Position description

Service Manager – Community Care Unit

Section A: position details

Position title: Service Manager – Community Care Unit (CCU)
Employment Status: Full Time
Classification and Salary: Competitive salary to be negotiated with the successful candidate
Location: Neami Cairns Community Care Unit
(If moving from interstate, a supportive relocation package will be negotiated with successful candidate)
Hours: Monday to Friday 8:30am – 5:00pm
(some variation, weekend and out of hours work may be required in addition to on-call duties)
Contract details: Ongoing

Organisational context

Neami National is a community-based recovery and rehabilitation service supporting people living with mental illness and psychiatric disability to improve their health, live independently and pursue a life based on their own strengths, values and goals.

We provide services in over 50 locations, ranging from the inner-city and suburbs to regional and remote parts of Australia. Our vision is for full citizenship for all people living with a mental illness in Australian society. Our mission is to improve mental health and wellbeing in local communities across the country.

We believe that recovery is an individual process and that with the right kind of support everyone can live a life based on their own strengths, values and goals for the future. We use an approach called the Collaborative Recovery Model (CRM) to support people through our services. The CRM assists individuals to identify their personal strengths and values, to set goals and then helps them make progress towards achieving them.

We are a smoke free organisation.

Position overview

The Service Manager – Community Care Unit (CCU) is responsible for the establishment, ongoing management and further development of the Program. The Service Manager will work collaboratively with partners to improve and develop the overall service response to people living with a mental illness within our community.

The Service Manager will also undertake a key role in service development, including ongoing evaluation and review of service outcomes.
Cairns Community Care Unit (CCU)

The Cairns CCU is a 20 bed residential rehabilitation facility that provides an option for people who are still recovering from an episode of acute illness and need medium to long term residential support to assist in regaining independence and life skills. The CCU aims to promote individual recovery through the provision of personalised supports and group programs as well as a safe living environment. During their stay consumers are assisted to develop a relapse prevention or wellness plan. The CCU is staffed 24 hours per day, 7 days per week.

The Service Manager - CCU is responsible for all aspects of the day-to-day running of the CCU, including ongoing management and further development of the service. Entry and exit assessments for the CCU are the joint responsibility of the Manager and the Senior Clinician.

A key objective of the role will be to develop strong working partnerships with the Cairns and Hinterland Hospital and Health Service, and other community support and housing services. With assistance from the Senior Practice Leaders (SPL) the manager will provide supervision and coaching to Community Rehabilitation and Support Workers (CRSWs) and Peer Support Workers (PSWs). The Service Manager will be pivotal in the establishment of the service, holding responsibility for the development and implementation of systems and procedures to ensure smooth operation. The Service Manager – Cairns CCU is expected to work closely with the Service Manager – Cairns Outreach in developing and delivering an integrated service model which has both shared staff and consumers.

Period of employment

Ongoing, subject to a 3-month probationary period.

Accountability

The Service Manager - CCU is responsible to the Regional Manager where applicable, or alternatively, the State Manager. The position is full-time with hours of work from 8:30am – 5:00pm, Monday - Friday. The Service Manager – CCU will be expected to participate in meetings and have some on call responsibilities outside of the designated hours. Provision for after-hours work time will be met through time in lieu arrangements and on-call allowances, as per the Neami National Employment Agreement.
Conditions of employment

The terms and conditions of employment will be in accordance with the Neami National Employment Agreement. The salary may be negotiated with the successful candidate in the range of $70-$85k, based on skills and experience.

A number of benefits are available to staff, including generous salary packaging with rewarding NFP fringe benefit tax exemptions.

- Criminal record checks are mandatory for all new appointments. Neami National will cover the cost of an Australian check. Where a new employee has lived outside of Australia for 12 months or more within the last 10 years, the cost of an International check will be borne by the applicant (~$129.00).
- Working with Children checks are required before commencement of work (employee responsibility).
- Highly Desirable: applicants hold a tertiary level qualification in social work, psychology or human services related field and/or extensive sector experience.

Section B: application procedure

To discuss the position, please contact:

Name: Tanya Miller
Title: State Manager – Queensland
Contact Phone Number: 0435 028 643

Applications should include a CV and a Cover Letter explaining your interest in the position and working at Neami National. You do NOT need to provide a written response to the selection criteria.

To apply, please:

- Include three current referees.
- Refer to the “Job” tab on our website to submit your application.
- Ensure the files are in Word (.doc) or Adobe Reader (.pdf) format.

