required. Post-graduate qualifications are desirable.
2. Broad understanding of the challenges and experiences of young people in Australia, including local community factors that impact mental health and demand for support services.
3. Demonstrated experience in managing and developing operational systems for health or community services, with a strong ability to plan and allocate resources effectively to maximise efficiency and meet funding requirements.

4. Proven ability to manage all aspects of staff and team performance, including recruitment, orientation, supervision, performance reviews, disciplinary processes, staff development, and team building.
5. Experience providing direct mental health services or programs to young people, including responding appropriately to crisis and high-risk situations.
6. Strong leadership and management skills, with experience in multidisciplinary and cross-sector initiatives and building partnerships with diverse professionals, organisations, and stakeholders.
7. Solid understanding of accountability systems and continuous quality improvement processes, including using data systems, developing and implementing policies and procedures, and applying evaluation and risk management tools.
8. Detailed knowledge of the Australian health care system, particularly primary health and mental health, including the roles of various professionals and both government and non-government organisations in the sector.
9. Ability to prioritise and manage multiple competing tasks in a busy clinical environment while meeting deadlines.
10. Demonstrated effective leadership and management skills with experience in providing leadership with multi-disciplinary teams is essential.
11. Superior networking and relationship building skills with experience in community engagement and participation planning.
12. Demonstrated commitment for building and maintaining a strengths-based culture for staff, young people and families who access services.
13. A passion for youth mental health and a keen interest in improving service, access and cultural safety of mental health services in the Katherine region.
14. Experience in accreditation systems and frameworks, including knowledge of substantiating suitable evidence.

#### General Criteria

1. Demonstrated commitment to work respectfully and inclusively with Aboriginal and Torres Strait Islander and culturally and linguistically diverse people.
2. Demonstrated understanding of the issues that impact Aboriginal and Torres Strait Islander people.
3. Demonstrated ability to communicate sensitively and effectively with Aboriginal and/or Torres Strait Islander people.
4. Demonstrated adherence to legislation, policies and procedures and a commitment to EEO, WHS, risk management and quality improvement practices.
5. Northern Territory Working with Children Clearance (Ochre Card).
6. National Police Criminal History Report (less than three months old) with acceptable outcome.
7. Ability to meet additional visa / overseas work compliance measures.
8. Northern Territory Driver's Licence.
9. Demonstrated currency of job specific vaccinations (and boosters).
10. First Aid Certificate (or willingness to obtain within agreed timeframe)

#### **Key Responsibilities**

##### 1. Leadership and Management

- Provide effective supervision, strong leadership, and professional guidance to all team members, ensuring consistent delivery of high-quality clinical services across both the centre and outreach programs.
- Oversee staff recruitment and retention, including onboarding, ongoing supervision, professional development, performance planning, and regular reviews to maintain a capable and motivated workforce.
- Foster a cohesive, responsive, and high-performing team environment by promoting collaboration, supporting staff growth, and encouraging a culture of continuous improvement.
- Collaborate closely with the Clinical Operations Managers and Senior Clinicians to ensure adequate staffing levels and the implementation of robust clinical systems and processes, maintaining effective service level agreements and integrated service delivery.
- Manage the recruitment, orientation, and ongoing support of private practitioners, ensuring they are well equipped to contribute to headspace Katherine's success while promptly addressing any issues to maintain engagement and satisfaction.
- Willingness to travel within the Northern Territory, primarily to Darwin, for training, conferences, and meetings.

## 2. Clinical Support

- Support Clinical Lead, Senior Clinicians and clinical staff to provide timely clinical consultation.
- Oversee the outreach model to provide timely first-step interventions and responses to young people with mild to moderate mental health presentations.
- Ensure the team delivers comprehensive individual clinical services, group work, and community mental health literacy building across the region.
- Support the team in making timely warm referrals where appropriate to ensure continuity of care.
- Participate in daily multi-disciplinary team meetings to maintain awareness of young people and families accessing the service. Ensure risk issues and complex matters are escalated appropriately.
- Ensure the team provides youth-friendly, family-inclusive responses in a culturally appropriate manner.
- When required, complete Intake Assessments, co-facilitate Functional Recovery Program groups, and Single Session Family Consultations.

## 3. Operational Oversight and the headspace Model Integrity Framework (hMIF)

- Manage the headspace Model Integrity Framework and assessment processes to ensure the centre meets fidelity to the model.
- Support the delivery of the four core streams (alcohol and other drugs, mental health, primary care, vocational/education services) via co-located services, sessional providers, and salaried staff.
- Think flexibly and creatively about potential funding streams and service opportunities, particularly regarding the expansion of supports in remote locations.
- Ensure the team meets data collection standards as per headspace National guidelines.
- Actively participate in the headspace Clinical Quality and Risk (CQR) Committee and foster a culture of continuous quality improvement.

## 4. Stakeholder Relations and Effective Partnerships

- Collaborate closely with the Independent Chair to maintain the headspace Katherine Consortium and ensure strong governance.
- Proactively engage with a variety of community services to develop partnerships that enhance youth mental health outcomes and promote mental health literacy.
- Work in partnership with the Aboriginal Community Engagement Worker to oversee the Youth Advisory Group, ensuring that young people have a voice in service development and delivery.
- Build and nurture respectful, trusting relationships with local Elders and Aboriginal Controlled Health Organisations to support the culturally safe implementation of the SEWB outreach model.
- Represent headspace Katherine at key internal committees, including the Reconciliation Action Plan (RAP) Committee and Inclusive Practice Working Group, to support inclusive and culturally competent practices.
- Foster effective communication and collaboration with service providers and stakeholders to improve referral pathways and enhance service integration.
- Represent headspace Katherine in local and national forums focused on youth mental health, particularly relating to remote and regional settings.
- Develop and maintain effective communications with funding bodies and external partners to ensure accountability and support ongoing service development.

## **General Requirements**

- Comply with Federal, NT and Local Government legislation, regulations, permits and / or by laws.
- Adhere to delegations, code of conduct, policies, procedures and general conditions of employment.
- Work within contract, program / project parameters and scope of practice.
- Comply with program guidelines, work plans, budget, data and reporting requirements.
- Comply with WHS requirements – remain vigilant and contribute to a safe working environment and maintain pandemic related and job specific mandated vaccinations (and boosters).
- Embrace organisational values, work cooperatively and help sustain a respectful workplace.
- Support and mentor work colleagues by sharing your skills, knowledge and strengths.
- Help implement our Reconciliation Action Plan and build an inclusive and culturally competent workforce.
- Maintain confidential client, staff and organisational information in line with requirements.

- Keep up to date with workplace communications, staff meeting records and the intranet.
- Contribute to planning, evaluation and continuous quality improvement activities.
- Participate in supervision, performance reviews and undertake approved training.
- Maintain attendance, payroll and leave records in accordance with procedures.

**Delegation of Authority**

As per Board approved Delegation of Authority Schedule and aligned position classification (noting content will updated from time to time).