POSITION DESCRIPTION

CLINICAL SERVICES MANAGER

Location:	headspace Glenroy
Division:	Clinical Services
Salary range:	$90,000 - $120,000 per annum pro rata, commensurate with skills and experience
Employment Type:	0.8 – 1.0 FTE Fixed Term position available until 30 June 2020
Position reports to:	Program Manager, Primary Clinical Services

1. POSITION SUMMARY

Reporting to the Program Manager, Primary Clinical Services the Clinical Services Manager (CSM) will lead and manage a team of clinicians and community awareness staff at the headspace Glenroy centre. The CSM is responsible for overseeing the implementation and maintenance of all aspects of clinical and community awareness services/activities at the centre, developing partnerships with key stakeholders, supporting innovative research and evaluation, managing risk and enhancing operational effectiveness. The CSM is a highly motivated and dynamic person who will develop and maintain an integrated model of clinic-based health service delivery to young people, their families or carers and the wider community in the area served by the headspace centre and as a member of the management team, contribute to the service modelling and implementation of quality , innovative youth services across the region.

2. POSITION CONTEXT

headspace is a world-first youth mental health initiative that supports young people who are going through a tough time; whether it's depression, anxiety, relationship break-ups or alcohol and other drug issues. The youth-friendly services at headspace are aimed at teenagers and young adults in recognition of the fact that 75 percent of mental disorders emerge before the age of 25 years.

Orygen operates four headspace centres and associated services in Glenroy, Sunshine, Werribee and Glenroy (with community awareness activities extending to Seymour) and extended regional program for more severe and complex young people commissioned by federal funding via the NWPHN and support from headspace, the National Youth Mental Health Foundation. These headspace centres aim to improve access to services and continuity of care for young people across four core streams of service: mental health; alcohol and other drugs; primary care; and social recovery/vocational services.

3. ORGANISATIONAL INFORMATION

Orygen is the world's leading research and knowledge translation organisation focusing on mental ill-health in young people. Working side-by-side with young people, our partners and one another, we're redefining what's possible in global research, policy, education and clinical care. Find out more on our website.

headspace is the National Youth Mental Health Foundation providing early intervention mental health services to 12-25 year olds, 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. Find our more on the headspace website.

4. KEY RESPONSIBILITIES/OUTCOMES

- Working as a member of the management team, ensure that the operation of the headspace centre is in accordance with the strategic goals, vision and mission of Orygen, contractual performance required for the workplan with the NWMPHN and aligned with the model integrity and quality of services for the headspace platform licensed by headspace National Office.
- Reporting to the Program Manager, work with the Director of Clinical Services and management team in the planning and implementation of relevant and innovative clinical services and contribute to program development and research/QA activities to ensure service integrity and quality across the region and across the continuum of care aligned with Orygen strategic direction.
- Work and consult with the Program Manager, Primary Clinical Services and Director of Clinical Programs to ensure all quality standards are in place and in line with accreditation standards to meet compliance with contractual and licence agreements for national office, and the PHN eg AGPAL, hMIF.
- Responsible for site incident management and operations including role of Fire Warden for site.
- Work and consult with the Program Manager, Primary Clinical Services and management team in the planning, implementation and evaluation of community awareness and capacity building activities.
- Provide leadership, supervision and line management support to the Access Team and Community Awareness Officer.
- Provide leadership, support and consultation to the team of private allied health practitioners.
- Provide consultation and support to co-located service providers in the integration and delivery of services at the centre.
- Promote evidence-based clinical practice, facilitate clinical review meetings, and demonstrate active leadership in the clinical decision-making process regarding the care of young people attending the centre.
- Develop and maintain partnerships and service level agreements with relevant youth and family services in the community to promote holistic and integrated care for young people and their families/carers.
- Develop and implement individual work plans for the Access Team and community awareness officer and monitor performance against the annual workplan of the centre.
- Ensure youth and family participation in all aspects of service development, delivery and evaluation.
- Provide leadership and support in the development and delivery of youth and family participation initiatives.
- Work with other members of the management team to develop, implement and review the clinical governance framework.
- Plan and participate in training and secondary consultation activities, working closely with the headspace Community Awareness Officer and Access Team members.
- Actively lead and participate in our ongoing quality improvement activities, including evaluation and analysis of guidelines, policies and procedures.

