

## Position Description

<b>POSITION TITLE</b>	Mental Health Team Leader/Senior MH Clinician		
<b>REPORTS TO (TITLE)</b>	Mental Health Programs Manager	<b>DIRECT REPORTS (TITLE)</b>	Mental Health Clinicians Mental Health Workers (MHW) Lived Experience Workers (LEW)
<b>LOCATION</b>	HealthWISE NENW		
<b>CLASSIFICATION</b>	Health Professional Level 3 The HealthWISE Enterprise Agreement 2021		

### COMPANY DESCRIPTION

**Vision** – Healthy Communities

**Purpose** – Creating better health for our communities

HealthWISE provides primary health care programs and clinical services across the New England North West area of NSW and an increasing range of services and programs in the Darling Downs West Moreton regions. HealthWISE has been delivering federally funded primary health and social services for over 6 years. We are a not-for-profit organisation dedicated to creating healthy communities.

By employing skilled and experienced local healthcare providers and a dedicated support team, we provide efficient and effective programs that improve access, increase awareness, decrease cost, empower communities and foster long term health.

HealthWISE is a flexible and inclusive organisation and is dedicated to providing a welcoming and culturally appropriate environment for everyone and promotes the safety, wellbeing and inclusion of all children.

### POSITION DESCRIPTION

This role encompasses the management of the mental health teams as well as a clinical role. The split of these roles will vary from time to time however it is envisaged to be 0.5 FTE allocated to each component of the role.

The purpose of the Mental Health Team Leader role is to;

- Provide line management and leadership for the Mental Health team in delivering comprehensive and integrated multi-disciplinary approach to primary health care.
- Possess and apply specialised mental health clinical skills relevant to the role, and work within their scope of practice and apply skills, competence and training to provide services compliant with Australian Health Practitioner Health Regulation Agency (AHPRA) or relevant professional body Australian Association of Social Workers.
- Provide evidence-based intervention (e.g. cognitive behavioural therapy) to people with mental illness referred to HealthWISE services who can be appropriately managed in the primary care setting as part of their overall treatment.
- Provide oversight and direction in all aspects of the mental health services in NSW.
- Work with the business development team, health team leader and mental health program and data managers to ensure sub-contracted services are compliant with contractual and clinical governance requirements.
- Assist in recruiting and contracting health professionals.
- Ensure program planning, development, implementation, promotion, evaluation and reporting are in accordance with the strategic goals of the organisation.
- Evaluate the effectiveness of the Mental Health services and activities, with particular regard to health outcomes and cost effectiveness
- Ensure Mental Health services and activities meet contractual and organisational requirements on time and within budget.
- Develop and implement growth strategies.
- Demonstrate understanding and knowledge of /or experience in delivering services via Telehealth as related to this role.

### KEY RESPONSIBILITIES

- Provide leadership, direction, coaching and accountability to the Mental Health clinicians and MHW & LEW and work to ensure they understand the goals and direction of the organisation and their part in achieving those goals and meeting objectives and targets.
- Undertake line management responsibilities for direct reports, including recruitment, induction, performance appraisal process, probation reviews and performance management for all team members as required.
- Provide evidence-based intervention (e.g. cognitive behavioural therapy) to people with severe mental illness who can be appropriately managed in the primary care setting as part of their overall treatment.
- Work with stakeholders to develop, promote and seek feedback on specific projects and ensure that projects and programs have active involvement of HealthWISE staff members.
- Develop and maintain professional contacts, partnerships and networks as appropriate.
- Represent and promote the goals and objectives of HealthWISE at meetings and forums as required.
- Assist the Mental Health Program Manager to develop and implement systems to monitor the quality and quantity of service provision in mental health programs.
- Contribute towards the accreditation and re-accreditation requirements of HealthWISE.
- Implement and maintain policies and procedures relevant to areas of responsibility.
- Ensure statutory compliance by keeping up to date with relevant legislations.
- Ensure all risks related to area of responsibility, including clinical risks, are identified and managed effectively in line with company risk management processes.
- Assist Management to ensure all contract deliverables within the scope of the position are met and reported within the prescribed timeframe.
- Work with the Mental Health Programs Manager and other key staff to provide high level program management skills and advice in the design, development and implementation of a range of programs and projects.
- Promote cultural awareness and competence within the HealthWISE team and in interactions with consumers, stakeholders and communities.
- Promote the safety, wellbeing and empowerment of children.

