**POSITION TITLE: Manager – headspace Portland**

**POSITION NUMBER: HS004**

**POSITION LOCATION: Portland**

**CLASSIFICATION: SCHADS Level 7**

**TEAM /DIVISION: headspace – Health Services Division**

**EMPLOYMENT CHECKS: Current National Police Check, Working with Children Check and DWES List Check**

**DATE PREPARED: 14 March 2018**

**OUR ORGANISATION**

Brophy Family and Youth Services is a quality accredited not for profit organisation, with a community based Board of Directors. Our service provides a wide range of family, youth and children services across South West Victoria. We are a multi – site organisation, and employees may be required to work at any of our sites. These sites are based in

* Warrnambool - Timor Street (Community and Youth Complex), Koroit Street (Child and Family Services Hub) and Raglan Parade (Foyer Warrnambool)
* Portland - 5 Gawler Street, Portland
* Headspace Portland - 148/150 Percy St, Active Health, Portland.
* Hamilton – c/- Frances Hewett Centre, Roberts St, Hamilton & c/- SGAE Thompson St. Hamilton
* Colac – Youth Hub, Miller Street, Colac.

Brophy Family and Youth Services actively values and promotes diversity in our workplace and affirms our commitment to working towards achieving an open, harmonious and inclusive environment; where everyone is welcome, included and valued – regardless of gender, age, race, sex, sexual orientation, religion, level of ability, cultural or language background.

**DIVISION AND PROGRAM OVERVIEW**

The Health Services Division at Brophy provides early intervention health services across the south west region that includes the following programs:

* Headspace provides early intervention health services to young people aged 12 – 25 years along with assistance in promoting young peoples’ wellbeing. This covers four core areas: mental health, physical health, work and study support and alcohol and other drug services.
* Doctors In Secondary School (DiSS) – Brauer College students.
* Psychological Therapy Services in Warrnambool for 12 years and under; 12 years and over and suicide prevention.
* Drug and Alcohol Responding Early (DARE) for young people at risk of substance use aged 12 - 25 across the south west region.
* WILD adventure therapy program for young people aged 12 - 25 at risk of substance use and mental health problems.

Brophy Family and Youth Services is the Lead Agency for the headspace Consortium and headspace Portland Advisory Committee

In 2017, Brophy Family & Youth Services was successful in securing funding to establish a headspace satellite service in Portland.

**PRIMARY PURPOSE OF ROLE**

The Manager - headspace Portland will lead a multidisciplinary team, be an experienced and innovative health professional with considerable knowledge and experience in mental health service delivery and development of a private practice model. As a key leadership role within the headspace team, the Manager will be responsible for leading the successful management and development of the headspace Portland satellite service.

The Manager is responsible for providing strategic leadership and direction to the Portland headspace team, ensuring that the operation of the service is effective in achieving service performance outcomes in accordance with the headspace Portland business plan, operational guidelines, clinical and quality standards.

The Manager has overall responsibility for the management and coordination of the headspace Portland satellite service. Critical to the role will be the implementation of annual operational plans - including community awareness, youth and family/friends participation strategies to ensure that a youth friendly culture, culturally safe and family inclusive practices are central to young people’s treatment and recovery.

The Manager will be responsible for providing daily operational support and guidance to a multidisciplinary team and to ensure the provision of quality staff supervision. The role will lead clinical and caseload reviews and will actively manage referrals and demand for services, including delivery of a evidence-based primary mental health services case load and development of innovative and recovery orientated group work models.

The Manager will work collaboratively with stakeholder partners through effective relationships, co-contribution service level agreements and referral arrangements between primary care, mental health, alcohol and other drug, vocational services and other psycho-social services to facilitate young people’s access to the right service at the right time.

**ORGANISATIONAL RESPONSBILITIES AND ACCOUNTABILITIES**

This position is required to establish appropriate community contacts, develop and maintain professional working relationships with the headspace Portland Advisory Committee, a broad range of stakeholders, and funding partners in the provision of the program through effective integrated care pathways that evidence improved outcomes for young people and continuously improve the development of the headspace service model in response to service demand.

Working autonomously, with a high level of initiative and accountability in leading a multidisciplinary team to develop and deliver the headspace Portland satellite service in accordance with quality frameworks, funding requirements and BFYS clinical governance and accreditation frameworks is critical to this role.

The Manager will drive a learning culture through regular planning, review and evaluation to ensure that service operational systems and improvements provide a seamless and positive experience for young people and their families, and achieve program and organisational outcomes.

Supported by the headspace Clinical Lead and a key member of the headspace Leadership Group and the role requires regular travel to headspace Warrnambool and occasional regional and metro locations.

**REPORTS TO**

The position reports to and is supervised by the Executive Manager - Health Services with clinical supervision and support provided by the Clinical Lead.

**KEY RESPONSIBILITES**

*Personal and Professional*

* Develop and oversee program’s professional development plan and budget.
* Deliver and participate in supervision, support and reflective practice, as negotiated with Line Manager.
* Provide mentoring, support and consultation to program staff to promote advantaged thinking practices.
* Participate in the Performance Management process as required.
* Demonstrate a commitment to ongoing skill development and training relevant to a senior role both personally and professionally.
* Provide leadership during crisis and stressful incidents and monitor staff wellbeing.
* Ensure compliance with the relevant program Service Standards and Brophy’s clinical governance and quality frameworks.
* Participate in all core training designated by the Line Manager, to ensure integrity of the service delivery model.

