

POSITION TITLE:	Clinical Services Manager
POSITION NUMBER:	HS053
POSITION LOCATION:	Warrnambool
CLASSIFICATION:	SCHCADS Level 7 (PayPoint will be dependent on qualification and years of experience within the relevant field consistent with the SCHADS Award)
TEAM /DIVISION:	Clinical Team (headspace) – Health Services Division
EMPLOYMENT CHECKS:	Current National Police Check, Working with Children Check and NDIS Worker Screening Check

OUR ORGANISATION

Brophy Family and Youth Services is a quality accredited Child Safe, 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, Portland, Hamilton and Colac.

Brophy Family and Youth Services actively values and promotes diversity in our community and affirms our commitment to always be inclusive and respectful to all, regardless of gender, age, race, sex, sexual orientation, religion, level of ability, cultural or language background.

We welcome people who are LGBTIQ+ (lesbian, gay, bisexual, transgender, gender diverse, intersex, queer, plus other sexual minority identities), and are accredited under the Rainbow Tick Standards for LGBTI inclusive practice.

Our values are: Social justice, Professionalism, Empowerment, Responsiveness and Partnership.

DIVISION AND PROGRAM OVERVIEW

The Health Services Division provides early intervention health services across the following programs:

- Access and Engagement Service provides an integrated youth entry point for young people 12 – 25 seeking support from Brophy and headspace Warrnambool and Portland services. The Team works with young people to identify their needs through a holistic assessment and trauma informed approach to identify young people's protective and risks factors and referral to internal and external appropriate services and supports.
- headspace Warrnambool 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 and community awareness and engagement strategies to reduce stigma and promote early help seeking behaviour.
- Headspace Portland is a satellite service governed by headspace Warrnambool, provides early intervention mental health services to young people aged 12 – 25 years along with assistance in

promoting young peoples' wellbeing with referral pathways to physical health, work and study support and alcohol and other drug services.

- Psychological Therapy Services for 12 years and under; 12 years and over and suicide prevention.
- Doctors in Secondary School (DiSS) and Enhancing Mental Health Support in Schools Program – in funded scope of schools in the region.
- Youth Severe – an early intervention and recovery focused specialised assessment and treatment service for young people 12 – 25 years who experience mental health problems and at risk of persistent and enduring mental illness, including severe mental illness.
- 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.
- Individual Placement Support (IPS) that integrates employment and vocational support with clinical mental health and non-vocational support, for young people engaged in headspace services, who are seeking to enter or remain in education or employment.

Brophy Family and Youth Services is the Lead Agency for the headspace Warrnambool Consortium.

PRIMARY PURPOSE OF ROLE

Clinical Services Manager is a key senior leader that is located in the Health Services Division at Brophy and will work in collaboration with the Divisions Senior Leadership Group to provide oversight to the effective leadership, management and integration of seamless access to youth mental health and drug and alcohol service for young people and their family and friends in the GSC region.

As an experienced and innovative leader, Clinical Services Manager will provide support, clinical supervision and guidance to teams in the implementation and evaluation of service system improvements to provide integrated triage, assessment and pathways to appropriate mental health and wellbeing services through a centralised headspace intake system across the GSC region.

The Clinical Services Manager will have a key role in the implementation and evaluation of service system improvements that support access to integrated high quality service experiences and outcomes for young people and their family and friends when seeking help early to support their mental health and wellbeing needs.

The Clinical Services Manager is responsible for providing leadership support and supervision to the Access, DARE and Early Intervention teams, co-located services, and student and graduate placements, to ensure that services are delivered effectively and with the involvement of young people and families or significant others central to safe and coordinated transition of care planning.

The Clinical Services Manager will play a key role in monitoring effective case allocation and demand management systems that enables young people's seamless access to the right service at the right time through effective service system navigation and integration with other mental health supports available in the region.

The Clinical Services Manager will be an experienced and innovative professional with considerable knowledge and experience in people management, mental health service systems and delivery of evidence-based therapeutic interventions, and will deliver a caseload of services in the region.

ORGANISATIONAL RESPONSIBILITIES AND ACCOUNTABILITIES

This position is required to establish appropriate community contacts, develop and maintain professional working relationships with 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.

The position will require regular travel throughout the region to deliver services and support and supervise outreach service teams through effective service partnership arrangements.

The position is required to work autonomously, with a high level of accountability in leading a multidisciplinary team to deliver headspace services in the region in accordance with quality frameworks, funding requirements and BFYS clinical governance and accreditation frameworks.

The position 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 to achieve program and organisational outcomes.

