

i can

...do something
more meaningful



SA Health Job Pack

Job Title	Senior Manager, Community Services Mental Health
Job Number	631001
Applications Closing Date	13 October 2017
Region / Division	Country Health SA Local Health Network
Health Service	Mental Health
Location	Adelaide CBD
Classification	AHP5/RN5
Job Status	Ongoing Full Time Appointment
Indicative Total Remuneration*	RN5.2: \$145,480 AHP5: \$126,382 - \$138,329

Criminal History Assessment

Applicants will be required to demonstrate that they have undergone an appropriate criminal and relevant history screening assessment/ criminal history check. Depending on the role, this may be a Department of Communities and Social Inclusion (DCSI) Criminal History Check and/or a South Australian Police (SAPOL) National Police Check (NPC). The following checks will be required for this role:

- ☒ Child Related Employment Screening - **DCSI**
- ☐ Vulnerable Person-Related Employment Screening - **NPC**
- ☒ Aged Care Sector Employment Screening - **NPC**
- ☐ General Employment Probity Check - **NPC**

Further information is available on the SA Health careers website at www.sahealth.sa.gov.au/careers - see Career Information, or by referring to the nominated contact person below.

Contact Details

Full name	Umit Agis
Phone number	8226 8107
Email address	umit.agis@sa.gov.au

Guide to submitting an application

Thank you for considering applying for a position within SA Health. Recruitment and Selection processes across SA Health are based on best practice and a commitment to a selection based on merit. This means treating all applications in a fair and equitable manner that aims to choose the best person for the position.

A well presented, easy to read application will allow the panel to assess the information they need from your application. To give yourself the best opportunity to reach interview, the application should clearly and concisely demonstrate to the selection panel that you are suitably equipped to perform the role, and that you possess all of the stated minimum essential skills, abilities, knowledge, experience and educational qualifications (where required).

The online application form to apply for this position will ask for employment history, education, qualifications and referees however to understand the position and requirements we suggest you become familiar with the attached Job and Person Specification.

We request that you attach the following to your application -

- ✍ **A covering letter** of up to 2 pages introducing yourself to the selection panel and describing your skills, abilities, knowledge, qualifications and experience in relation to the position;
- ✍ **A current Curriculum vitae/Resume** that includes your personal details, relevant employment history, education, training courses, qualifications and professional memberships.

* Refer to <http://www.sahealthcareers.com.au/information/> for further information regarding

- The Indicative Total Remuneration which is inclusive of Award salary, superannuation and other monetary benefits.
- Information for Applicants
- Criminal History Assessment requirements

POSITION DESCRIPTION

Job Title	Senior Manager Community Services Mental Health	Classification	AHP5	Position Number	
Region	Country Health SA Local Health Network	Term	Ongoing	Position Created	
Area	Adelaide	FTE	Full Time	Last Updated	

Broad Purpose of the Position

The Senior Manager, Community Services uses their knowledge and experience to provide day to day clinical and operational leadership support and direction for community based mental health services. The role balances and integrates strategic and operational perspectives within a specified span of appointment. Work at this level is undertaken by employees with at least 5 years post registration experience.

The Senior Manager, Community Services accepts accountability for the system wide operational and performance standards of community mental health services; the development and effectiveness of systems to support, evaluate and consistently improve service performance and the cost effective provision of health services within their span of appointment. This includes responsibility for a range of community based mental health services - care coordination, community rehabilitation, subacute programs, specialist youth and older persons mental health services.

The Senior Manager, Community Services will:

- Provide senior level operational support for the optimum functioning of community based services across CHSA.
- Initiate and oversee innovations, systemic change processes for operational consistency and performance.
- Integrate contemporary information and research evidence with personal knowledge and experience to support executive level decision making;
- Ensure services are integrated with other parts of the Mental Health Service and the broader CHSA services.

