**Position Description**

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| **Title** | Service Manager – CPSP and CNCP |
| **Team** | Commonwealth Psychosocial Support Program (CPSP)  Complex Needs Consultation Panel (CNCP) |
| **Reporting to** | COO |
| **Award** | Health Professionals and Support Services Award 2020 Health Professional - Level 4 |
| **Direct Reports** | Team Leader, Commonwealth Psychosocial Support Program (CPSP)  CNCP – Mental Health Coordinator |
| **Internal**  **Relationships** | CPSP team, CNCP team, the Accoras Executive Team led by the CEO, and all other Accoras teams. |
| **External**  **Relationships** | Clients/families/community members and their support systems, referrers, other service providers and industry stakeholders. |

*This position description does not form part of the contract of employment and is not intended to cover or contain a comprehensive listing of activities, duties or responsibilities required of the employee. Duties, responsibilities and activities may change or new ones may be assigned at any time with or without notice.*

**About the position:**

The purpose of the Service Manager role is to lead, develop, implement, oversee and manage the operations of the program, ensuring funding and contractual obligations are met and services are delivered in accordance with internal procedures, industry best-practice standards and Department guidelines.

CPSP provides non-clinical community-based mental health support to children 7 – 17 years with severe mental illness and reduced psychosocial functional capacity who are not eligible for the NDIS. It does this by providing client-centred but family focused outreach interventions which are; age appropriate, focused on emotional resilience and skill building, and respond to both the mental illness and related psychosocial impairments.

Mental Health Clinical Care Coordination (MHCCC) is also delivered alongside the psychosocial intervention. MHCCC allows for dual-care clinical mental health intervention designed to treat mental illness and build psychological and functional capacity, assisting individuals and their families.

The Complex Needs Consultation Panel (CNCP) aims to create a coordinated approach among government and community representatives to address the needs of clients with recently emerged high-impact mental illness and related social/occupational/environmental difficulties. The panel's key objective is to provide systemic and evidence-based recommendations and strategies, aligned with available community services and supports, to support professionals working with these individuals.

**About the person:**

To succeed in this role you need to be highly motivated to perform, and be driven by core values consistent with the Accoras organisation and mission. You are a leader capable of supporting and directing others who have management responsibilities. You lead by example, are able to effectively identify opportunities for business growth, and opportunities to show our programs and services to their best advantage.

Accoras staff are client-focused and mission-driven, constantly striving to give the best support to individuals, families and communities we work with. We are respectful, ethical and kind. We are always growing, taking opportunities for continuous improvement as professionals and as a team. We are creative, we solve problems and we get things done.

**About the organisation:**

Accoras is committed to early intervention across all life domains and at all stages of the lifespan. We deliver high-quality supports to individuals, families and communities in ways that build capacity and ripple beyond the original consumer. Because of the holistic and community-minded way we operate, by helping one we help many.

Accoras has been delivering services for over 30 years. We are a growing organisation that embraces the opportunities that come with new programs, populations and geographic regions. We are committed to being better tomorrow than we were yesterday, and have a team culture that supports innovation, continuous learning and considered risk taking.

**Role responsibilities:**

* Lead, develop, oversee and evaluate the implementation of service delivery to clients and their families/carers;
* Lead and manage the staff of the service including monitoring work and caseloads through supervision, providing performance feedback, supporting professional development opportunities and ensuring all client support delivered by staff members is appropriate, ethical and in line with best practice and funding guidelines;
* Oversee and support the referral, intake and triage process of clients entering the service;
* Participate in stakeholder engagement and partnerships, including strategic development, stakeholder meetings, departmental performance and strategic meetings, for referral pathways and joint relationships;
* Lead by example and inspire, influence and guide others to ensure best practice and client centred practice;
* Respond to and/or provide support to staff with for high risk families, including being able to respond effectively and make decisions in crisis and high risk situations, and report appropriately;
* Managing the program budget, to ensure cost effective and programs structures are set to reach contractual requirements
* Ensuring the day-to-day operations run smoothly, including management of staff, financial outcomes, administrative systems, reporting and compliance with all funding requirements;
* Analyse and interpret service data to effectively plan and allocate resources;
* In collaboration with the General Manager, monitor, evaluate and maximise data collection and compliance with the funding bodies
* Lead the Accoras requirements of all internal and external program evaluation arrangements;
* Ensure quality standards are adhered to and that opportunities to improve or streamline systems and processes are raised appropriately;
* Provide oversight and guidance related to risks to client safety; including domestic and family violence, bullying and suicide / deliberate self-harm, child protection issues and mandatory reporting (including breaking confidentiality and/or notifying third parties where this is required and appropriate);
* Undertake all internal and external reporting and audit requirements to ensure ongoing compliance and continuation of services;
* Work in a healthy and safe manner, including adherence to all relevant Accoras and program specific policies and processes;
* Support and model effective, positive and open communication between all staff members;
* Contribute to a positive workplace culture, championing Accoras values and meeting Accoras key behavioural indicators;
* Undertake recruitment activities in line with program need and capacity;
* Participate and or represent the organisation at internal and external stakeholder events as requested by General Manager and or CEO.
* Other duties as directed by the COO and CEO.

