

Position title	Program Manager Primary (Centre Manager)	Reference	hsD: Primary
Award & Classification	HPSS Award Level 4.1 – 4.4	Tenure	Refer to Letter of Engagement
Hours	Refer to Letter of Engagement	Reporting to	Rebecca Creek, Operations Manager
Location	Headspace Darwin	Program	Headspace Darwin
Section	Primary Health	Cost Centre	3400
Approved	Jade Gooding	Date	September 2017
Comment	Anglicare NT is the lead agency for headspace Darwin.		

AGENCY STATEMENT

Anglicare NT is a respected provider of quality human services across urban, regional and remote areas of the Northern Territory. Our values of Integrity, Fairness, Respect, Community and Hope are demonstrated through our commitment to strength-based practice, cultural respect, child safety, social justice, community development and partnerships. We aim to make a sustainable difference in the lives of Territorians. Anglicare NT is an agency of the Anglican Church of the NT, formed to respond to the social needs of our diverse communities. We are a member of the Anglicare Australia network.

PURPOSE OF THE POSITION

The Program Manager Primary (Centre Manager) role is responsible for the effective delivery of the headspace Primary team for headspace Darwin. This includes providing effective management and clinical leadership to the Primary staff (including private providers) to ensure the service delivers an early intervention youth mental health service to young people aged 12-25 within the headspace model of evidence based best practice. The Program Manager Primary (Centre Manager) will work collaboratively with the Operations Manager, Clinical Director and other Program Managers to deliver an integrated and responsive service to young people accessing headspace Darwin.

The role will be responsible for continuing to engage and attract co-located service providers as well as private practitioners to the headspace service. Additionally, you will be responsible for developing networks and managing relationships with key external services, including assisting the Operations Manager and General Manager Mental Health with the headspace Darwin Consortium. The role will assist the Operations Manager with meeting key reporting requirements to the Primary Health Network, headspace National Office, Anglicare NT and other bodies as required and will be the key liaison point of contact in relation to Primary Team issues as directed by the Operations Manager.

This position will be committed to the mission and embody the values of Anglicare NT and support core business by providing service, guidance and advice within the position's speciality area.

POSITION SPECIFIC REQUIREMENTS AND QUALIFICATIONS

1. The minimum qualification required is an approved tertiary qualification and minimum 5 years experience in a health related discipline and registration with the relevant regulatory body such as APHRA or membership of and adherence to professional standards, such as the AASW for Social Workers. It is desirable the incumbent has relevant post graduate qualifications or is working towards same.

2. Northern Territory Working with Children Clearance (Ochre Card)
3. National Police Criminal History Report (less than 3 months old) with acceptable outcome.
4. Northern Territory driver's licence.
5. First Aid Certificate or willingness to obtain within 3 months.

KEY SELECTION CRITERIA

1. Provide management and clinical leadership to the headspace Darwin Primary multi-disciplinary team to deliver an effective early intervention youth mental health service as per the National Youth Mental Health Foundation requirements and within the Anglicare NT organisational structure.
2. Deliver professional line management and ensure HR responsibilities are met including recruitment and retention of staff according to Anglicare NT policies and protocols. This includes ensuring staff meet their professional requirements and have access to supervision and professional development as well as maintaining the HR systems and submission of timesheets, leave, and rostering as per the Employee Live, HRIS systems.
3. Maintain productive relationships with the Lead Agency, headspace Darwin Consortium, headspace National Office, and key stakeholders and fulfil all internal and external reporting requirements.
4. Oversee the headspace Model Integrity Framework (hmif) in all its functions and ensure compliance to the headspace primary model and all its functions.
5. Prior experience or at a minimum demonstrated commitment to working respectfully with Indigenous and culturally and linguistically diverse clients, communities, staff and Aboriginal Controlled Organisations.
6. Demonstrated capacity and willingness to adhere to legislation, Anglicare NT policies and procedures and a commitment to EEO, WHS, Risk Management and Quality Improvement practices.

KEY ACCOUNTABILITIES AND RESPONSIBILITIES

1. Clinical Responsibilities

Provide clinical oversight of the headspace Darwin Primary program to provide safe and effective evidence based interventions to young people experiencing mild to moderate mental health problems.

Responsibilities:

- Provide timely clinical consultation and oversight of clinical decision making to staff of the primary team to maintain high quality clinical skills and delivery.
- If desired, maintain a small clinical caseload.
- Support operation and communication between private practitioners, clinical and administration staff across headspace Darwin.
- Lead and maintain an experienced clinical team of staff who are engaged, youth-friendly, responsive, empathic and optimistic. Implement a strengths based, recovery focused approach to early intervention for young people experiencing mild to moderate mental health problems. Ensure that risk issues and complex client matters are escalated to the Operations and Clinical Directors per local work procedures
- Ensure the headspace Primary team is providing youth friendly, family inclusive responses to young people and their families accessing the service, in a culturally appropriate manner, based on evidence based best practice models of service delivery.