Qualifications

- Must hold a recognised qualification within one of these Allied Health professions – Occupational Therapy, Social Work or Psychology and fulfill all requirements to obtain and maintain current registration as applicable.
- Must have evidence of higher qualifications, and discipline recognition at regional, state, national and / or international levels.
- Must have Post graduate qualifications, or be working towards obtaining such qualifications, in health services management or health administration relevant to the area of practice

Special Conditions

- It is mandatory that no person, whether or not currently working in SA Health, will be eligible for appointment to a position in SA Health unless they have obtained a satisfactory Background Screening and National Criminal History Clearance
- Prescribed Positions under the Children's Protection Act (1993) must obtain a satisfactory Background Screening and National Criminal History Clearance

Key Relationships

The Senior Manager, Community Services:

- Accountable to the Director Mental Health Strategic Operations
- Has clinical responsibility to the Clinical Director, Mental Health
- Has professional responsibility to the Executive Director, Allied Health and Community
- Is a member of the Mental Health Executive Team
- Maintains close collaborative working relationships with Senior Manager, Acute Services

POSITION DESCRIPTION

<p>through the Screening and Licensing Unit, Department for Communities and Social Inclusion (DCSI)</p> <ul style="list-style-type: none"> Approved Aged Care Provider Positions as defined under the Accountability Principles 1998 made in pursuant to the Aged Care Act 2007 (Cth) must obtain a satisfactory National Police Certificate (NPC) through the South Australian Police confirming the clearance is for the purpose of working in Aged Care Prescribed Positions will also require a NPC general probity clearance Background Screening and National Criminal History Clearances must be renewed every 3 years thereafter from date of issue Depending on work requirements the incumbent may be transferred to other locations across SA Health to perform work appropriate to classification, skills and capabilities either on a permanent or temporary basis subject to relevant provisions of the Public Sector Act 2009 for Public Sector employees or the SA Health (Health Care Act) Human Resources Manual for Health Care Act employees The incumbent may be required to participate in Counter Disaster activities including attendance, as required, at training programs and exercises to develop the necessary skills required to participate in responses in the event of a disaster and/or major incident The incumbent will be required to participate in the organisation's Performance Review & Development Program which will include a regular review of the incumbent's performance against the responsibilities and key result areas associated with their position and a requirement to demonstrate appropriate behaviours which reflect a commitment to SA Health values and strategic directions. The incumbent may be required to undertake further study to obtain a qualification which supports the needs of the health unit. Where further study is 	<ul style="list-style-type: none"> Responsible for the performance of community mental health operations. Maintains cooperative and productive working relationships within all members of the health care team. Works closely with executive and senior clinical and management personnel and disciplines including medical, allied health, scientific and technical services. Liaises regularly with unions and staff bodies and with external agencies as required. Liaises with country Health SA LHN Leadership. Ensures clinical supervision and support is accessible to all Allied Health staff employed by CHSALHN Mental Health Services, including through the provision of clinical supervision to some. Expected to negotiate own formal clinical supervision and mentoring arrangement, in accordance with the <i>CHSA Allied Health Clinical Support Framework</i> Maintains cooperative and productive working relationships with diverse stakeholders, including colleagues in SA and interstate, private providers, Universities, Professional Associations and the Registration Board. May be required to temporarily fulfill a higher position, appropriate to the skills and capacity of the incumbent <p>Handling of Official Information</p> <ul style="list-style-type: none"> By virtue of their duties, SA Health employees frequently access, otherwise deal with, and/or are aware of, information that needs to be treated as confidential. SA Health employees will not access or attempt to access official information, including confidential patient information other than in connection with the performance by them of their duties and/or as authorised. SA Health employees will not misuse information gained in their official capacity. SA Health employees will maintain the integrity and security of official or confidential information for which they are responsible. Employees will also ensure that the privacy of individuals is maintained and will only release or disclose information in accordance with relevant legislation, industrial instruments, policy, or lawful and reasonable direction. <p>White Ribbon</p> <ul style="list-style-type: none"> SA Health has a position of zero tolerance towards men's violence against women in the workplace and the broader community. In accordance with this, the incumbent must at all times act in a manner that is non-threatening, courteous, and respectful and will comply with any instructions, policies, procedures or guidelines issued by SA Health regarding acceptable workplace behaviour. <p>Cultural Statement</p> <ul style="list-style-type: none"> CHSALHN welcomes Aboriginal and Torres Strait Islander people and values the expertise, cultural knowledge and life experiences they bring to the workplace. CSHALHN is a culturally inclusive work environment that is respectful of Aboriginal and Torres Strait Islander culture
--	---