REPORTS TO

The position reports to and is supervised by the Senior Clinical Services Manager (headspace).

KEY RESPONSIBILITIES

Personal and Professional

- Develop and oversee program's professional development plan and budget.
- Provide mentoring, support and consultation to program staff to promote advantaged thinking practices.
- Ensure compliance with the relevant program Service Standards and Brophy's clinical governance and quality frameworks.
- Deliver and participate in supervision, support and reflective practice, as negotiated with Line Manager.
- 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.
- Lead and convene team meetings, team planning days and agency activities to ensure an integrated approach to service delivery and wellbeing of teams.
- Participate in all core training designated by the Line Manager, to ensure integrity of the service delivery model.

Technical Skills

- Provide leadership support, consultation and expertise to a multidisciplinary team in the delivery of early intervention and family inclusive access to youth mental health care and alcohol and other drug services in the region.
- Manage and lead the ongoing effective delivery and improvement of services that deliver high quality evidence-based triage, assessment and care coordination systems that support a

centralised headspace intake system and pathways to appropriate mental health and wellbeing services for young people in the region.

- Implement orientation, induction, supervision, training and professional development, to support team development and capability to provide integrated mental health and wellbeing responses to presenting needs, including clinical supervision of tertiary students and graduate staff, as required.
- Ensure clinical care coordination, case review and team meetings are held regularly and that clinical documentation is accurate and timely, to effectively manage quality and safety risks aligned with clinical governance processes and service standards.
- Manage the collection of all relevant data in order to measure deliverables and continuously improve and evaluate the outcomes of service delivery.
- Undertake needs analysis and program evaluation to meet service outcomes and inform program planning and implementation, evidenced by service data, feedback systems, and the involvement of youth and family and friends reference groups.
- Manage clinical resources in a flexible and efficient manner to effectively manage demand and ensuring a timely and responsive service to young people and their family and friends, seeking support for their mental health and wellbeing needs.
- In consultation with the Line Manager, review clinical governance documents and processes and quality plans to ensure the delivery of quality of services.
- Demonstrate and maintain personal competency in the performance of high quality evidence-based clinical technical skills through involvement in direct therapeutic service delivery.
- Contribute to the vision, strategic planning, and relevant policy development for headspace services and actively participate as a member of the senior leadership management team.
- Lead and effectively administer the programs services in accordance with program service plans, service agreements and funding body requirements.
- 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 program's services and the Agency throughout the 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.
- 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 and promote the development of a learning culture within the program team that fosters and drives improved client outcomes.

- Facilitate daily and weekly team meetings and team planning days.
- Lead in ways which capture, communicate and share innovative ideas and practices.
- Model appropriate leadership behaviours to all workers across the Agency.
- 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 the Agency's objectives.
- Participate in the development of consumer participation activities within your team and Agency.
- Undertake other appropriate duties as directed by the Line Manager.

Administration and Documentation

- Ensure best practice and professional standards for written correspondence produced by program staff.
- 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.

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, Occupational Therapy or Dual Diagnosis.
- Current or eligibility for full registration with the Australian Health Practitioner Regulation Authority (APHRA) and/or current membership with discipline specific professional registration agency.
- APHRA approval to provide supervision to clinical placement students is highly desired.

- A current Drivers Licence.

Experience, Skills and Abilities

The successful candidate will have the best combination of the following characteristics:

- Demonstrated experience and advanced level leadership skills in the delivery and management of mental health and alcohol and other drug services.
- Experience of providing supervision, including discipline specific supervision to students and graduates.
- Experience in complex clinical triage, assessment and referral, and delivery of evidence-based therapeutic interventions.
- Experience in service development and fostering continuous quality improvements.
- 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.
- Sound understanding of the mental health service system in a rural and regional context and the state and national reforms, and knowledge of relevant legislation.
- Excellent organisational and time management skills, including the ability to prioritise and manage multiple and competing work tasks and deliver to agreed timelines.
- Demonstrated knowledge and understanding of the appropriate legislation, case management practice, and the ability to adhere to policy and procedures.
- Excellent communication and interpersonal skills including the ability to demonstrate experience in liaising with a diverse range of clients and service partners.
- Ability to maintain positive, effective working relationships with colleagues, peers, and relevant stakeholders in a wide range of government, business and community organisations.
- Ability to use Microsoft office suite of products, along with experience in electronic databases and case file noting.

AUTHORISED BY

NAME: Anne Waters
 POSITION: Executive Manager – Health Services
 DATE: April 2022

ACCEPTED BY INCUMBENT

NAME: _____
 SIGNED: _____
 DATE: ____/____/____