

Position Description

Position Title:	Operations Manager
EBA / Award:	Non Award
Classification:	Not Applicable
Reports to Operational:	General Manager, Reform and Implementation
Primary Site:	Bairnsdale
Last updated:	July 2025

The Mental Health and Wellbeing Local Service is an integrated wellbeing and support service delivered through partnership in East Gippsland. Operating seven days a week with extended hours, we provide clinical support, care, and wellbeing services to people aged 26+ experiencing mental health challenges, including co-occurring substance use or addiction.

The service is community-led and co-designed by consumers, carers, and the local community. Partners include Wellways, Gippsland Lakes Complete Health and LaTrobe Regional Hospital.

Commitment to Reconciliation

The Mental Health and Wellbeing Local Service and our partners recognise 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.

Role Purpose

Lead the ongoing operations for East Gippslands's Adult and Older Adult Local Mental Health and Wellbeing Service. Develop, oversee, manage, and report on daily operations and future growth of the Local Service.

This role has between 4-5 direct reports, collectively overseeing a team of 30 individuals practicing from Psychosocial, Lived Experience and Clinical disciplines.

Required Values & Behaviours

Authenticity and Integrity: Bring whole selves to work, recognising community and wellbeing belongs to all

Compassion: Commit to compassionate approach and understanding, leading with curiosity

Respectful Collaboration: Respect different experiences and organizational views, recognizing we all have something to learn

Quality and Safety:

- Identify and report risks promptly with prevention strategies
- Take reasonable care for personal and consumer safety
- Participate in workplace health and safety initiatives
- Comply with all policies and procedures
- Maintain confidentiality per privacy legislation
- Involve consumers/carers in quality improvement activities

Excellence and Appreciation: Evidence-based work with continuous quality improvement for excellent outcomes

Commitment to Reconciliation: Work towards culturally aware and safe services for First Nations Community Members

Key areas of accountability

Area	Deliverable
Effective, high quality and responsive recovery-oriented clinical and wellbeing service delivery	• Provide professional leadership ensuring contemporary evidence-informed best practice in participant support • Promote evidence-based recovery-oriented service delivery responsive to participant, family, and carer needs • Ensure service effectiveness, equity, and compliance with Consortium Governance Strategy, Victorian Royal Commission recommendations, and National Mental Health Standards • Meet Department of Health KPIs and ensure appropriate reporting of service outcomes and performance • Ensure regular reporting and transparency to Governance about data, risks and mitigations, workforce planning and service escalations • Oversee development and ongoing maintenance of the Local Service model and associated operations manual aligned with Consortium Tender Submission, Community Need and Service Guidelines and report on developments at Governance forums.
Effective, supportive, and responsive leadership and management	• Develop an inclusive, collaborative work environment encouraging creativity, participation, ownership, achievement, and recognition

	• Ensure all staff have the necessary skills and knowledge to carry out their roles, and support leaders to access professional development opportunities to facilitate this • Undertake or support performance processes with team members as required • Oversee complaints management according to Local guidelines.
Effective and efficient information and knowledge management	• Participate in and chair, relevant leadership, clinical, operational, and project meetings and committees • Maintain confidentiality as per privacy legislation • Ensure competent reporting on clinical practice standards compliance and population health data to the Partnership Governance Committee
Safety and continuous quality improvement	• Ensure compliance with discipline-specific professional codes of practice • Lead continuous improvement practices and support accreditation processes • Develop and monitor consumer feedback programs and use to inform continuous quality improvement practices • Develop, review, and manage KPIs and outcome data for service performance improvement • Regularly review incident data and follow-up processes • Communicate Risks, Mitigations, trends and achievements with the Partnership Governance Committee
Partnership Management	• Ensure regular communication with all consortia partners on significant operational matters, including service operations managers working within partner organisations • Act as key contact for all contract-related matters and Local Service delivery with the Department of Health • Provide thorough reporting to Governance and the Department of Health on operation performance.
Fiscal accountability and resources management	• In conjunction with General Manager Victoria, manage Consortium contracts, funding agreements, and deliverables • Develop annual budget and manage operational expenditure against this.

Key Requirements

Area	Description
Qualification / Role Experience	- Bachelor of Allied Health, Nursing, or Psychology Registration or other relevant tertiary Mental Health qualification - Relevant professional registration with AHPRA (if applicable) <i>or</i>
Required skills/ experience	- Proven ability to lead, manage, and motivate staff - High levels of emotional intelligence - Understanding of and responsiveness to challenges arising from integrated multidisciplinary supports - Proven ability to embed lived experience across models of care - Ability to analyse and interpret data and respond to trends - Demonstrated effective written, verbal communication, and interpersonal skills - Demonstrated ability to lead and sustain system change
Information Technology	- Willingness to learn and adapt to technology platforms - Basic skills in Microsoft Office Suite and CRM systems
Compliance	- National Police Check - International Police Check (if required) - Current Working with Children Check - Evidence of right to work in Australia - NDIS Workers Screening Check 100 points of identification - NDIS Workers Orientation Modules
Other Desirable	- Personal lived experience of mental health challenges or caring for someone who has - Aboriginal, Torres Strait Islander, people living with disability, and Culturally and Linguistically Diverse people are encouraged to apply