Closing date for applications: **Sunday 24th April 2016**

*No recruitment agency candidates will be accepted for this position.*

Please visit [www.neaminational.org.au](http://www.neaminational.org.au) for more information on our organisation, services and other employment opportunities around Australia.
Section C: key responsibilities

Management: Provision of a consumer focussed service

- Develop and lead a service that actively promotes individual recovery through the provision of personalised supports and an appropriate living environment.
- Ensure consumers and family members or carers are engaged in entry, support planning and exit processes
- Ensure a Consumer Participation Plan is developed for the service in cooperation with the National Consumer Participation Team and State Leadership Team to ensure consistency across services.

Management: Strategic partnerships and service development

- Initiate, lead and coordinate strategic partnerships within the community, Cairns and Hinterland Hospital and Health Service, local government, community housing, and health and welfare providers to improve health and wellbeing outcomes for consumers. In collaboration with partners, staff and consumers identify service gaps and develop appropriate models of service delivery to address these gaps
- Develop strong working partnerships in particular with the Cairns and Hinterland Hospital and Health Service to ensure a collaborative approach to intake assessments and the smooth ongoing operation of the CCU
- Take a lead role in the assessment, planning, implementation, and evaluation of the Neami National CCU Service
- Develop and maintain a strong collaborative working partnership with the Service Manager – Cairns Outreach to ensure an integrated service model for staff and consumers.
- Ensure services are provided in an accessible manner with mechanisms in place to regularly monitor the level of access achieved. Achieve specific targets for the inclusion of people from culturally and linguistically diverse backgrounds and people of Aboriginal and Torres Strait Islander origin
- Identify key policy issues relevant to the Neami National Service (internally and externally) and ensure appropriate responses
- Undertake projects that contribute to the overall development of the organisation as decided by State/Regional Manager, Leadership Team or the CEO
- Support and lead Neami National efforts in reducing our impact on the environment and work towards a sustainable future
- Develop a Health Promotion Plan for the Service in cooperation with the National Health Promotion Team and State Leadership Team to ensure consistency across services

Management: Staffing

- Coordinate the recruitment and selection of the Neami National Service staff
- Ensure that all staff are aware of and adhere to Neami National’s mission, values, policies and procedures
- Ensure practice development (supervision), training and skill development is provided to all members of staff
- Ensure that all staff are provided with an annual performance review
- Mediate and negotiate with staff in areas of conflict and industrial dispute in collaboration with the Regional or State Manager and Human Resources
- Ensure that the CCU service is resourced with appropriate staff numbers and roles in line with the service model and that in collaboration with the Service Manager – Cairns Outreach all three Cairns programs are sufficiently staffed at all times
- Provide direct support to consumers as required e.g. when CRSW’s are on leave

Management: Administration and finance

- Manage the Neami National Service budget including; monitoring progress against financial targets and ensuring priorities are established and met
- Regularly assess the physical, technological and staffing needs of the Neami National Service and develop proposals to meet expanding needs
- Implement Neami National Risk Management Framework at the service and ensure timely response to all OH&S issues and regular monitoring and review of all service related accidents and/or incidents
- Ensure all consumer data is entered into Carelink+ data base and minimum data set reports are developed on time and in accordance with required reporting processes
- Monitor and further develop the Funding and Service Agreement in consultation with the Leadership Team and Regional or State Manager, develop funding submissions and coordinate budget allocations for the service
- Provide a bi-monthly report to the Regional or State Manager detailing progress of the service in meeting its funding and service targets, issues pertaining to the management of the service, both staffing and financial and progress in developing and sustaining partnerships with community agencies

Mental health promotion

- Promote a better understanding of the needs of people with a psychiatric disability among mainstream services and the local community by ensuring the provision of primary, secondary and tertiary consultation to mainstream services
- In conjunction with staff and on behalf of consumers, where appropriate, advocate for improved service delivery, additional resources and development of accessible community services in the catchment area of the Service
- Develop mechanisms by which Neami National services and the vision behind the organisation are regularly promoted to the community through public events, functions and forums
Section D: key competencies

Creating diverse staff teams

The values, skills, attributes and commitment of our staff are key to our success and reputation as a national mental health service that provides high quality support services to people living with a mental illness. We are strongly committed to further developing and diversifying our work force as part of our strategic directions.

