**JOB DESCRIPTION**

# Team Leader – Centre Manager

# **ABOUT UNITING**

**Our purpose:** To inspire people, enliven communities and confront injustice.

**Our values:** As an organisation we are **Imaginative, Respectful, Compassionate** and **Bold**.

At Uniting, we believe in taking real steps to make the world a better place. We work to inspire people, enliven communities and confront injustice. Our focus is always on the people we serve, no matter where they are at in their life.

Our services are in the areas of aged care, disability, mental health, child and family, community services, and chaplaincy and we get involved in social justice and advocacy issues that impact the people we serve. As an organisation we celebrate diversity and welcome all people regardless of disability, lifestyle choices, ethnicity, faith, sexual orientation or gender identity. We commit to respecting children and take action to keep them safe.

Uniting is the services and advocacy arm of the Uniting Church NSW & ACT and as such Uniting leaders understand, support and can express the mission and purpose of the Uniting Church.

# **ABOUT THE ROLE**

**Role Purpose**

The Team Leader works directly with the lead agency to implement the headspace Hawkesbury funding contract, operationalising activities according to the annual work plan and substantiating these in periodic reports. The role is responsible for all headspace Hawkesbury services including on site at the Richmond Centre and the outreach post in Windsor.

The Team Leader provides clinical leadership and line management to a multidisciplinary team of mental health clinicians and support staff. It works closely with the Senior Intake Clinician (Clinical Lead) and staff to ensure the following:

* Alignment with the model of care
* Compliance with relevant quality and safety standards
* Adherence to evidenced based practice
* Lead and monitor activities of the service responding to emerging trends.

The position works closely with the Practice Manager and Community Development team to engage stakeholders to ensure the service provides an integrated model of care that enables seamless access to the four core streams including private practitioners.

headspace is funded by the Australian Government under the national Youth Mental Health Initiative. It was established in 2006, are works to make a difference to the lives of thousands of young Australians by:

* Giving young Australians the opportunity to seek help early.
* Bringing together local health services under the one roof.
* Making it easier for young people and their families to find the information they need.
* Reviewing evidence and interventions to provide Australians with the most up-to-date information on youth health.
* Providing opportunities for young people to have input into the development and delivery of headspace services.
* Creating awareness and educating young people about how to get help.
* Training professionals how to work with young people.
* For more information about headspace, please visit [www.headspace.org.au](http://www.headspace.org.au)

# ROLE KEY ACCOUNTABILITIES

You will be an integral member of the Uniting Recovery team through the following:

* Maintain a high standard of conduct and work performance based on Uniting’s values to promote our reputation with key internal and external stakeholders.
* Ensure integration and collaboration across Uniting programs to deliver seamless and impactful end to end services with the customer at the centre.
* Actively engage and participate in the performance management framework and review processes at Uniting.
* Act in a manner which upholds and positively reflects the Uniting Code of Conduct and Ethical Behaviour.
* Contribute to a culture of openness, feedback and productivity.
* Model, communicate and act in ways that are consistent with our values of Bold, Respectful, Imaginative and Compassionate.
* Take care of the safety of yourself and others at all times and undertake work in a safe manner in accordance with policies, procedures and instructions (written or verbal) and in adherence to WHS policies and procedures.
* Actively contributes to a safe and supportive working environment that is inclusive of all staff through celebrating their nationality, cultural background, LGBTI status, abilities, gender and age.

As a Team Leader, your role specifically will:

