

| Position Description | | | |
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| Name | | Date | |
| Position Title | Program Manager – headspace Albury Wodonga and headspace Wangaratta | | |
| Department | Mental Health and Wellbeing | | |
| EBA / Award | Victorian Stand Alone Community Health Services (Health and Allied Services, Managers & Administrative Officers) Multiple Enterprise Agreement 2018-2022 | | |
| Classification | HS6 Full time 1FTE - 76 hours per fortnight. Ongoing Initial 6-month probationary review and then annual performance appraisal. | | |
| Primary Site | headspace Albury Wodonga / headspace Wangaratta With the occasional travel to other Gateway Health sites as required | | |
| Reporting to | General Manager Mental Health and Wellbeing | | |
| Direct Reports | <ul style="list-style-type: none"> • headspace Senior Clinician • headspace staff | | |
| Budgetary Responsibilities | Responsible for developing, monitoring and managing all cost centre budgets within Program area, including being a central point of contact for funding and service agreement contracts. | | |
| Liases with Internally | GH staff, including Business Services, Quality, Risk/Compliance and People Working Well roles <ul style="list-style-type: none"> • GH staff across all programs • Senior Management Team | | |
| Liases with Externally | This position may be expected to liaise with, though not limited to the following; <ul style="list-style-type: none"> • headspace Consortium partner organisations • Funding and regulatory bodies, including but not limited to Commonwealth and Victorian Government Departments, e.g. Department of Health & Human Services, Murray Primary Health Network and headspace National Office • Sector and service delivery partner organisations including but not limited to, Local Government, Community service organisations, health services, schools • Media, local community, especially young people and the headspace Youth Reference Groups | | |
| Program Information | <p>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 (www.headspace.org.au). This is achieved through the Federal Government's funding of headspace services throughout Australia via the Murray Primary Health Network. These Centres provide an entry point for young people to access a broad range of (well-integrated) services.</p> <p>headspace Albury Wodonga and headspace Wangaratta aims to:</p> <ul style="list-style-type: none"> • promote early identification and effective, evidence-based interventions; • improved access to mental health services; and • specialist providers and primary health care working together within an accessible and integrated service framework. | | |

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| <p>Purpose of the role</p> | <ul style="list-style-type: none"> • This position manages the human and financial resources to deliver the strategic objectives and milestones for the headspace Centres in Albury Wodonga and Wangaratta. • Working closely with Consortium partners, the Manager will ensure the effective day-to-day management of the headspace Centres, including intake, caseload allocation and work-flow management, staff supervision, financial management, planning and reporting, partnership management and service development and will maintains compliance with the headspace National Trade Mark Licence Agreement and the headspace Model of Integrity Framework. • The Program Manager will facilitate integration between headspace and other Gateway Health programs to enhance seamless services to clients, consistent with organisational service plan priorities. • The Program Manager headspace Albury Wodonga and headspace Wangaratta is a member of the Senior Management Team and as such plays a role in facilitating information flow and cohesion between all areas of organisation, with a focus on service coordination and improvement; business development, consumer engagement; planning and monitoring the implementation of strategy; monitoring internal and external environments, participating in relevant external networks and collaboration work; identifying and responding to emerging risks and opportunities; and providing a conduit for information between Gateway Health and external committees / organisations, particularly in relation to Gateway Health's advocacy agenda. |
| <p>About Gateway Health</p> | <p>Gateway Health is a not-for-profit Company limited by guarantee and a registered Community Health Service under the Health Services Act 1988 (Vic).</p> <p>Vision: People Living Well</p> <p>Our Purpose: To provide care and services that connect the community and strengthened individual and population health and wellbeing</p> <p>Our Values: Values reflect the way we interact, connect and work with every client, with partners, with volunteers and with one another. Principles shape the way we plan and design our services and business systems. Together they underpin organisational culture, strategy and the way we deliver our services.</p> <p>We CARE – We ACHIEVE – We LEARN – We WORK TOGETHER – We INNOVATE</p> <p>Our Principles:</p> <p><i>We advocate for fair and equitable access to health care and wellbeing services for all.</i></p> <p><i>We respect the strength of individuals and the community, and their capacity to recover from adversity.</i></p> <p><i>We recognize the importance of adaptability and responsiveness to enable us to deliver on our commitment to the community.</i></p> <p><i>We actively listen and work alongside the community and each other to design and deliver better solutions.</i></p> <p><i>We believe a learning culture is critical to enhancing the wellbeing of staff, clients and the community.</i></p> <p><i>We contribute to creation of a connected and integrated health and community care system to achieve the best outcomes for our clients and community.</i></p> <p>Gateway Health strives for an achievement culture that encourages innovation and initiative. We build and foster strengths-based programs that focus on support and recovery. Our staff are our greatest asset.</p> |