POSITION DESCRIPTION

<p>required, CHSALHN will provide support and assistance in accordance with the provisions of the SA Health (Health Care Act) Human Resources Manual. Note, however, this Special Condition does <i>not</i> apply to existing CHSALHN employees with continuous employment with CHSALHN which commenced prior to 17 October 2016.</p> <ul style="list-style-type: none"> ▪ Required to comply with the CHSA Procedure for Credentialling Allied Health Professionals 	<p>General Requirements:</p> <p>Managers and staff are required to work in accordance with the Code of Ethics for South Australian Public Sector, Policies and Procedures and legislative requirements including but not limited to:</p> <ul style="list-style-type: none"> • Work Health and Safety (WHS) • Equal Employment Opportunities (including prevention of bullying, harassment and intimidation) • Keeping Them Safe Legislation (inclusive of Mandatory Notifier) • Disability Discrimination • Code of Fair Information Practice • Relevant Awards, Enterprise Agreements, Public Sector Act 2009, Health Care Act 2008, and the SA Health (Health Care Act) Human Resources Manual • Relevant Australian Standards • Duty to maintain confidentiality • Smoke Free Workplace • To value and respect the needs and contributions of SA Health Aboriginal staff and clients, and commit to the development of Aboriginal cultural competence across all SA Health practice and service delivery • Applying the principles of the South Australian Government's Risk Management Policy to work as appropriate.
---	---

POSITION DESCRIPTION

Key Result Areas	Generic Requirements	Specific or Local Requirements
1. Technical Skills and Application	<p>1.1 Provide expert specialist advice to CHSALHN Mental Health Executive on critical Program or Operations, to achieve responsibilities of a crucial nature to the profession, CHSALHN or State, and make a significant contribution to the development of professional understanding on a state, national or international level.</p> <p>1.2 Lead the development of new high quality mental health services and practices across Country South Australia to deliver on National and State Government mental health policy agendas.</p> <p>1.3 Develop and provide statewide, professional/clinical education programs and resources.</p> <p>1.4 Operate under general policy direction and with professional independence in the determination of overall strategies, priorities, work standards and the allocation of resources.</p> <p>1.5 Apply very high level professional skills and detailed knowledge of CHSALHN MHS strategic directions, service delivery and workforce issues, industry standards and relevant strategic and legislative imperatives</p>	<ul style="list-style-type: none"> ▪ Provide leadership and management of mental health services for community based CHSALHN Mental Health Services including portfolio areas of Community Mental Health Rehabilitation Service, Intensive Community Programs, Youth Mental Health Services and Older Persons Mental Health Services ▪ Provide professional mental health advice and leadership to community mental health services ▪ Provide strategic leadership for innovation, change processes, and coordinated responses to emerging service and workforce needs within community mental health services ▪ Lead the development and management of strategic CHSALHN MHS service development projects, programs and portfolios ▪ Provide strategic leadership for innovation, change processes, and coordinated responses to emerging service and workforce needs within span of control. ▪ Provide high level input and mental health representation on CHSALHN, SA Health and statewide committees and working groups ▪ Implement clinical and operational risk management frameworks across community mental health services ▪ Facilitate networks and building partnerships, across the broader CHSALHN, with local services (government and non-government organisations (NGOs)) leading to an integrated, high quality approach to the provision of mental health care
2. Personal and Professional Development	<ul style="list-style-type: none"> ○ Operate with professional independence to achieve a high standard of complex, crucial, specialised and strategically significant work. ○ Ensure a commitment to continuous personal and professional development by: <ul style="list-style-type: none"> a. Attending all mandatory training, and actively pursuing professional development to maintain currency of clinical knowledge. b. Actively developing the professional skills and competencies in other managers and staff, including as an Advanced Clinical Educator / Researcher and Mentor to less experienced peers, and through academic publication. c. Seeking mentorship and support from diverse peers, utilising extensive professional networks and strong relationships with Universities, Professional Associations and other key stakeholders. 	<ul style="list-style-type: none"> • Provide clinical leadership, management and support to a large multidisciplinary workforce across country South Australia including the provision of clinical supervision to some staff, in accordance with the <i>CHSA Allied Health Clinical Support Framework</i> • Lead, coach, coordinate and support direct reports • Ensure that employees are provided with performance management that includes personal development plans and supports training needs • Establish a positive, harmonious and productive team environment, focusing on team based goals, cooperation and achievement • Develop and pursue own formal Clinical Supervision / Mentor arrangements. • Ensure the effective human resource management by: <ul style="list-style-type: none"> ○ Ensuring appropriate staffing levels are maintained through effective strategic planning ○ Overseeing recruitment and selection of community mental health staff. ○ Conducting annual Performance Development and Review sessions with senior staff ○ Utilising a range of strategies to maintain a contemporary knowledge and understanding of emerging practice, policy and legislation of relevance to