We celebrate multidisciplinary teams and value the rich skills and experiences brought by applicants from a range of sectors and professional backgrounds. Further depth is brought by those from diverse cultural backgrounds, Aboriginal staff, and those with lived experiences of mental illness and recovery, all of whom are strongly encouraged to apply for any roles that match their skills and interest.

The following competency criteria will inform our selection decision:

Adhering to principles and values

- Upholds ethical behaviour, consistent with values as characterised by honesty, fairness responsibility and hope
- Demonstrates integrity and credibility, and fosters open honest communication
- Demonstrates commitment to the organisation and its values

Deciding and initiating action

- Makes prompt, clear decisions which may involve tough choices of considered risks
- Takes responsibility for actions, projects and people
- Takes initiative, acts with confidence, and works under own direction
- Leads and supports continuous improvement through new ideas and change initiatives
- Identifies and initiates strategic partnerships of mutual benefit

Working with people and building relationship

- Adapts to the team and builds team spirit
- Listens, consults others and communicates clearly and proactively in an open and honest manner
- Adapts communication style to meet the needs of others, using tools such as humour to develop and enhance relationships
- Openly communicates and demonstrates self-insight through an awareness of own strengths and areas for development, and seeks and accepts feedback
- Demonstrates an interest and understanding of others, and relates well to people at all levels
- Establishes respectful professional relationships that have clear boundaries with consumers, staff and partner organisations
- Gains agreement and commitment from others by engaging and gaining respect
- Promotes ideas on behalf of self or others, and supports others to self-advocate
- Manages conflict in a fair and transparent manner
- Clearly conveys organisational knowledge (collects, classifies, and disseminates), providing others with a clear direction

Leading, coaching and mentoring

- Recognises staff member strengths and values their contributions
- Communicates high expectations to the team and holds staff members to account
- Motivates and empowers staff members through coaching and mentoring to identify development goals and strategies for achieving them
Service Manager – Community Care Unit

Position Description April 2016

- Validates the achievements of staff, and regularly gives clear, honest feedback and guidance in a timely manner
- Role-models the behaviour that is expected of the staff team
- Provides others with a clear direction and delegates work appropriately and fairly
- Demonstrates confidence and maturity in broaching challenging conversations
- Takes initiative, acts with confidence and works well under own direction
- Responds quickly to the needs, reactions and feedback of staff

Planning, implementing, analysing and problem solving

- Manages time effectively, and prioritises appropriately
- Sets clearly defined objectives, and is accountable and proactive about reviewing progress and outcomes with the team
- Exercises common sense, considers all available information, and takes account of broader circumstances in decision making
- Produces workable solutions to a range of problems
- Supports the implementation of organisational goals, while seeking opportunity for organisational improvement
- Purposefully analyses numerical data, verbal data, and all other sources of information
- Demonstrates an understanding of how site specific practices fit into larger organisational structures

Adapting and responding to change and coping with challenges

- Adapts to changing circumstances and responds to the reactions and feedback of others
- Shows respect and sensitivity towards diversity
- Deals with ambiguity, making positive use of the opportunities it presents
- Maintains hope, and role models a positive outlook during challenging times at work
- Demonstrates self-awareness and the ability to self-regulate during difficult situations
- Reflects and accepts feedback, and learns from it

In addition you will need:

- Computer literacy
- Current Australian driver’s licence
- Highly desirable that applicants hold a tertiary level qualification in social work, psychology or human services related field and/or extensive sector experience.
Section E: about Neami National

Neami National’s mission and vision

“Full citizenship for all people living with a mental illness in Australian society”

Improving mental health and well-being in local communities captures what Neami is about, and defines the context in which the organisation operates. Neami takes a holistic view of individuals’ mental health and ensures that the services it provides are done so in partnership with local community services, area mental health services, and local government. Neami believes that its partnerships must deliver pathways to participation in community life for consumers.