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| | <p>The organisation employs over 380 staff providing a range of primary health and welfare services across the Ovens Murray region in North East Victoria and parts of Southern New South Wales. Gateway Health serves all people, and is committed to improving individual and population health outcomes. We will do this by providing health care and support to individuals and communities in times of need, and by actively working with our partners to address the social and environmental determinants of health. They are delivered through a mix of centre-based services in Wodonga, Wangaratta and Myrtleford, and outreach services to rural communities across the region.</p> <p>Gateway Health is committed to creating a workforce that reflects the communities we serve. We believe that a workforce that recognises and celebrates diversity will best meet the health and well-being needs of all people we serve including Aboriginal and Torres Strait Islander peoples; people with a disability; lesbian, gay, bisexual, transgender and gender diverse people; inter sex people; people experiencing health inequalities; and culturally and linguistically diverse people.</p> <p>Review of Position Descriptions: This position description will be reviewed annually (July each year), during annual appraisals, when the position becomes vacant or as deemed necessary.</p> |
| <p>Code of Conduct</p> | <p>Employees are expected to, at all times:</p> <ul style="list-style-type: none"> • Adhere to the Gateway Health Code of Conduct including the Child Safe Procedures • Maintain a high professional standard and work with integrity • Develop collaborative working relationships • Communicate with respect and tolerance • Maintain a client focus • Adopt a Continuous Improvement approach • Work within legislative and compliance framework. |
| <p>Key Responsibilities and Accountabilities</p> | |
| <p style="text-align: center;">Role Specific</p> | |
| <ul style="list-style-type: none"> • Role model high standards of professional practice and conduct in client service delivery, working in partnership with colleagues and agencies. • Funding and Service Agreement Targets are met to ensure Clients are exited from the program appropriately and timely. • Provide evidence-based practice in line with professional and funding requirements • Complete all program specific administrative tasks within the required time frames. • All data is entered onto designated service databases, including excel spreadsheets. • Databases are kept up to date at all times • Maintain compliance with the headspace National Trade Mark Licence Agreement and the headspace Model of Integrity Framework • Provide strategic management to the Program teams, ensuring they have a consistent understanding of their core tasks and accountabilities. • Support Lead Clinician to assist staff to develop and maintain agreed work plans that assist with prioritising work flow and that these are reviewed regularly • Ensure that there is a documented Model of Care for the Program • Participation in and facilitation of regular performance reviews and appraisals • Competently use all relevant organisational databases – including but not limited to VHIMS, RelainSys, clinical software, financial software • Active participation in Professional Development • Active participation in specific clinical supervision and associated process's. • Completion of Mandatory training | |

- Any other duties as directed by your manager that are considered a reasonable requirement of the role

Financial Management

- Follow all Gateway Health financial procedures
- Invoices raised and processed within funding / program deadlines
- Management of financial and budget responsibilities
- Ensure effective control of inherent and residual risk in the areas of your responsibility.
- Provide leadership by demonstrating commitment to the importance of effective Risk Management
- Modelling behaviours and attitudes which support a positive risk culture in your team / program and the organisation

People

- Develop and maintain professional relationships with internal and external stakeholders.
- Contribute to productive and positive team meetings.
- Positively contribute to the culture and spirit of headspace Albury Wodonga and headspace Wangaratta work environment and to GH.
- Your behaviour is congruent with organisational values, behaviours and goals
- Contribute to the development of procedures and systems within this program
- Positively embrace and adopt change as it occurs.
- Willingness to engage in a flexible work model that may require significant out of hours work and travel.
- ensure regular team meetings.
- ensure all team members are updated and included in key messaging from senior management meetings.

Technical Skills / Industry Knowledge

- Ensure relevant Program documentation is completed to required timeframes
- Produce accurate and timely reports for funding bodies, and for other internal and/or external purposes as required
- Manage relevant funding contracts and agreements and all their deliverables including: acting as the key contact point for all matters concerning the relevant contracts and agreements, developing and managing budgets, ensuring programs and services are implemented in an effective and efficient manner, and ensuring the timely and accurate completion and submission of all required reporting
- Maintain proficiency in the use of Gateway Health software systems including budgeting, human resource management and communications tools
- Maintain compliance with the headspace National Trade Mark Licence Agreement and the headspace Model of Integrity Framework
- Ensure that the Program operates according to existing legislative, Funding and Service Agreements and contemporary evidence-informed practice.
- Provide strategic management to the Program teams, ensuring they have a consistent understanding of their core tasks and accountabilities.
- Support Lead Clinician to assist staff to develop and maintain agreed work plans that assist with prioritising work flow and that these are reviewed regularly
- Advise General Manager of any staff management or critical issues
- Provide advice and strategic direction to the General Manager in relation to the program's operational functioning.
- Ensure that there is a documented Model of Care for the Program

