

## BENDIGO COMMUNITY HEALTH SERVICES

### POSITION TITLE: CLINICAL TEAM MANAGER

<b>Name:</b>		PO Box 1121 Bendigo Central Victoria 3552
<b>Position number:</b>	(allocated by HR)	
<b>Award/Agreement:</b>	Dependent upon qualifications	<b>Central Site:</b> Ph: (03) 5448 1600 Fax: (03) 5441 4200
<b>Classification:</b>	In accordance with qualifications and experience	<b>Eaglehawk Site:</b> Ph: (03) 5434 4300 Fax: (03) 5441 4200
<b>Site:</b>	headspace Bendigo	<b>Kangaroo Flat:</b> Ph: (03) 5430 0500 Fax: (03) 5441 4200
<b>Hours per fortnight:</b>	76.0 hours per fortnight	
<b>Tenure:</b>	Ongoing	<b>Elmore Primary Health:</b> Ph: (03) 5432 6001 Fax: (03) 5432 6101
<b>Position description developed:</b>	November 2018	
<b>Responsible to:</b>	Director - headspace and Bendigo Community Health Services Mental Health Programs	

#### 1. Position Role

The position provides support to the Director and is responsible for the management of the clinical team within headspace Bendigo daily. This position also carries a complex caseload and manages the performance of the core team of the core stream, including efficient referral processes, waiting list management and clinical processes and standards. This position will manage the budget and program reports under the guidance of the Director. The position will maintain clear and open communication with the Director and escalate to the Director unusual requests, issues of concern or matters that are beyond the usual parameters for budget, consumer performance indicators, staffing matters or quality assurance.

#### 2. Position Responsibilities

Under the guidance of the Director, the position will:

- Coordinate the day to day management of the clinical services at headspace Bendigo.
- Provide competency based clinical support and supervision to individuals and ensure professional expectations, conduct and wellbeing is achieved within headspace Bendigo policy and procedures.
- Oversee and manage the budget of specific programs.
- Complete reports for headspace National Office and the Murray Primary Health Network as requested, which includes the core funding and oversee Innovative Health Services for Homeless Youth and Youth Enhancement Programs.
- Maintain data and program evaluation and participate in opportunities to access additional program funding.
- Provide effective management of staffing rosters, staffing profiles and other resources required to ensure successful provision of programs and services.

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- Participate in organisation-wide aspects of quality improvement of programs, program/staff performance review and redevelopment to achieve best practice standards.
- Ensure that all relevant staff complies with relevant legislation, regulations, scope of practice and standards.

### **3. The Role of the Team**

The primary focus of the headspace team is to provide comprehensive specialist services to young people and their families and lead coordinated care and referral pathways internally and externally across a range multidisciplinary service.

### **4. Key Selection Criteria**

#### **4.1 Essential**

1. Demonstrated ability to work from a position of honesty, transparency and straight talk.
2. Demonstrated experience in leading mental health or youth clinical services within a multidisciplinary team.
3. Tertiary qualifications in a discipline relevant to the work of headspace, current registration with the appropriate regulatory body (Australian Health Practitioner Regulation Agency for most disciplines) and a minimum of three years post graduate experience.
4. Demonstrated capacity to support individuals and teams to succeed.
5. Excellent interpersonal and communication skills demonstrating a capacity to build and maintain relationships with diverse stakeholder groups in achieving collaborative outcomes.
6. High level skills in Microsoft office programs and ability to complete reports as requested in a timely manner.
7. A knowledge of budget processes and understanding to manage budgets.
8. A current driver's license.
9. A current Working with Children Check.

#### **4.2 Desirable**

1. The ability to build and develop positive relationships with both internal and external consumers.
2. A passion for improving the health and wellbeing of the youth in the community and the organisation.
3. The ability to confidentially maintain accurate records in accordance with headspace and BCHS procedures.

### **5. Probationary Period**

Employment with BCHS is conditional on satisfactorily completing a probationary period of six (6) months from date of commencement. During this period your performance will be reviewed with your Manager and, assuming this is mutually satisfactory, your employment will be confirmed at the end of this period.

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### **6. Staff Review and Development (SRD)**

*Each BCHS staff member is required to participate in the annual SRD process. The SRD will be based on the Position Role and Responsibilities and Key Selection Criteria in addition to the relevant Branch and Team Plans and the following Performance Indicators.*

#### **6.1 Self-Management:**

*Demonstrated experience and understanding of the need for ongoing personal and professional development that contribute to self-satisfaction and professional growth*

- Continually develop personally and professionally to meet the changing needs of your position, career and industry.
- Demonstrate behaviours that lead you to achieving your goals.
- Engage in supervision for self-reflection.

#### **6.2 Communication and Team Work:**

*High level communication and interpersonal engagement that contributes to productive and collegial relationships between staff and with consumers*

- Display your capacity for self-awareness through reflection, planning and communication.
- Show evidence of your ability to work co-operatively within a team to achieve team goals.
- Establish and develop as key functions of relationship management, regular and professional communication with all your relevant colleagues.
- Demonstrate alignment and integration of practice according to BCHS' Vision, Values, and Strategic Directions.

#### **6.3 Administration and Documentation:**

*Through the use of BCHS processes ensure that all administration and documentation requirements are initiated and completed in a professional and timely manner.*

- Show evidence that the administrative tasks of your position are completed in an orderly, timely and accessible manner.
- Demonstrate that your documentation is completed in an accurate, legally and ethically compliant standard, and is produced to an appropriate professional standard.

#### **6.4 Learning:**

*Demonstrated knowledge and application of the capabilities required for this position including knowledge and understanding of appropriate equipment, legislation, policies and procedures.*

- Show evidence of knowledge and understanding of BCHS Strategic Directions and the ability to link key strategic directions to individual and team work plans and individual self-development.
- Demonstrate initiative and enterprise skills that contribute to innovative outcomes.
- Display an appropriate level of awareness of the implications for BCHS of decisions and situations that involve you and others.

#### **6.5 Position Performance:**

*Demonstrate achievement of negotiated performance indicators specific to your position.*

- Provide service delivery to at least the minimum level required by the funder.
- Demonstrate positive outcomes for consumers through your intervention.
- Show evidence of an integrated service delivery approach for consumers.

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### 6.6 Diversity and Culture:

BCHS treats all people with respect; values diverse perspectives; participates in diversity training opportunities and provides a supportive work environment.

### 6.7 Child Safety:

BCHS values children from all backgrounds and is committed to making our community a safe, nurturing and welcoming place for children to grow and develop. We are committed to making sure **ALL** children reach their individual potential.

## 7. Other Essential Requirements

### Staff will:

- Complete a satisfactory Police Check before employment is confirmed, the Police Check will be initiated by BCHS at the expense of the staff member.
- Sign the pre-existing Injury/Disease Declaration.
- Present a copy of your original professional qualifications document or registration.
- Receive and comply with the BCHS Code of Conduct.
- Comply with BCHS Privacy Policy and Procedures.

### BCHS believes that *“Quality is everyone’s business, safety is my responsibility”*

Co-operate with and contribute to BCHS Health and Safety procedures and participate in appropriate safety information and education activities as required.

## 8. Other Information

- BCHS is an Equal Opportunity Employer.
- All BCHS sites are smoke free workplaces.
- BCHS is committed to employing people from diverse backgrounds and providing a workplace free from discrimination and harassment.
- BCHS has a commitment to environmental sustainability.

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Approved: Kim Sykes  
Chief Executive Officer

Date: ...../...../.....

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Agreed: Clinical Team Manager

Date: ...../...../.....