

Job Description

QF-37-HR v1



Job Title:	Centre Manager	Reports To:	CEO
Department/Group:	headspace Cannington	Job Code/ Req #:	NA
Location:	Cannington	Hours of Work:	37.5 per week
Level/Salary Range:	Negotiable	Position Type:	Full Time
HR Contact:	Derek Choy	Date posted:	15 th February 2024
Will Train Applicant(s):		Posting Expires:	10 th March 2024

Applications Accepted By:

FAX OR E-MAIL:

(08) 9458 0505 or 08 9458 8733

Attention: Lydia Moessmer

MAIL:

Derek Choy
Arche Health Limited
4/1140 Albany Highway
Bentley, WA 6102
(PO Box 268 Bentley, WA 6982)

Job Description

INTRODUCTION

Organisational Context

Arche Health is a not-for-profit, GP-member based organisation with a well-established history in providing quality primary healthcare services in metropolitan Perth. Arche Health delivers a range of services that aim to raise awareness and improve health outcomes of the community adding value to the local primary health care as the frontline of our health care system. Arche Health proudly boasts a consistent strength in delivering non-funded and funded services, including the highly successful lead agency obligations for headspace Armadale and Cannington Centres.

Organisational Goals

- Improve the young person's journey through the development of integrated and coordinated services
- Provide support to clinicians and service providers in our region to improve client care
- Identify the local health needs within our region and develop locally-focused and responsive services
- Facilitate the implementation and successful performance of primary healthcare initiatives and programs
- Be efficient, compassionate and accountable
- Arche Health has been funded by the WA Primary Health Alliance (WAPHA) to establish and operate the headspace centre in Cannington. headspace is delivered under a partnership model with all members committed to improving outcomes for young people aged 12-25 years (and their families) affected by mental health and/or alcohol and other drug (AOD) issues. The shared principles of a client-centred, community-oriented approach will deliver sensitive, accessible and quality services for young people.

headspace Cannington Centre Vision:

- for every young person accessing headspace Cannington, to receive effective mental health support and intervention so that they have a sense of meaning, belonging, hope and a positive future direction.

headspace Cannington Centre Mission:

- To establish a youth led headspace centre, with a reputation for leading youth mental advocacy and an innovation

headspace Cannington Centre Goals:

- to be a central contact point in the region for issues relating to youth mental health
- to listen to and advocate for sustainable solutions to the issues faced by young people
- to support the development of a regional community in which mental wellbeing is the norm.

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POSITION SUMMARY

The purpose of the Centre Manager position is to lead, develop, implement, oversee and manage the operations, and the future growth and development of the headspace centre. They will be a highly motivated and capable person who will facilitate excellence in integrated, holistic health care, with the goal of improving outcomes for clients of the service and the wider community. The incumbent will work closely and collaboratively with a range of stakeholders to ensure all activities are in accordance with the headspace grant agreement, and direction provided by the lead agency, headspace National Office, consortium partners and the Youth Reference Group.

The Centre Manager will have proven experience at managing multidisciplinary teams, strategic planning and relationship building, operation excellence and grounded knowledge and understanding of youth mental health advocacy.

To find out more about headspace visit <http://headspace.org.au/>

KEY RESPONSIBILITIES

Leadership

- In accordance with the headspace grant agreement, lead, develop, oversee and evaluate implementation of service delivery to young people and their family and friends.
- Communicate, promote and progress the vision and strategic plan of the headspace centre amongst consortium partners and the broader community.
- Represent the lead agency and the headspace centre at events, conferences and seminars.
- Engage relevant sectors and partners in an integrated model of care, promoting multidisciplinary team work and participation in the headspace program at a local level.
- Convene various committees associated with the headspace program, organise and participate in committee meetings, including preparation of meeting agendas, minutes, papers and correspondence.

Management

- Oversee the day to day operation of the headspace centre.
- Lead and oversee the recruitment and selection of any new staff (including private practitioners) and ensure they are orientated to the procedures and operations of the service.
- Manage and supervise staff, monitor staff performance and development, and address staff performance issues effectively according to documented policies and procedures.
- Work collaboratively with private practitioners to ensure that any difficulties are identified and resolved to maintain the sustainable and ongoing delivery of their services.
- Participate and support other members of the headspace centre team to participate in, programs, education and training, and other opportunities offered by headspace National Office, and through the headspace network.
- Shape and structure a working environment that is conducive to high productivity, where all staff understand what is expected of them and how their efforts contribute to organisational success.