*Technical Skills*

* Lead and effectively administer the programs services in accordance with program service plans, service agreements, and quality and safety standards.
* Monitor and lead the ongoing delivery and improvement of a high standard of evidence-based care to clients, including appropriate clinical services across the mental health spectrum.
* Provide clinical leadership, consultation and expertise to clinical staff and private practitioners in the delivery of early intervention mental health care to young people and their families.
* Develop and review clinical governance documents and processes.
* Demonstrate and maintain personal competency in the performance of high quality clinical technical skills through involvement in direct service delivery.
* Contribute to the vision, strategic planning, and relevant policy development for headspace services and actively participate as a member of the leadership management team.
* Ensure the collection of all relevant data in order to measure deliverables and continuously improve and evaluate the delivery of services.
* Ensure clinical staff are appropriately orientated and provided with adequate supervision, training and professional development, including clinical supervision of tertiary students, where applicable.
* Ensure clinical allocation and review meetings are held regularly and that clinical documentation is completed to required standards.
* Manage resources in a flexible and efficient manner to effectively manage demand and ensuring a timely and responsive service delivery model.
* Act as Line Manager as required.
* Ensure you and team members have access to and comply with legislation, standards, policies, practices and procedures relevant to the program.
* Ensure a professional and ethical standard of care and service provision according to the philosophy of Brophy Family and Youth Services.

*Customer Service*

* Promote the programs services and the Agency throughout the south west region.
* Develop and maintain effective working relationships with a broad range of stakeholders and services, across a variety of sectors to ensure an integrated and collaborative approach that supports positive client outcomes.
* Seek regular consumer feedback regarding the effectiveness of the program services.
* Demonstrate an awareness and practice in response to the diverse needs of clients.
* Demonstrate an understanding of rural communities and the issues they face.

*Continuous Quality Improvement*

* Seek and review consumer feedback regarding the effectiveness of the programs services as part of BFYS Clinical Governance Framework.
* Participate in program evaluation activities that promote advantaged thinking and contribute to improved outcomes for clients.
* Participate in and contribute to BFYS quality improvement processes and other activities to meet service and accreditation standards.

*Team Work and Communication*

* Lead in ways to capture, communicate and share innovative ideas and practices.
* Lead and promote the development of a learning culture within the program team that fosters and drives improved client outcomes.
* Facilitate and participate in daily and weekly team meetings and team planning days.
* Model appropriate leadership behaviours to all workers across the Agency and headspace Portland site/s.
* Develop, support and maintain a positive team approach across the program area, Agency and with other service providers and partners.
* Manage conflict and disputes in a professional manner and in accordance with Brophy policy and procedures.
* Promote effective team communication and development by working professionally and co-operatively with all stakeholders to achieve headspace and the Agency’s objectives.
* Lead the development of consumer participation activities within your team and Agency.
* Undertake other appropriate duties as directed by your Line Manager.

*Administration and Documentation*

* Take responsibility for accurate, confidential and timely case-noting, record keeping, filing and general maintenance of client information, in accordance with relevant program and agency requirements and standards.
* Ensure all relevant program planning, documentation; evaluation and reporting are completed in a timely and accurate manner.
* Ensure all relevant policies and procedures are implemented and adhered to, including the complaints handling procedures and methods for responding to critical incidents.
* Ensure best practice and professional standards for written correspondence produced by program staff.

**GENERAL RESPONSIBILITIES**

* Adhere to Brophy’s Employee Code of Conduct, and internal policies and procedures.
* Actively participate in all required supervision, annual performance management process, professional development and training activities.
* Participate in and contribute to Brophy Family and Youth Services quality improvement process and other activities to meet service and accreditation standards.
* Participate and contribute to the culture of a Learning Organisation environment.
* Maintain a healthy and safe work environment including supporting the monitoring and management of risk and WHS systems
* Participation in the development of consumer’s participation activities within your program and Brophy.
* Demonstrate and commit to Brophy’s organisational values and model these on a daily basis.

This position description describes in general terms the requirements for this position to operate on a normal day to day basis. However, these duties maybe amended or varied from time to time, within the normal capacity of the role without changing the level of responsibility.

**KEY SELECTION CRITERIA**

**Qualifications:**

* Tertiary level qualifications in an Allied Health discipline including Social Work, Psychology, Mental Health Nursing or Occupational Therapy.
* Current full registration with the Australian Health Practitioner Regulation Authority (APHRA) or current full membership with the Australian Association of Social Workers (AASW) or equivalent professional registration body.
* Eligibility to deliver services under the Medicare Benefits Scheme and other funding streams relative to the headspace model.
* APHRA approval to provide supervision to clinical placement students is highly desired.
* A current Drivers Licence.

**Experience, Knowledge and Skills**

* Minimum of five years’ experience and advanced level clinical leadership skills in a range of mental health care service settings.
* Experience in complex clinical triage, assessment and referral.
* Experience in service development and maintaining continuous quality improvement.
* Demonstrated experience in the leadership of multidisciplinary teams, including the provision of clinical supervision and the facilitation of clinical review and performance management processes.
* Proven track record in building and maintaining effective working relationships with a range of internal and external stakeholders.
* Advanced clinical skills in managing young people at risk, including suicide and violence risks.
* Excellent organisational and time management skills, including the ability to prioritise and manage multiple and competing work tasks and deliver to agreed timelines.
* Highly developed verbal and written communication skills.
* Exceptional interpersonal and communication skills with the ability to work with a diverse range of people.
* Advanced computer skills including word processing, spreadsheets, electronic client medical record systems and database applications.
* A broad understanding of the mental health service system in the state and national reforms, and knowledge of relevant legislation.

**AUTHORISED BY**

NAME: Anne Waters

POSITION: Executive Manager Health Services

DATE: 14 March 2018

**ACCEPTED BY INCUMBENT**

NAME: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

SIGNED: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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