Organisational Responsibilities

- As outlined in the Code of Conduct ensure all interactions are undertaken in accordance with the behaviours set
- Maintain privacy and confidentiality at all times
- Ensure an understanding of individual responsibility for safety, quality and risk and adhere to all relevant legislation, regulations and organisational policies, procedures and guidelines.
- Working within the Risk Management Framework, identify, report and manage risks and ensure actions are taken to prevent and minimise harm to yourself, your colleagues, consumers, members of the public and the organisation.
- Actively contribute to quality assurance initiatives and other program activities to meet all relevant benchmarking and accreditation standards.
- Contribute to organisational quality activities to ensure continual review and improvement.
- Contribute to a safe and welcoming workplace at all times.
- Develop and maintain a personal care plan and attendance in the Gateway Health Clinical Supervision or Line Management Meetings
- Protect the rights, safety and wellbeing of children and provide a child safe environment.
- To continually develop both personally and professional to meet the changing needs of your position, career and organisation.
- As this position is within a community health service the occupant may be asked to be temporarily redeployed to meet the Health Service's responsibilities in the event of a disaster or emergency. Any such changes will be made in consultation with the occupant.

Inherent Requirements

Gateway Health has a duty of care to all staff. The purpose of this section is to ensure that you fully understand and are able to perform the inherent requirements of the position (with reasonable adjustments if required) and that you are not placed in an environment or given tasks that would result in risks to your safety or the safety of others.

The position may require the following tasks among other things:

- Manual handling (pushing, pulling, lifting, holding, carrying)
- Sitting, standing, bending, reaching
- Computer work, data entry
- Operating equipment
- Use of personal protective equipment
- General waste handling
- Driving motor vehicles
- Dealing with anxious or upset staff, consumers or members of the public
- Work at and travel to other locations will be required

Key Selection Criteria

Applicants MUST address the Selection Criteria below when completing an employment application

Essential

1. Ability to behave in accordance to the Gateway Health Values of *We Care, We work together, We achieve, We learn, We innovate.*
2. Tertiary qualifications in Social Work, Health Sciences, Psychology or relevant equivalent studies and extensive experience in counselling, welfare or health fields.
3. Demonstrated leadership experience including the ability to effectively manage staff and the operational and administrative requirements of the program.
4. Previous experience developing, monitoring and reporting on program budgets.
5. Well-developed interpersonal skills with the capacity to liaise effectively with a wide range of clients and service providers in a clear and appropriate manner for the purpose and audience.
6. Well-developed communication skills with the capability to prepare reports and correspondence in a manner appropriate to the purpose and audience.

7. A comprehensive knowledge of the youth, health and welfare sector, including policy frameworks and contemporary practice, particularly within the local region.
8. Demonstrated ability in IT systems including Microsoft Office (Outlook, Word/typing skills) and client management systems.

Mandatory Requirements

9. Current Australian Drivers Licence or accepted International Drivers licence
10. Confirmation of your right to work in Australia, Satisfactory National/International Police and Victorian Working with Children Checks must be provided prior to commencement.
11. Evidence of COVID Vaccination or Contraindication must be provided prior to commencement.

Desirable

12. Working towards, or completion, of relevant post graduate study

I acknowledge:

- That I will recognise and celebrate diversity, and will best meet the health and well-being needs of all people we serve including Aboriginal and Torres Strait Islander peoples; people with a disability; lesbian, gay, bisexual, transgender and gender diverse people; inter sex people; people experiencing health inequalities; and culturally and linguistically diverse people.
- That I will observe child safe principles and expectations for appropriate behaviour toward and in the company of children.
- That Gateway Health is an equal opportunity employer and has a smoke free workplace policy.
- That Gateway Health has a zero tolerance of child abuse and family violence, all allegations and safety concerns will be treated very seriously. For more information refer to Gateways Health's Child Safety Standards procedure and family Violence Policy.
- I will comply with my contract, all policies and procedures and follow directions given.
- That I have read and fully understand the Position Description and Inherent Requirements of the position
- I agree that I have the physical and psychological ability to fulfil the inherent requirements of the position, and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements.
- I understand that the information provided is a general outline and may not encompass every aspect of the position. This is not intended to be an exhaustive list of all responsibilities, duties and skills required.
- Gateway Health may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected staff member(s).
- I understand that this is separate to the Employment Agreement that I will sign, outlining the terms and conditions of my employment.

Accepted by

(print name):

**Employee
Signature:**

Date:
