

BENDIGO COMMUNITY HEALTH SERVICES

POSITION TITLE: TEAM MANAGER - HEADSPACE

Name:		PO Box 1121 Bendigo Central Victoria 3552
Position number:	1547	
Award/Agreement:	Dependent upon qualifications	Central Site: Ph: (03) 5448 1600 Fax: (03) 5441 4200
Classification:	In accordance with qualifications and experience	Eaglehawk Site: Ph: (03) 5434 4300 Fax: (03) 5441 4200
Site:	headspace (78 - 80 Pall Mall Bendigo) The position may work from any Bendigo based BCHS site as negotiated	Kangaroo Flat: Ph: (03) 5430 0500 Fax: (03) 5441 4200
Hours per fortnight:	76.0 hours per fortnight	Elmore Primary Health: Ph: (03) 5432 6001 Fax: (03) 5432 6101
Tenure:	Ongoing	
Position description developed:	July 2019	headspace: Ph: (03) 5434 5345 Fax: (03) 5434 5320
Responsible to:	Executive Director	

Our Vision

Better Health and wellbeing across generations.

Our Mission

Working hand in hand with our community to achieve healthier lives.

Our Values

- **Respect**
We build respectful relationships through trust, empathy and collaboration.
- **Inclusive**
We recognise and promote accessible, safe and holistic health care as a basic human right.
- **Integrity**
We are authentic, accountable and we honour our obligations.
- **Innovation**
Through continuous learning, we ensure an agile, responsive and sustainable service.

Strategic Directions

1. **Programs for Equity**
Commitment to achieving equitable health and wellbeing.
2. **Consumer and Community Centred Organisation**
Understand and respond to community needs and consumer's lived experience.

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3. Quality, Safety and Consumer Experience

Deliver the best consumer experience that is of consistent quality, safe and evidence-based.

4. Sustainability

Sustainable for purpose organisation.

Position Role

The position of Team Manager - headspace is to lead, develop, implement, oversee and manage the operations and the future growth and development of the headspace centre. They will be a highly motivated and capable person who will facilitate excellence in integrated, holistic health care, with the goal of improving outcomes for consumers 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 agency, headspace National Office, consortium partners and the Youth Reference Group.

The Centre Manager will manage our multidisciplinary teams and be 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 guidance.

Position Responsibilities

Under guidance, the key responsibilities are:

Leadership

- Oversee the day to day operation of headspace.
- 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 team to participate in, programs, education and training and other opportunities offered by headspace National Office and through the headspace network.
- 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.
- 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.
- Lead the headspace model integrity framework (hMIF) accreditation cycle in consultation with the lead agency.

Business Management

- Develop the headspace strategic plan, business plan and annual work plan in conjunction with lead agency senior management, consortium partners and headspace National Office and ensure deliverables and key performance indicators are achieved.
- In conjunction with the 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 program
 - 2) managing the headspace budget
 - 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 headspace.
- 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 accountability in all areas of responsibility.
- Coordinate and provide support to headspace consortia governance group in consultation with the lead agency.

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 and the lead agencies policies and procedures.

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.

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Key Selection Criteria

Essential

1. 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.
2. Demonstrated ability to operate in an environment of honesty and transparency.
3. Demonstrated experience in leading mental health or youth clinical services within a multidisciplinary team.
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 to achieve collaborative outcomes.
6. High level skills in Microsoft office programs and the ability to complete reports as requested in a timely manner.
7. A knowledge of budget processes and the capacity to manage budgets.
8. Ability to demonstrate and display the values of Bendigo Community Health Services with a strong commitment to the values of equity and human rights.
9. A current Driver's Licence.
10. A current Working with Children Check.

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 youth in the community and the organisation.
3. The ability to confidentially maintain accurate records in accordance with BCHS procedures.

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.

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.

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.

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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.

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.

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.

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.
- Show effective leadership through staff engagement and effectiveness.

Diversity and Culture:

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

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.

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.

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- Present a copy of your original professional qualifications document or registration (if required).
- 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.

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: Peter Richardson
Executive Director

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Agreed: Team Manager - headspace

APPROVED