### **WORK HEALTH AND SAFETY**

While at work, a worker must:

- a) take reasonable care for his or her own health and safety, and
- b) take reasonable care that his or her acts or omissions do not adversely affect the health and
- c) safety of other persons, and
- d) comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the person conducting the business or undertaking to allow the person to comply with the WH&S Act 2011, and

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- e) co-operate with any reasonable policy or procedure of the person conducting the business or undertaking relating to health or safety at the workplace that has been notified to workers

### ROLE CRITERIA

#### ESSENTIAL

- Relevant qualification in business or a health-related discipline and/or demonstrated program management experience, preferably in a primary care or integrated care setting.
- Registration with Australian Health Practitioner Health regulation Agency (AHPRA) or relevant professional body Australian Association of Social Workers.(AASW).
- Experience working across the age range (including Children 10-12 yrs.) in delivery of primary mental health services.
- Demonstrated attitude and behaviours that are in keeping with the company's values (empowerment, equality, client focus, community, passion for excellence, visionary).
- Demonstrated practical experience in program planning, development, implementation, management and evaluation, including budget management skills.
- Demonstrated line management experience, including an ability to supervise and support staff remotely.
- Demonstrated ability to work positively and co-operatively within a multi-disciplinary team environment.
- Demonstrated understanding, experience and respect for Aboriginal communities and their culture.
- Demonstrated commitment to the delivery of quality, consistent and continuous health services to local communities.
- Current unrestricted and unencumbered Driver's Licence
- Willingness to travel and work after hours if required.
- Willingness to consent to a National Police Check.
- Current NSW WWC held or willingness to obtain.
- Willingness to provide proof of Covid-19 vaccination upon interview.

#### DESIRABLE

- Experience working with health service agencies, non-government organisations, community groups and medical professionals at all levels.
- Experience working with General Practitioners, Medical Specialists and Health Professionals.

ROLE CRITERIA	
ESSENTIAL	DESIRABLE

## Key Performance Indicators

No.	Key Performance Indicators – KPIs (refer to Position Description)	Measure
1.	Provide leadership, direction and coaching to the Mental Health team in NSW and work with them to ensure they understand the goals and direction of the organisation and their part in achieving those goals and outcomes	Staff participating in regular clinical and peer supervision and continuing professional development Caseload and demand management
2.	Provide regular feedback to staff and contractors to ensure they are accountable for work progress and behaviour in line with the workplace values	One on ones completed regularly with staff Regular communication with contracted providers
3.	Be accountable for the output of the team toward meeting their objectives. Assist the Mental Health Programs Manager to ensure contract compliance.	Contract KPIs are met +/- 10% Attend quarterly meetings with funding bodies.
4.	Undertake all line management responsibilities for direct reports, including the induction, performance appraisal process, probation reviews and performance management for all team	High level of satisfaction within and reflecting the Mental Health team in feedback and complaints, quality improvement, incidents, staff turn-

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	members as required	over. Accreditation results, positive client experience and outcomes
5.	Work with stakeholders to develop, promote and seek feedback on specific projects and ensure that projects and programs have active involvement of HealthWISE staff members	Number of stakeholder engagements and formal and informal partnerships developed and maintained
6.	Assist to develop and implement systems to monitor the quality and quantity of service provision	Review and development of processes and protocols
7.	Contribute towards the accreditation and re-accreditation requirements of the HealthWISE. Ensure statutory compliance by keeping up to date with relevant legislations	Provide evidence for accreditation requirements and contribute to Accreditation interviews as required
8.	Implement and maintain policies and procedures relevant to areas of responsibility	Regularly review and contribute to policy and procedures
9.	Ensure all risks related to area of responsibility, including clinical risks, are identified and managed effectively in line with company risk management processes	Number of complaints Feedback received Number of incidents Accreditation results