Business Management

- Develop the headspace centre strategic plan, business plan and annual work plan in conjunction with lead agency senior management, consortium partners and headspace National Office, and ensure deliverables and key performance indicators are achieved.
- In conjunction with lead agency senior management, manage the headspace contracts and funding agreements and all their deliverables including (1) acting as the key contact for all matters concerning the contract/s and delivery of the headspace program, (2) managing the headspace budget, (3) overseeing the completion and submission of all reporting in relation to the contract/s.
- Establish appropriate processes and structures and develop, document and implement policies and procedures that ensure the efficient and effective operations of the headspace Centre.
- In conjunction with the appropriate people, oversee and maintain the systems for accounting for monies earned and expended through service provision, and reconciling Medicare payments.

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Quality and Safety

- Oversee the implementation of relevant and innovative quality systems and contribute to research development to ensure service integrity and quality.
- Ensure adherence to relevant quality and safety professional and healthcare standards and mandatory education related to risk management, occupational health and safety, and other relevant areas.
- Monitor, evaluate and maximise data collection and compliance with the dataset requirements from headspace National Office and any other funding body.
- Recognise and manage risk, and ensure that actions are taken to prevent and minimise harm to consumers and the workforce.
- Respond to and/or provide support to staff during critical incidents and high risk situations, both clinically and operationally.
- Ensure all complaints and incidents are managed in accordance with headspace policies and procedures.

General

- Build and maintain effective relationships with key stakeholders involved in the provision of health, mental health and psychosocial services to young people.
- Other duties consistent with the position where required and/or requested by management from time to time.

SELECTION CRITERIA

Qualifications and Registrations

Essential

- Degree level qualifications in Allied Health, Behavioural/Social sciences, Youth Work, Mental Health Nursing, or a related discipline.

Desirable

- Post graduate qualifications in business or health services management.
- Recognised industry related certifications and registrations.

Experience

Essential

- Demonstrated experience at effectively leading and reporting on complex planning and community service development environments.
- Demonstrated experience at managing and developing 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.
- A broad understanding of mental health and social services sector within WA with appreciated knowledge of relevant legislations pertaining to child health services.
- Demonstrated experience and commitment in working inclusively with hard to reach, culturally and gender diverse vulnerable communities.
- 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.
- Experience in direct service provision to young people and providing mental health services or programs, including being able to respond effectively to crisis and high-risk situations.
- Proven track record in building and maintaining effective working relationships with a range of internal and external stakeholders and consortium partners to build integrated model of care whilst promoting multidisciplinary teamwork.
- Experienced in overseeing and convening committees associated with community service program, including organising, and participating in committee meetings, preparing agendas, minutes, papers and correspondence.

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Desirable

- Experience working in the not-for-profit or non-government community service sector.
- Experience in private practice settings.
- Expected start date 1st June 2024

Knowledge and Skills

Essential

- Demonstrated capacity to effectively engage in leadership and management processes, including rolling out multidisciplinary and/or cross sector initiatives, and partnerships with a wide range of professionals, organisations, and stakeholders.
- Highly developed verbal and written communication skills.
- Exceptional interpersonal skills with the ability to establish and maintain effective relationships with a diverse range of people and professionals.
- Demonstrated understanding of the principles of accountability systems and continuous quality improvement processes, including the utilisation of data systems, the development and implementation of policies and procedures, and the use of evaluation and risk management tools.
- Detailed understanding of the Australian health care system, particularly the primary health and mental health areas, including the range of professionals and organisations that work within, or come into contact with the sector.
- Capability to work effectively with private practitioners to ensure issues are identified and resolved to maintain sustainable service delivery.
- Demonstrated experience in developing centre strategic and work plans in conjunction with seniors' management, consortium partners and consumers to ensure deliverables and key performance indicators are achieved.
- Ability to prioritise and manage multiple and competing work tasks and deliver to agreed deadlines.
- Advanced computer skills including word processing, spreadsheets, and database applications.
- Ability to work both independently and collaboratively as a productive team member.
- A broad understanding of the challenges and experiences of young people in Australia, including socio-economic determinants of health impacting their local communities.

Personal Attributes

- High levels of professionalism, confidentiality and discretion.
- Ability and commitment to continuous learning.
- Strong work ethic.
- Adaptability and flexibility to changing work environments and requirements.
- Reliable and results focussed.

APPLICANT MUST BE IN AUSTRALIA

Closing Date - Sunday 10th March 2024 by 5:00pm (WST)

Applicants to submit current CV and a copy of the above documentation, including the name of a current professional referee via email to careers@archehealth.com.au

If you require any further information, please do not hesitate to contact:

Centre Manager – headspace Cannington

Phone: [\(08\) 9393 0300](tel:(08)93930300)

Reviewed By:	Derek Choy	Date:	15/02/2024
Approved By:	Sujeewe Gamagedera	Date:	15/02/2024