Neami believes that better outcomes for consumers can be achieved by:

- Assisting consumers to build resilience and strength to make their own choices about their recovery
- Working with consumers to build their confidence while participating in their community
- Assisting consumers to plan their own program and build their connections with their community
- Assisting consumers to develop the skills and competence necessary to enjoy a full and rich quality of life

Neami’s values

Consumers, staff and board members have defined the values which drive Neami’s vision and mission below:

- Self determination
- Respect
- Empowerment
- Partnerships
- Hope
- Growth
- Wellbeing
- Acceptance of diversity
- Change
- Choice
- Learning
- Quality

A brief history of Neami National

Neami National began its journey in Melbourne’s northern suburbs in 1986 with a group of people wanting to improve the lives of their family members, friends and neighbours living with mental illness. From 1990 to 1996 major changes to mental health services in Victoria led to large growth and development for Neami and by 2000 we had transitioned from a small community agency to the primary rehabilitation and support services provider for people with a mental illness in the northern region of Melbourne. In 2003 Neami expanded its services to New South Wales (NSW) as part of the Housing Accommodation and Support Initiative (HASI) and the following year was successful in obtaining funding to expand services to South Australia.

Federal funding in 2007 for the Day to Day Living in the Community Program and the Personal Helpers and Mentors Program saw expansions to services in NSW and Victoria and the establishment of services in Western Australia (WA) as well as in Brisbane in 2009. In 2011 Neami’s Victorian services continued to expand following the merger with Inner East Mental Health Service Association (IEMHSA) with services in Sydney also broadening to include an Aboriginal Assertive Outreach Service. Services in WA experienced growth in 2012 with the introduction of Individual Community Living and Support Packages and expanded further in 2013 with the sub-acute Service in Joondalup. Two more sub-acute services were set up in Dubbo and Broken Hill with 5 services now operating across Perth, Melbourne, and NSW.

Most recently 2014 saw growth in South Australia with Neami selected as service provider for the Local Health Network Residential and Home-based Crisis Respite Services. There was also considerable expansion of Neami’s Victorian outreach services and the addition of Youth Residential Rehabilitation services as a result of the recommissioning of mental health community support services in Victoria. Today, Neami is one of Australia’s largest and most innovative specialist community mental health services supporting over 3,500 people across the country.
Five reasons to join Neami National

1. A quality organisation

Neami National has a passionate commitment and 28 years’ experience providing quality rehabilitation services to people with a severe and enduring mental illness. Great emphasis is placed on taking seriously the consumers’ view about their recovery. As a result, Neami National has introduced the Collaborative Recovery Model of service delivery. The development of policy and practice that describes the level of consumer participation within the organisation consolidates Neami National’s belief that consumer participation should influence all levels of decision making. In keeping with this, Neami National has a diverse representation including carers, local service providers, community members, and consumers that make up its Board of Directors.

2. A growing organisation

Neami National has an exciting growth rate – with increasing federal and state government funding, we have expanded in size from 500 to 3500 consumers accessing our service, resulting in employee numbers growing from 50 to over 800 staff. This growth has increased our operating budget to more than $70 million. This has allowed Neami National to grow to 13 locations in NSW, 7 in SA, 3 in WA, 2 in QLD, and 23 in Victoria, and we foster ambitious growth plans for the future.

3. A learning organisation

Neami National has had a long-standing commitment to continuous improvement, training and development across the organisation, and was accredited by the Quality Improvement Council of Australia in 2004, 2007, 2010 and 2013. Neami National achieved high ratings in the three core standards of: Incorporating and Contribution to Good Practice, Human Resources, and Finance. As part of its commitment to ongoing learning and development, Neami National has reviewed and improved its Induction and Orientation program for new staff, developed targeted training, and further developed its Leadership Development Program. Alongside this, the Service Development team has supported the implementation of the Collaborative Recovery Model across all services. The Research Committee is hard at work developing a range of activities, from outcome measures, to consumer participation, to checking our fidelity with the Collaborative Recovery Model.

4. A well regarded organisation

Neami National has a distinguished reputation, and is highly regarded nationally by the NGO Mental Health, the clinical, and the community and housing sectors. The organisation is a member of the Mental Health Council of Australia, VICSERV Committee of Management in Victoria, the Mental Health Coordinating Council of NSW, and the Mental Health Coalition of South Australia. The CEO is currently the Chair, Audit and Compliance Committee of the Mental Health Council of Australia (MHCA).

5. An organisation that values its staff

Teamwork is vibrant, reflective and challenging at service delivery, management and Board level. The culture at Neami National fosters a supportive and welcoming work environment, and a passion for its core work of providing support and rehabilitation services to people with a severe and enduring mental illness. As well as providing an attractive work environment, Neami National provides a range of exceptional employment conditions, from paid maternity/parental leave, to gratis and long service leave, to very generous salary packaging options for every staff member.