

POSITION DESCRIPTION – Alfred Health

DATE REVISED:	18 November 2022
POSITION:	Centre Manager, headspace Elsternwick & Syndal
AWARD/AGREEMENT:	Victorian Mental Health Services Enterprise Agreement 2021-2024
CLASSIFICATION TITLE:	Chief Social Worker / Occupational Therapist Grade 4 or Registered Psychiatric Nurse Grade 6
DEPARTMENT/UNIT:	Child & Youth Mental Health – CYMHS & headspace
CLINICAL PROGRAM:	Alfred Mental & Addictions Health
DIVISION:	Operations
REPORTS TO:	Operations Manager, Child & Youth Mental Health - CYMHS and headspace
CLINICAL ACCOUNTABILITY:	Clinical Director, Child & Youth Mental Health - CYMHS and headspace

ALFRED HEALTH

Alfred Health is the main provider of health services to people living in the inner southeast suburbs of Melbourne and is also a major provider of specialist services to people across Victoria. The health service operates three outstanding facilities, The Alfred, Caulfield, and Sandringham.

Further information about Alfred Health is available at www.alfredhealth.org.au

OUR PURPOSE

To improve the lives of our patients and their families, our communities and humanity.

OUR BELIEFS

Our staff are expected to demonstrate and uphold the beliefs of Alfred Health:

- Patients are the reason we are here – they are the focus of what we do
- How we do things is as important as what we do. Respect, support and compassion go hand in hand with knowledge, skills and wisdom. Safety and care of patients and staff are fundamental
- Excellence is the standard we work to everyday. Through research and education, we raise the bar for tomorrow
- We work together. We play vital roles in a team that achieves extraordinary results
- Our leadership shares ideas and demonstrates behaviours that inspire others to follow

ALFRED MENTAL & ADDICTION HEALTH - PROGRAM, DEPARTMENTS & UNITS

Alfred Mental & Addiction Health is responsible for the operation of services, which focus on people with a severe mental illness residing in the Inner South Eastern area of Melbourne.

Services are provided by a number of teams located at the Alfred Hospital (Commercial Road, Prahran) and at 549 St. Kilda Road, 607 St Kilda Rd, Alma Road CCU in St. Kilda, PARC at Nicholson Street Prahran, Aged Mental Health service at Caulfield Hospital and the Child & Adolescent Service located in Moorabbin and **headspace** service in

various locations in Victoria. Alfred Mental & Addiction Health also works in partnership with relevant local non-government and social support agencies.

The single most important goal of Alfred Mental & Addiction Health is to create an environment that facilitates clinical recovery, supports individual recovery efforts and strives to minimise service system barriers to the recovery process.

HEADSPACE AND CHILD & YOUTH MENTAL HEALTH SERVICE (CYMHS)

The **Child & Youth Mental Health Service (CYMHS)** at Alfred Health is a community-based service that provides comprehensive assessment, treatment and case management to infants, children, adolescents and young people up to the age of 25 years of age presenting with behavioural, emotional, psychiatric or developmental difficulties. CYMHS provides clinical services in partnership with a wide range of service providers to achieve the best possible outcomes. CYMHS is committed to active participation by families and young people in evaluating and improving our services.

headspace Southern Melbourne was established in 2007 and Alfred Health became the lead agency in 2011. The centre was relocated and became **headspace** Elsternwick in 2013. In the same year, **headspace** Elsternwick launched the beginnings of **headspace** Early Psychosis program and established services offered from the Bentleigh Centre. In 2020 Alfred Health won the tender to provide the **headspace** services to the Monash area and the **headspace** Syndal Centre was established.

CYMHS and headspace are committed to active participation by young people and families through all phases of service planning, implementation and evaluation.

VISION

headspace is friendly to young people and families. We will provide an accessible mental health service for young people struggling with hearing voices and unusual beliefs in partnership with the community. We will build on strengths and resilience, use the wisdom of lived experience and foster hope, potential and recovery.

VALUES

Respect

We value and build on the beliefs, strengths and potential of young people, families and their community connections and treat young people as intrinsically valuable.

Partnership

Our service development, implementation and evaluation will, at every stage, be youth driven and family guided. We will work collaboratively with the community to develop a service that enhances the existing services.

Empathy

We will focus on the humanity and importance of each young person and their family. We will maintain sensitivity to cultural diversity.

Excellence

The care we provide will be of the highest quality and will reflect a culture of innovation, evidenced based practice, reflection and continual learning.

Self Determination

Treatment we provide will be client directed with a focus on recovery and client determined goals, sensitive to the needs of young people.

Integrity

We strive for the highest degree of fairness, honesty and trust.

Accountability

We show pride, enthusiasm and dedication in everything that we do. We will respond and adapt to feedback.

POSITION SUMMARY

The Centre Manager will be committed to delivering a high quality headspace Centres that acts as a one-stop shop for young people with mental health and wellbeing concerns, providing access to youth-friendly health professionals in a safe, confidential and youth-friendly environment.

The purpose of the Centre Manager position is to lead, develop, implement, oversee and manage the operations, and the future growth and development of the headspace centres at Elsternwick and Monash. This position also overseeing the headspace Centre services offered at headspace Bentleigh and will work closely with the Early Psychosis Manager to ensure service integration across the Access Team and the Centre and Early Psychosis services offered across Elsternwick and Bentleigh.

This person will be a highly motivated and capable person who will facilitate excellence in integrated, holistic health care, with the goal of improving outcomes for clients of the service and the wider community.

The incumbent will work closely and collaboratively with a range of stakeholders to ensure all activities are in accordance with the headspace grant agreement, and direction provided by the lead agencies (EMPHN & SMPHN), headspace National Office, consortium partners and the Youth Advisory Committee (YAC).

The Centre Manager will be skilled in people management and have extensive experience in managing multidisciplinary teams.

To find out more about headspace visit <http://headspace.org.au/>.

KEY RESPONSIBILITIES

1. Leadership

- In accordance with the headspace grant agreement, lead, develop, oversee and evaluate implementation of service delivery to young people and their family and friends
- Communicate, promote and progress the vision and strategic plan of the headspace centre amongst consortium partners and the broader community
- Represent the lead agency and the headspace Centres at events, conferences and seminars
- Engage relevant sectors and partners in an integrated model of care, promoting multidisciplinary team work and participation in the headspace Centres at a local level
- Convene various committees associated with the headspace Centres, organise and participate in committee meetings, including preparation of meeting agendas, minutes, papers and correspondence.

2. Management

- Oversee the day to day operation of the headspace Centre, working closely with the Practice Manager and Clinical leads at each Centre
- Lead and oversee the recruitment and selection of any new staff (including private practitioners) and ensure they are orientated to the procedures and operations of the service
- Manage and supervise staff, monitor staff performance and development, and address staff performance issues effectively according to documented policies and procedures
- Work collaboratively with private practitioners to ensure that any difficulties are identified and resolved to maintain the sustainable and ongoing delivery of their services
- Participate in, and support other members of the headspace centre team to participate in, programs, education and training, and other opportunities offered by headspace National, the Alfred & other relevant organisations and partner services

- Shape and structure a working environment that is conducive to high productivity, where all staff understand what is expected of them and how their efforts contribute to organisational success

3. Business Management

- Develop the headspace Centres strategic plan, business plan and annual work plan in conjunction with the lead agencies, senior management, consortium partners and headspace National, and ensure deliverables and key performance indicators are achieved
- In conjunction with lead agency, senior management, manage the headspace contracts and funding agreements and all their deliverables including (1) acting as the key contact for all matters concerning the contract/s and delivery of the headspace Centres, (2) managing the headspace Centres budgets, (3) overseeing the completion and submission of all reporting in relation to the contract/s
- Establish appropriate processes and structures and develop, document and implement policies and procedures that ensure the efficient and effective operations of the headspace Centres
- In conjunction with the appropriate people, oversee and maintain the systems for accounting for monies earned and expended through service provision, and reconciling Medicare payments
- Ensure there is financial responsibility and accountability in all areas of responsibility