- Ensure the ongoing delivery of and continuing improvement of the clinical services delivered and provide clinical leadership, consultation and expertise to other team members in the delivery of early intervention youth mental health services to young people.
- Work with the Clinical Director, Operations Manager and other Program Managers to ensure that headspace Darwin has a competent workforce, clinical systems, processes and service level agreements with key stakeholders to deliver a safe and effective service.
- Actively work to create a culture of continuous quality improvement within headspace Darwin and Anglicare NT to contribute to the ongoing quality maintenance and improvement for the organisation.
- Conduct regular audits of data collection systems and Clinical Electronic Medical Records.

2. Staff Development and Leadership

Successfully manage an expert team of staff capable of providing the most effective care to young people aged 12-25 experiencing mild to moderate mental health problems.

Responsibilities:

- Provide supervision and timely consultation to staff of the Primary team to maintain high quality clinical skills and service delivery.
- Assist in creating a coordinated, responsive and integrated team with a high performing work culture.
- Manage the recruitment and retainment of staff including the HR components of staff management for staff that report directly to the position. This includes provision of timely supervision and annual performance plans and reviews for staff.
- Manage the recruitment and establishment of private practitioners and ensure they are orientated to the procedures and operations of headspace Darwin.
- Work collaboratively with private practitioners to ensure that any difficulties are identified and problem solved to ensure the long term ongoing satisfaction of private practitioners at both sites.

3. Operational Oversight of the Primary platform and the headspace Model Integrity Framework

Ensure that headspace Darwin meets the headspace model integrity framework (hMIF) requirements in all its functions.

Responsibilities:

- Manage the headspace Model Integrity Framework (hMIF) and assessment processes and ensure that the centre meet integrity to the headspace model.
- Ensure the integration of co located services, sessional providers and salaried staff is delivered in a professional coordinated manner and meets the four core components of the program (drug and alcohol, mental health, primary care, vocational/education services) as per the headspace National guidelines.
- Ensure the headspace Primary team is meeting standards of data collection as per the headspace National guidelines and assist the Operations Manager to complete the reporting requirements of the headspace Primary team through the timely delivery of annual and progress reports as required.
- Ensure the headspace Primary team is meeting standards of data collection as per the headspace National guidelines and assist the Operations Director to complete the reporting requirements of the headspace Primary team through the timely delivery of annual and progress reports as required.
- Manage the ATAPS Service Provision Agreement and Portfolio including reporting requirements.
- Assist in the development and review of Centre policies and procedures pertinent to the operations of headspace Darwin.

4. Stakeholder Relations and effective partnerships

Develop, maintain and strengthen community and key stakeholder partnerships both internal and external to support young people's mental health and wellbeing in the local community, including the headspace Darwin Consortium.

Responsibilities:

- Maintain and strengthen community partnerships and key stakeholder relationships as they pertain to improving young peoples mental health. Provide information to service providers and collaboration with key stakeholders to improve referral pathways and responses to young people accessing services. This includes working with the General Manager, Mental Health and Operations Manager on the maintenance of the headspace Darwin Consortium and actively engaging other services within the community to partner with in a range of activities that support young people's mental health.
- Assist in creating an integrated team with a youth friendly, high performing work culture which creates strong links and relationships within the headspace Darwin service and the Anglicare NT related divisions within the organisation.
- Represent the headspace Darwin in consultations locally and nationally in issues related to youth mental health and the delivery of the headspace Darwin Program.

5. Other Duties and Requirements

- Comply with Federal, NT and Local Government legislation, regulations, permits and/or by laws.
- Adhere to Anglicare NT Policies and Procedures and general conditions of employment.
- Model Code of Conduct behaviours by working cooperatively and effectively with colleagues and other staff
- Comply with funding contracts, operational guidelines, approved work plans, reporting requirements or task directives.
- Adhere to budgets, delegation levels and administrative and data collection and entry duties, ensuring procedural requirements are met in a timely manner.
- Comply with Anglicare NT's WH&S requirements; whilst also remaining vigilant in relation to any client/customer related behavioural risk and contribute to maintaining a safe work environment.
- Support activities related to Anglicare NT's Reconciliation Action Plan including participating in Aboriginal and Torres Strait Islander Cultural competency training and activities.
- Maintain confidential client, personnel and organisational information in line with legislative and organisational requirements.
- Work collaboratively with the Team to address service improvement requirements resulting from client complaints, stakeholder feedback and/or internal or external evaluation processes.
- Participate in organisational communications and development systems such as email, staff meetings, planning & review days, quality assurance and organisational promotions and events as required.
- Actively participate in supervision, performance reviews, professional development activities and training as required.
- Maintain time and attendance leave and higher duty records in accordance with Anglicare NT's procedures and lodge within specified timeframes for each pay period.
- Other suitable duties as may be directed from time to time

DELEGATION OF AUTHORITY

- Expenditure, Operational/Administrative, Personnel, Management and Legal – as per current Delegation of Authority Document (this is endorsed by the Board and periodically updated).

ACKNOWLEDGEMENT OF AGREEMENT

I have read and understand the expectations and inherent requirements of this position and acknowledge the nature of the position operating context within which I will work.

Employee signature: _____

Date: _____

Employee name: _____