POSITION DESCRIPTION

	<ul style="list-style-type: none"> d. Actively participating in the Professional Development and Review (PDR) process, including developing and pursuing a personal /professional development plan in consultation with your line manager; and facilitating this process for staff under your supervision. o Facilitate the development of knowledge of effective practice by leading, encouraging and supporting research, evaluation of services, and information sharing between health professionals within South Australia o Will have high level managerial responsibilities including: <ul style="list-style-type: none"> a. A large number of Professional/multi-disciplinary staff(including management of finance, human and other resources) and/or b. Initiating and manage new and high level, complex projects, significant programs and major investigations, within the region, to achieve the CHSALHN's corporate goals. o As Senior Manager, Community Services; <ul style="list-style-type: none"> a. Lead, co-ordinate and/or manage research projects at the service, state and possibly National levels, relevant to the Profession, AHP evidence based practice and/or service improvement. b. Develop and provide state-wide AHP education programs and resources, and/or coordinate clinical placements for your profession 	<ul style="list-style-type: none"> mental health services, including through involvement in research. • Hold a contemporary professional practice portfolio containing professional development evidence commensurate with the level of autonomy, authority and influence expected of the role • Monitor and contribute to the implementation of the Procedure for Credentialing for Professional bodies as it relates to Professionals employed or contracted by CHSALHN MHS • Actively foster learning and development collaboration within CHSALHN and SA Health • Contribute to clinical education of CHSALHN MHS Medical, Nursing and Allied Health staff; and students within the region • Conduct quantitative and qualitative analytical assessment regarding service demand, inputs, outputs and outcomes • Facilitate networking, and information sharing between all staff across the region and other diverse stakeholders • Provide strategic leadership for innovation, change processes and coordinate responses to emerging service and workforce needs within span of control • Utilise a range of strategies to maintain contemporary high level clinical expertise on emerging practice, policy and legislation relevant to the Profession at the highest level • Manage the effective use of resources against agreed performance indicators by preparing and reviewing cost centre budgets for workforce, revenue and expenditure • Responsible for service delivery by over 170 FTE of multidisciplinary clinical and operational staff across country SA • Development, implementation and evaluation of relevant strategies and programs necessary for the attainment of the Country Health SA LHN mental health objectives • Analysis of national and international research and data on innovative, 'cutting edge' practice relating to Mental Health service delivery and policies • Identify Mental Health priorities for country communities and influencing the utilisation of evidence based resource allocation methodologies to address these priorities • Develop new service delivery models, modification of existing programs and service redevelopment to meet client needs
<ul style="list-style-type: none"> • Client / Customer Service 	<ul style="list-style-type: none"> o Treat all consumers with respect, identifying and pursuing opportunities to work in partnership with stakeholders to improve the quality of CHSALHN MHS, particularly in the rural region. o Promote cultural safety by valuing and promoting the cultural needs of local communities and 	<ul style="list-style-type: none"> • Provide consistent service performance and associated service delivery models of care with a particular focus on community based services to address the mental health requirements of country communities • Undertake appropriate consultation mechanisms with stakeholder groups, Country Health SA LHN communities and other human service providers (Government and Non-Government)

POSITION DESCRIPTION

	<p>providing advice on service or system-level changes required at the CHSALHN level to meet these needs.</p> <ul style="list-style-type: none"> Advocate for and contribute to improvements in the consumer-journey driven distribution of services within the region and across CHSALHN MHS. 	<ul style="list-style-type: none"> Provide comprehensive reports to Country Health SA LHN senior management and other relevant stakeholders Conduct quantitative and qualitative analytical assessment regarding service demand, inputs, outputs and outcomes Identify opportunities and issues, and strategic proposals to address same; Implement valid consultative mechanisms that capture and respond to the views of the population groups Advocate and promote mental health services and priorities, and associated needs of Aboriginal and Torres Strait Islander and other culturally diverse population groups Develop, implement and evaluate relevant strategies and programs necessary for the attainment of the Country Health SA LHN mental health objectives Provide comprehensive reports to Country Health SA LHN senior management and other relevant stakeholders
<ul style="list-style-type: none"> Administration and Documentation 	<ul style="list-style-type: none"> Comply with organisational requirements for the accurate and timely completion of documentation and statistics. Proactively question existing practices and use of CHSALHN resources, and support clinicians to pursue appropriate alternatives where necessary. Prepare comprehensive, high-level reports and/or presentations to assist management and executive decision making. Appropriately identify, use and apply relevant policies, procedures, reporting and documentation systems. Competently utilise computer software to fulfil the requirements of the role. 	<ul style="list-style-type: none"> Oversee human resource systems implementation including processes and standards of multidisciplinary staff recruitment, performance, development and retention Provide comprehensive briefings and reports to Country Health SA LHN senior management and other relevant stakeholders Undertake financial budgeting and management within a culture of due diligence Provide corporate management of multidisciplinary services for community mental health Implement departmental policies for the management of assets Provide specific input into budget planning and forecasting Ensure the effective management of financial and human resources in line with established government directives Exercise significant financial and personnel delegations Develop and implementing asset and risk management strategies Ensure that all personnel are adequately equipped, trained and directed to perform their allocated tasks in a safe manner and are capable of undertaking those tasks without unnecessary risk to the health and safety of themselves and others Membership of relevant committees and planning bodies

POSITION DESCRIPTION

Key Result Areas	Generic Requirements	Specific or Local Requirements	
<ul style="list-style-type: none"> Teamwork and Communication 	<ul style="list-style-type: none"> Lead improvements in the safety and quality of professional services across country South Australia. Foster strong clinical networks within the rural region and across CHSALHN MHS. Apply high level interpersonal skills which engender the trust, cooperation and commitment of others to work together to achieve change. Communicate and negotiate effectively, both verbally and in writing, at all levels within the region, CHSALHN and with external agencies. Represent the Profession and/or CHSALHN on relevant CHSALHN and SA Health Committee /Working Parties 	<ul style="list-style-type: none"> Work closely with the Senior Manager, Acute Operations and Regional Directors to maximise synergies to achieve best possible consumer outcomes Develop and maintain strong links with rural regional Hospitals, GP networks, NGOs and other stakeholders to ensure the sharing of information, effective use of resources, integration of services and collaboration on joint-solutions where practical Establish sound relationships with relevant Commonwealth Departments to ensure that the development of services and initiatives are consistent with National Strategic Directions Maintain effective relationships with other government bodies, service providers, key organisation and stakeholders, the various media outlets, community groups, and business organisations Ensure escalation of major issues occurs and prepare written briefs as required Represent CHSALHN MHS, where required, on relevant CHSALHN, SA Health and statewide committees Promulgate and support communication strategies to support the leadership role of the Mental Health Directorate in the provision of mental health services 	
<ul style="list-style-type: none"> Continuous Improvement 	<ul style="list-style-type: none"> Contribute to the ongoing evaluation and continuous improvement of CHSALHN MHS services within the rural region. Be flexible, adaptable and innovative in a changing workplace, critically examining safety and quality issues, practices and systems, and developing practical and creative solutions. Contribute to the investigation of consumer complaints and preparation of Ministerial Briefings related to the scope of the role, with a view to informing systematic improvements to CHSALHN MHS. Adherence to the SA Public Sector Code of Ethics. 	<ul style="list-style-type: none"> Contribute to the development and implementation of effective risk management, evaluation and review processes for community mental health service models Establish and monitor a risk management strategy Monitor and report on adherence to relevant service agreement provisions, safety, quality and accreditation regulations and standards Initiate regular reviews of clinical mental health practices and facilities and lead improvements in practices and procedures to ensure efficient and safe use of facilities, equipment, and resources Lead the establishment of healthy working environments, respectful relationships and learning cultures across community mental health services Working in partnership with the Senior Manager, Acute Services, maintain effective collaboration with the Regional Director of Workforce, Country Health SA LHN, in relation to workforce planning and implementation of innovative workforce design Provide comprehensive briefings and reports to Country Health SA LHN senior management and other relevant stakeholders Monitor and report on workforce issues associated with community mental health services Managers and staff are required to work in accordance with the Code of Ethics for South Australian Public Sector, Policies and Procedures and legislative requirements 	
Approved by Authorised Officer	/	Accepted by Incumbent	/ /

APPLICANT GUIDELINES

Job Title	Senior Manager, Community Services Mental Health	Classification	AHP5
Region	Country Health SA Local Health Network	Term	Ongoing
Area	Based in Adelaide	FTE	Full Time

- (1) A current Curriculum Vitae (CV), outlining your relevant qualifications, work experience and contact details of 3 professional referees
- (2) A cover letter, including:
 - Title of the position and vacancy reference number (from advertisement)
 - Outline of your reasons for applying for the position
 - Brief summary of your ability to fulfil the role:
 - Please address each of the 6 Key Result Areas (KRA) separately, using dot points. Refer to the table below for some suggestions of the type of information you may choose to include.
 - You do not need to address the selection criteria individually in your written application. They may be used to assess your suitability for the role during the merit-based selection process.
 - Keep it brief – no more than 2 pages

Please forward your application by the due date, as per the details outlined in the job advertisement.

Key Result Area	Selection Criteria <i>(suggestions of information to include in your application)</i>
1. Technical Skills and Application	<ul style="list-style-type: none"> • Your professional qualifications, professional association membership and registration status (if relevant) – <i>refer to page 1 for minimum qualification requirements</i> • Detail your extensive professional and senior management experience, across a broad range of clinical practice areas: <ul style="list-style-type: none"> ○ Experience in managing and leading complex projects ○ Experience in leading services or organisations through times of extensive change ○ Experience in applying contemporary management processes and practices in a health care setting ○ Experience in leading quality improvement initiatives in health care settings ○ Experience in managing large numbers of staff from various multidisciplinary backgrounds • Examples of other skills, knowledge or experiences that demonstrate your suitability for the role, such as: <ul style="list-style-type: none"> ○ Skills in using computers and software relevant to the area of practice ○ Ability to contribute to the achievement of best practice by facilitating the development and application of relevant research findings ○ Demonstrated flexibility, innovation and creativity which can be applied to the community mental health setting.
2. Personal & professional development	<ul style="list-style-type: none"> • Outline previous initiatives that demonstrate your commitment to reflective practice, and proactive development of self and others (eg: additional post-graduate qualifications). • Detail your leadership and management style and experience, including examples of problem solving through difficult situations, your highly developed skills in communication, problem solving, conflict resolution and negotiation as well as change management • Detail your experience in leading and supporting complex projects involving multi-disciplinary teams within a large workforce and include reference to your ability to analyse issues and develop appropriate solutions for their resolution. • Provide examples where you demonstrated your ability to perform effectively under pressure and prioritise workloads
3. Client / Customer Service	<ul style="list-style-type: none"> • Detailed knowledge of and commitment to CHSALHN values, strategic directions and priorities. • Extensive experience & skills in community engagement, consumer/family-centred practice and cultural competency – and examples of how you have supported others to develop and apply these skills. • Knowledge of Aboriginal Culture and how this impacts on service delivery.
4. Administration & Documentation	<ul style="list-style-type: none"> • Highlight relevant skills, experience and training – including those related to data management, budget management, competent use of technology, post-

POSITION DESCRIPTION

	<p>graduate/professional development qualifications.</p> <ul style="list-style-type: none"> • Address your <ul style="list-style-type: none"> ○ demonstrated ability to manage a service including resource management ○ demonstrated high level skills in writing complex briefs and project reports. ○ Knowledge and understanding of relevant legislation, industrial agreements, standards, codes, ethics and competency standards ○ Knowledge of Quality Improvement Systems as applied to a Community mental health setting ○ understanding of working within a project management framework
5. Teamwork and Communication	<ul style="list-style-type: none"> • Outline your communication and team work skills, with examples that demonstrate your ability to lead an effective team of diverse membership. • Previous contribution to service planning/development at local, regional or state level
6. Continuous Improvement	<ul style="list-style-type: none"> • Examples of how your experience in facilitating health research and applying beneficial results to the area of practice including how you have contributed previously to quality improvement, evaluation and/or research of relevance to your profession and professional leadership. • Experience in informing strategic policy and service development