* Operationalise the Centre funding contract into a pragmatic annual work plan ensuring staff, consortium partners and stakeholders are working in unison with respect to the service.
* Oversee all day-to-day operations of the centre and staff management including recruitment (of clinicians), supervision, onboarding, and training.
* Lead systematic and accurate data collection and monitor/review information to understand the needs of young people in the region, and to facilitate improved service planning and delivery.
* Complete funding body and management reports outlining service activities and progress against KPIs, substantiating outcomes with data/evidence.
* Ensure the maintenance of accurate and timely clinical records and active participation in the clinical review handover processes.
* Ensure the utilisation of any designated screening tools, such as the K10+ and Biopsychosocial assessments, or any other measures/tools applicable to the service delivery model.
* Support the Senior Clinician (Clinical Lead) in providing guidance to the team in relation to management of any client, or program issues.
* Ensure compliance with regulatory requirements and the model of care relevant to the headspace Model Integrity Framework and relevant local policies and procedures.
* Engage relevant sectors and partners in integrated care, promoting multidisciplinary team work and participation in the headspace program at a local level.
* Optimise continuity of care through effective integration with other clinical services teams and through the development and maintenance of partnerships with relevant community services.
* Convene and attend relevant groups/committees to support partnerships or collaborative activities related to the service, including preparation of meeting agendas, minutes, papers and correspondence.
* Maintains effective relationships onsite with consortium partners and key stakeholders in conjunction with Community Development team leader.
* Ensure adherence to relevant quality and safety professional and healthcare standards and mandatory education related to risk management, workplace health and safety, and other relevant areas.
* Oversee implementation of quality and safety procedures onsite and at outreach posts including responding and providing support to staff during critical incidents or high-risk situations.
* Recognise and manage risk ensuring actions are taken to prevent and minimise harm to consumers and the workforce.
* Manage clinical resources and rosters (including outreach posts) in a flexible and efficient manner to effectively manage client loads and to ensure timely and responsive service delivery.
* Ensure clinical review meetings occur regularly and that clinical documentation is completed appropriately.
* Ensure the continuing improvement of the services delivered by participating in quality improvement processes, including file audits and reviews, to achieve best practice.
* Manage expenditure for the program in line with the established budget and activities outlined in the annual work plan.

# ABOUT YOU IN THE ROLE

As a staff member of Uniting you will celebrate diversity and welcome all people regardless of lifestyle choices, ethnicity, faith, sexual orientation or gender identity.

**Your directorate:**  Children, Youth and Families

**You’ll report to:**  Service Manager/Operations Manager

# YOUR KEY CAPABILITIES

**People Leadership**

* **Delivers performance through others** - Clearly delegates and assigns responsibility, evaluating performance along the way.
* **Creates and builds the capability of our people** - Enriches Uniting's overall capability through selection, feedback & the development of excellent people.
* **Builds diverse, highly engaged teams** - Builds effective teams with the morale and capability to cope with change effectively.

**Business Leadership**

* **Demonstrates Business Acumen & Delivers Results** - Understands Uniting's business, market and competitors and drives to deliver ever improving results.
* **Develops and Grows the Business** - Understands the changing market landscape and positions Uniting for growth.
* **Reaches Commercial Decisions** - Makes effective commercial decisions with the information, time and resources available.

# QUALIFICATIONS & EXPERIENCE

**Qualifications:**

* Tertiary qualifications in a relevant discipline.
* Provisional or full membership with AHPRA or an appropriate professional body.

**Experience:**

Typically, this role will require five (5) or more years’ experience in your field of expertise, including two (2) or more years experience supervising a small team of specialists. You will have excellent written and verbal communication skills, be organised, systematic, thorough, accurate and disciplined. It is expected that you will possess good skills at navigating a complex organisation, forging relationships, and managing through influence rather than direct authority as required.

* Proven expertise in the application of evidence based clinical practice within the mental health field in both a case management and therapeutic role.
* Substantial experience and demonstrated skill in the coordination of individualised psychosocial interventions to meet the needs of consumers presenting with a variety of mental health concerns based on a case formulation approach.
* Demonstrated commitment to clinical supervision and ongoing professional development.
* Demonstrated management experience and/or proven ability to provide leadership to a multidisciplinary team including skills and experience in clinical service management and quality improvement programs.
* Ability to create a team culture and performance that is based on hope, optimism and a recovery framework for young people and consumers.
* Be able to apply a high level of professional judgement and knowledge when performing a range of novel, complex and critical tasks, specific to their discipline.
* Capacity to allocate resources, set priorities and ensure budgets are met within the services to deliver strategic outcomes.
* Ability to develop, implement and deliver strategic business plans which increase the level of care to customers within a budget framework.
* Knowledge of relevant legislation, such as the Mental Health Act (2007) and the Children and Young Persons (Care and Protection) Act (1998).

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| **Employee Name:** | Insert employee name | **Manager’s Name:**  **Title** | Insert manager’s name  Insert manager’s title |
| **Date:** | Insert date | **Date:** | Insert date |
| **Signature:** |  | **Signature:** |  |