

Position Description

Position Title:	Team Lead – Strong Minds
Classification:	Stream D - Direct Service Delivery, Band 3

Purpose of the Role

The Team Lead role is designed to facilitate strong and responsive operational support and ongoing practice and service improvement, in partnership with Portfolio Manager, Mental Health, with a focus on policy and procedural currency and quality, staff and team development and ensuring administrative and subcontracting processes are undertaken to a high standard.

The position will also work closely with and support the Portfolio Manager (Mental Health) to oversee the Clinical Governance and service improvement/development of the Strong Minds program. The position will work in partnership with the Clinical Lead, the Clinical Intake Lead, and all other program staff and management and other key internal stakeholders as negotiated.

Key Relationships

The team lead is an employee of Marathon Health and reports to the Portfolio Manager, Mental Health. This position is required to maintain effective working relationships with key stakeholders including GPs, LHDs, employed staff or contracted partners, clinical leads, partner organisations and individuals who have an interest in mental health.

Position Responsibilities

Responsibilities for this position include, but are not limited to:

Intake Triage and Assessment Processes (In partnership with Clinical Leads)

- Ensure the Centralised Intake process prioritises referrals on the basis of the program eligibility criteria (mild to moderate short-term intervention) and ensures that the process meets the need of the individual within a client centred care framework.
- Ensure the initial service responses are appropriate to the person's level of clinical acuity and risk; and streamline pathways to other care services for those individuals whose needs are better met by low or higher intensity services.
- Facilitate weekly clinical reviews with Intake staff.
- Develop and extend existing Patient Management systems to improve collection, analysis and reporting of Clinical Information.
- Monitor changes to reporting criteria requested by the Government and assist in the development of systems to ensure that these requirements are met.

Clinical Governance

- Develop policies, procedures and systems to ensure safe clinical practice. Ensure the delivery of integrated and coordinated high quality, evidence-based clinical care.
- Monitor the implementation of clinical governance protocols and adherence to Marathon Health clinical policies, procedures and National Mental Health Standards.

- Maintain statistical data, to evaluate and provide reports based on the program's KPI's
- Support program staff to review referral processes, identify gaps in services and educate key stakeholders about program eligibility.
- Support program staff to ensure employed and contracted service providers meet the clinical governance requirements including record audits, consumer information, complaints policies, and consent.
- Provide clinical service quality reports to the Portfolio Manager (Mental Health)
- Continuously strive for quality improvement and innovation and develop, implement and evaluate continuous clinical quality improvement activities to improve the clinical service provision and outcomes for the Strong Minds WNSW service.
- Promote and disseminate mental health services information to support integration and coordination of care between providers and to support access to mental health services for consumers, their families and for communities.
- Support and provide recommendations in the planning, reporting assessment, data collection and review of activities to inform the development of Marathon Health's mental health programs.
- Manage and/or respond to complaints ; and third party requests for confidential information (e.g. subpoena's) in collaboration with the Quality Manager and Clinical Lead in line with Marathon Health and Strong Mind policies and procedures.

Leadership

- Provide the Portfolio Manager Mental Health with advice regarding the delivery of clinical services within Strong Minds WNSW.
- Engage relevant sectors in dialogue concerning evidence-based approaches to care within a multidisciplinary team.
- Ensure the Strong Minds WNSW team is engaged with Marathon Health development processes and are able to contribute as appropriate.
- Support the promotion and integration of Strong Minds WNSW into a broader mental health environment internal and external to Marathon Health.
- In partnership with Clinical Lead facilitate appropriate training to ensure staff are able to maintain professional registrations and develop ongoing skills.
- Provide reports and briefs as necessary to the Portfolio Manager Mental Health, Executive, Board and key stakeholders.
- Assist in the planning, developing and implementation of models of service provision within a commissioning framework.
- Monitor clinician and intake staff workload and make recommendations on resourcing requirements for the smooth operation of Centralised Intake and the overall Strong Minds WNSW program.
 - Analyse, assess and provide comment on mental health policy in the context of Primary Care as it relates to the broader context of social policy for the WNSW region (with specific reference to people with mild to moderate mental health needs).
 - Utilise a shared knowledge of electronic clinical record and associated information.
 - Contribute to Marathon Health service planning and reporting as required.
 - Monitor and record data for activities undertaken in relation to the service.
 - Actively communicate, and share knowledge, with other Marathon Health team members to ensure quality services. Contribute to Marathon Health business plan and annual work plan; as well as Strong Minds clinicians work plans.

Supervision

- Provide operational supervision and professional development of Strong Minds WNSW staff.

- Support the Clinical Leads in coordinating, and reviewing clinical practice, case load monitoring of clinical and centralised intake staff.

Other Duties

- Demonstrate and uphold our values at all times.
- Comply with the Work Health and Safety policies and procedures at all times.
- Undertake continuing professional development as required to ensure job skills remain current.
- Attend/participate in out-of-hours meetings and functions as required.
- Participate in staff activities and processes.
- Identify and participate in continuous quality improvement opportunities.
- Actively participate in annual performance planning and review activities.
- Maintain a working knowledge of all equipment used in the office.
- Other duties as directed from time to time.

Our Values

Staff are expected to demonstrate our **ICARE** values:

Integrity & Trust

Collaboration & Innovation

Achievement & Excellence

Respect & Empowerment

Empathy & Understanding

Special Job Requirements

1. National Police Check with a satisfactory outcome and Working With Children Check clearance for paid work
2. NDIS Worker Screening check, qualifications and professional registration as applicable to this role
3. Eligibility to work in Australia
4. Valid Australian Drivers Licence

Note:

This position description is not a duty statement; it is only intended to provide an outline of the key responsibilities of the position. Employees are expected to carry out any duties, within the scope of their ability, that are necessary to fulfil the position objectives.

It is expected that this position description will change over time due to the nature of Marathon Health activities. A flexible attitude to change is expected of staff. Any proposed changes will be discussed with you.

I, the undersigned, agree to be employed under the terms and conditions as detailed in this position description.

Signed _____

Date _____

Print Name _____

Selection Criteria

Essential

- Relevant tertiary qualifications and/or experience in leadership roles
- Experience in providing direct supervision of staff
- Experience in developing policies, procedures and systems to guide best practice
- Capacity to work within multidisciplinary team and to communicate with a range of internal and external service providers
- Demonstrated ability to undertake simple analysis of program data and develop service reports
- Demonstrated high level organisation and time management skills.
- Hold a valid Australian Drivers licence and be willing to travel occasionally for work purposes.

Desirable

- Experience working in a senior/leadership role in mental health
- Knowledge of other services available in the local area, and of appropriate referral pathways
- Experience leading remote teams across multiple locations