5. SELECTION CRITERIA

The following criteria must be met for consideration for this position:

5.1 Essential

- Approved tertiary qualifications in allied health or equivalent relevant discipline and eligibility for membership of the associated professional body.
- Significant experience in the delivery of mental health assessments, crisis management, psycho-education, and short-term focused interventions to young people and their families/carers.
- Strong people management skills.
- Experience in leading and developing teams.
- Well-developed knowledge and understanding of current youth health/mental health policy issues in Australia including early intervention, service system reform and the establishment of integrated and coordinated service delivery.
- Demonstrated experience in the development, implementation and review of clinical governance frameworks and practice, including quality improvement, risk management and compliance monitoring and reporting.
- Ability to establish and maintain collaborative partnerships with a range of service providers and organisations.
- Extensive experience in the provision of professional supervision and secondary consultation with a wide range of professionals.
- Highly developed communication and interpersonal skills (written and verbal), problem solving and negotiations skills.
- Commitment to supporting clinical research within the service.

5.2 Desirable

- Knowledge and experience in working in a private practice environment.
- Ability to develop, implement and evaluate community awareness and capacity building activities.
- Experience in the development and delivery of youth and family participation programs.
- Experience in the development and delivery of group-based interventions.

6. JOB COMPLEXITY, SKILLS, KNOWLEDGE

6.1 Level of Supervision/Independence

- This position will report to the Program Manager, Primary Clinical Services.
- Subject to broad direction, while working with a considerable degree of autonomy.
- Will have management responsibility for diverse activities and/or staff.
- Responsibility for significant resources.

6.2 Problem Solving and Judgement/Risk

- The incumbent will be required to be self motivated and directed, demonstrating a sound ability to proactively oversee and make decisions in relation to the intake/assessment services and young people's suitability for ongoing treatment/support services at the centre. This will require proven skills in decision-making, problem-solving and risk management.
- Responsible for high level creative, planning and management functions.
- Provide strategic support and advice at the senior management level.

6.3 Professional and Organisational Knowledge

- Duties at or above this level typically require a skill level which assumes and requires knowledge or training equivalent to:
    - proven expertise in the management of human and material resources;
    - in addition to, in some areas, postgraduate qualifications and extensive relevant experience.

- Comprehensive knowledge and support of the headspace framework of early intervention, de-stigmatisation, diversity, inclusion, and non-discrimination
- Generate and use a high level of theoretical and applied knowledge.
- Expected to bring a multi-perspective understanding to the development, carriage, marketing and implementation of new policies.
- Excellent computer skills with a demonstrated ability in word processing, PowerPoint and databases as required..

6.4 Breadth of the position

- Complex, significant and high level creative planning, program and managerial functions
- Responsible for the achievement of significant organisational objectives and programs.
- Conceptualise, develop and review policies, objectives and strategies involving high level liaison with internal and external client areas.
- The role may incorporate other service development activities and responsibilities as directed by the Clinical Director.

6.5 Special requirements

- A current Victorian driver's licence.
- OHSE training is essential and is provided by ORYGEN.
- All workplaces are non-smoking environments.
- A current full unrestricted work permit / visa for Australia.
- Current Working with Children Check will be required.
- A current National Police Check will be required.
- Any offer of employment is conditional upon receipt and maintenance of a satisfactory Working with Children Check.
- You may be required to work across more than one of ORYGEN's sites, which are currently located within the north and west of Melbourne.

7. POLICIES AND WORKPLACE PRACTICES

All Orygen employees are required to familiarise themselves with the organisation's policies and procedures and to adhere to them at all times.

It is expected that at all times, employees will:

- be respectful towards Orygen, supervisors and other colleagues, young people engaged in Orygen activities and their families, and the general public
- be aware of and work to the objectives of Orygen
- work collaboratively with all colleagues and external organisations engaged in Orygen activities
- act in a safe and responsible manner at all times

8. OCCUPATIONAL HEALTH and SAFETY (OHS)

All staff are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct.

These include general staff responsibilities and those additional responsibilities that apply for Managers and Supervisors and other Personnel.