**Key Performance Indicators and Measures**

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| **Key Performance Indicator** | **Measures** |
| Leading the CPSP and CNCP programs to provide a high quality service to eligible clients, ensuring completion of all agreed deliverables on time, with all targets met, and ensuring client focused service | * Monitor Team and support the Team Leader to ensure appropriate team management and case support * Identify program and process improvement, incorporating client feedback and incorporate this into performance where required * All funding agreement reporting and compliance requirements are met * Manage budget development, deliver and monitoring in collaboration with the Finance Manager and CFO to ensure program functioning and sustainability * Ensure teams are achieving KPI’s in accordance with targets and any funding requirements * Conduct regular audits and reports to assist with identifying what is working well or requires improvement |
| Manage the CPSP and CNCP teams effectively | * Foster a culture of high performing staff * Provide guidance, feedback, supervision and review for team members * Identify and document growth and development opportunities for team members * Provide clinical and non-clinical guidance and feedback to support teams to deliver a high quality service |
| Develop, implement and manage the program Work Plan | * Work plan is implemented and reviewed every three months * Meet or exceed all contractual and business identified targets * Identify and undertake quality and clinical governance improvements |
| Ensure Client and team Safety | * Provide guidance to team to identify and respond to potential safety issues including domestic and family violence, bullying and suicide / deliberate self harm, child protection issues and mandatory reporting * Make notifications are made when required and support staff in the undertaking and oversight of these notifications * Work in a healthy and safe manner, including adherence to all relevant Accoras and headspace specific policies and processes |
| All work undertaken is compliant with all relevant legislation, guidelines, policies and procedures | * Ensure all team members understand and comply with all Accoras Policies * Remain up to date with all relevant legislation, and ensure changes are communicated to the team * All work is undertaken following the CPSP Practice Manual * Review and update the CPSP Practice Manual annually or as changes are made to funding or program guidelines * Work collaboratively with Marketing to ensure that all external communications are appropriately branded and adhere to Accoras style guidelines |
| Work with minimal Supervision | * Is capable of setting priorities and working towards multiple objectives * Have an appropriate number of opportunities or issues identified, escalated and actioned as appropriate and in line with the direction of the General Manager |
| Work well with all internal and external stakeholders | * Relevant networks are built and maintained within the sector and community * Building rapport and maintain a professional and working relationship with the departmental contract manager’s * Effective communication within team and with other Accoras   staff   * Program objectives and deliverables are discussed with the team and links make to the wider Accoras strategic objectives |
| Driven by core values consistent with the Accoras organisation and mission | * Ability to work well with internal and external stakeholders * Live Accoras values and meet expectations set by Accoras key behavioural indicators |
| Demonstrates high performance leadership | * Uses appropriate leadership skills and frameworks to support and enhance the teams capacity and capability * Nurtures a secure and safe team environment, culture and morale * Communicates with influence and in a way that team members feel safe, supported and listened too * Proactively engages in discussions positively with team members to support their performance and development * Uses and engages in critical thinking and critically reflective practices |

**Role Selection Criteria:**

* Relevant tertiary qualifications in Social Work, Human Services, Psychology, or a related allied health discipline;
* Demonstrated experience in successfully leading a teams and providing regular feedback and coaching;
* Demonstrated experience and clinical skills in a range of mental health service settings, including effectively leading and reporting on complex planning and service development environments;
* Demonstrated experience at managing and leading the development of operational systems for a health or community services organisation, including effectively planning and allocating resources in order to maximise operational efficiency and meet funding deliverables;
* Demonstrated experience at managing all aspects of staff and team performance, including recruitment, staff orientation, supervision, performance reviews, staff disciplinary action, performance development and team building;
* Demonstrated experience in managing a team that works with the coordination of care for families with complex needs incorporating consultation and engagement with a wide range of professionals;
* Demonstrated skills in making appropriate decisions and problem solving, including in crisis situations and where risk to client safety is involved;
* Demonstrated skills in program development and management, including planning, budgeting, reporting and evaluation components;
* Experience providing culturally sensitive engagement with staff and young people and their families, particularly Aboriginal and Torres Strait Islander, CALD and LGBTIQA+ people;
* Highly developed communication and interpersonal skills, with the ability to consult with a range of stakeholders and partners;
* Demonstrated ability to identify and implement new systems and processes;
* Strong time management skills, with the ability to work effectively to manage competing priorities and meet tight deadlines;
* High level of proficiency in Microsoft Office software, specifically Outlook, Word, and Excel and a good working knowledge of IT systems and processes;
* Hold a current driver’s license and reliable, fully insured motor vehicle; Hold a current Working with Children Check; and Pass other suitability checks (e.g. criminal history).

**Desirable**

* Post graduate qualifications in business or health services management

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| **Position Description Approved By (name and position):** | Rebecca Culverhouse, Chief Executive Officer |

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| **Employee Acknowledgement** | |
| I acknowledge that I have read and agree with the position description and will adhere to the values, responsibilities and performance expectations therein. | |
| **Signed:** |  |
| **Name (please print):** |  |
| **Date:** |  |