4. Quality and Safety

- Oversee the implementation of relevant and innovative quality systems and contribute to research development to ensure service integrity and quality.
- Ensure adherence to relevant quality and safety professional and healthcare standards and mandatory education related to risk management, occupational health and safety, and other relevant areas.
- Monitor, evaluate and maximise data collection and compliance with the dataset requirements from headspace National Office and any other funding body.
- Recognise and manage risk, and ensure that actions are taken to prevent and minimise harm to consumers and the workforce.
- Respond to and/or provide support to staff during critical incidents and high-risk situations, both clinically and operationally.
- Ensure all complaints and incidents are managed in accordance with headspace policies and procedures.

5. General

- Participate and lead service developments and innovation projects across the Alfred Mental & Addiction Health Program
- Build and maintain effective relationships with key stakeholders involved in the provision of health, mental health and psychosocial services to young people
- Other duties consistent with the position where required and/or requested by management from time to time.

SELECTION CRITERIA

QUALIFICATIONS AND REGISTRATIONS

Essential

- Degree level qualifications in allied health, behavioural/social sciences, youth work, mental health nursing, or a related discipline
- Eligibility for membership or membership of professional association – AHPRA / AASW

Desirable

- Post graduate qualifications in business or health services management

EXPERIENCE

Essential

- Demonstrated experience at effectively leading and reporting on complex planning and service development environments
- Demonstrated experience at managing and developing clinical governance & operational systems for a health or community services organisation, including effectively planning and allocating resources in order to maximise operational efficiency and meet funding deliverables
- Demonstrated experience at managing all aspects of staff and team performance, including recruitment, staff orientation, supervision, performance reviews, staff disciplinary action, performance development and team building
- Experience in direct service provision to young people and providing mental health services or programs, including being able to respond effectively to crisis and high-risk situations
- Proven track record in building and maintaining effective working relationships with a range of internal and external stakeholders

Desirable

- Experience in private practice settings
- Experience in the not for profit/non-government sector

KNOWLEDGE AND SKILLS

Essential

- Demonstrated capacity to effectively engage in leadership and management processes, including multidisciplinary and/or cross sector initiatives, and partnerships with a wide range of professionals, organisations and stakeholders
- Highly developed verbal and written communication skills
- Exceptional interpersonal skills with the ability to establish and maintain effective relationships with a diverse range of people and professionals
- Demonstrated understanding of the principles of accountability systems and continuous quality improvement processes, including the utilisation of data systems, the development and implementation of policies and procedures, and the use of evaluation and risk management tools
- Detailed understanding of the Australian health care system, particularly the primary health and mental health areas, including the range of professionals and organisations that work within, or come into contact with the sector
- Ability to prioritise and manage multiple and competing work tasks and deliver to agreed deadlines
- Advanced computer skills including word processing, spreadsheets and database applications
- Ability to work both independently and collaboratively as a productive team member
- A broad understanding of the challenges and experiences of young people in Australia, including specific community factors

Mental Health Workforce Capabilities & Priorities Include Awareness of:

1. RIGHTS, RESPONSIBILITIES, SAFETY AND PRIVACY

Mental health professionals uphold the rights of people affected by mental health problems and mental disorders, and those of their family members and/or carers, maintaining their privacy, dignity and confidentiality and actively promoting their safety.

2. CONSUMER AND CARER PARTICIPATION

Mental health professionals encourage and support the participation of consumers and carers in determining (or influencing) their individual treatment and care.

3. AWARENESS OF DIVERSITY

Mental health professionals practise in an appropriate manner through actively responding to the social, cultural, linguistic, and spiritual and gender diversity of consumers and carers, incorporating those differences in their practice.

4. MENTAL HEALTH PROBLEMS AND MENTAL DISORDERS

Mental health professionals are knowledgeable about mental health problems and mental disorders and the co-occurrence of more than one disease or disorder, and apply this knowledge in all aspects of their work.

5. PROMOTION AND PREVENTION

Mental health professionals promote the development of environments that optimise mental health and wellbeing among populations, individuals and families in order to prevent mental health problems and mental disorders.

6. EARLY DETECTION AND INTERVENTION

Mental health professionals encourage early detection and intervention.

7. ASSESSMENT, TREATMENT, RELAPSE PREVENTION AND SUPPORT

Mental health professionals provide or ensure that consumers have access to a high standard of evidenced-based assessment, treatment, rehabilitation and support services that prevent relapse and promote recovery.

8. INTEGRATION AND PARTNERSHIP

Mental health professionals promote the integration of components of the mental health service to enable access to appropriate and comprehensive services for consumers, family members and/or carers through mainstream health services.

9. SERVICE PLANNING, DEVELOPMENT AND MANAGEMENT

Mental health professionals develop and acquire skills to enable them to participate in the planning, development, implementation, evaluation and management of mental health services to ensure the delivery of coordinated, continuous and integrated care within the broad range of mainstream health and social services.

10. DOCUMENTATION AND INFORMATION SYSTEMS

Mental health professionals maintain a high standard of documentation and information systems on clinical interventions and service development, implementation and evaluation to ensure data collection meets clinical, monitoring and evaluation needs.

11. EVALUATION AND RESEARCH

Mental health professionals systematically monitor and evaluate their clinical practice, consistent with the National Standards for Mental Health Services and relevant professional standards to ensure the best possible outcomes for consumers, family members and/or carers.

12. ETHICAL PRACTICE AND PROFESSIONAL RESPONSIBILITIES

Mental health professionals adhere to local and professionally prescribed laws, codes of conduct and practice, and take responsibility for their own professional development and continuing education and training.

QUALITY, SAFETY, RISK and IMPROVEMENT

- Maintain an understanding of individual responsibility for patient safety, quality & risk and contribute to organisational quality and safety initiatives
- Follow organisational safety, quality & risk policies and guidelines
- Maintain a safe working environment for yourself, your colleagues and members of the public.
- Escalate concerns regarding safety, quality & risk to appropriate staff member, if unable to rectify yourself.
- Promote and participate in the evaluation and continuous improvement processes.

- Comply with principles of Patient Centred Care.
- Comply with Alfred Health mandatory continuing professional development requirements.
- Comply with requirement of National Safety & Quality Health Service Standards and other relevant regulatory requirements.

OTHER REQUIREMENTS FOR ALL ALFRED HEALTH STAFF

- Ensure compliance with relevant Alfred Health clinical and administrative policies and guidelines.
- Comply with relevant privacy legislation.
- Protect confidential information from unauthorised disclosure and not use, disclose or copy confidential information except for the purpose of and to the extent necessary to perform your employment duties at Alfred Health.
- Comply with Alfred Health medication management and medication safety policies and guidelines.
- Comply with the actions set out in the relevant section(s) of the OHS Roles and Responsibilities Guideline.
- Research activities will be undertaken commensurate with the role.
- In compliance with the Victorian Chief Health Officer's Mandatory Vaccination Directions, all Alfred Health employees must be vaccinated against COVID-19 with a TGA approved vaccine.

COMMITMENT TO CHILD SAFETY

Alfred Health has zero tolerance for child abuse and are committed to acting in the best interest of children in our care. We promote cultural safety and participation of Aboriginal children, children of cultural and linguistic diversity and those with disabilities to keep them safe at all times.

OTHER RELEVANT INFORMATION

- Working across **headspace** programs and teams will be actively encouraged. Staff may be required to work from any Alfred Health headspace site.
- Current Victorian Driver's License.
- Current working rights visa.
- Satisfactory completion of a Police Check.
- Satisfactory completion of Working with Children Check.

This position description will be subject to periodic review

Approved By: Glenda Pedwell, Operations Manager, Child & Youth Mental Health - CYMHS and headspace

Date Approved: September 2020