

Position Description

Position Title:	Centre Manager, headspace Orange
Classification:	Stream E - Program Managers, Band 1

Purpose of the Role

This position will lead the headspace Orange team in providing high quality clinical services to young people in the community in line with headspace contract deliverables. In addition, the Centre Manager may also be required to provide operational support to a satellite centre.

Key Relationships

The Centre Manager reports to the Group Manager, headspace. The role manages the headspace team including clinical service delivery providers, program support officers, community engagement staff, administration staff, Allied Health professionals and clinicians working in the headspace facility. The Centre Manager is a member of Marathon Health's headspace leadership team consisting of Centre Managers and Clinical Leads across the organisation. Effective working relationships with the headspace partner organisations also need to be maintained, in particular with Consortium members.

Position Responsibilities

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

Service Delivery

- In accordance with headspace (National Youth Mental Health Foundation) Grant Agreements, develop, oversee implementation & evaluate delivery of services to young people (12-25 years) and their families.
- Develop goals and plans for the program guided by the Strategic Plan, community needs and youth, staff and stakeholder feedback, including the headspace Consortium.
- Oversee management of contracts and funding agreements, including completion of reporting requirements.
- Manage staff, monitor staff performance and development, and address staff performance issues as required according to documented policies and procedures.
- Respond to and/or provide support to staff in any critical incidents and high-risk situations, both clinically and operationally.
- Anticipate, identify and analyse major risks or problems; develop and implement solutions to achieve the desired outcome.
- Engage with the headspace Youth Reference Group and other young people in accordance with the headspace Youth Participation Strategy.
- Develop and maintain relationships with community stakeholders with the aim of continuously improving headspace services.
- Participate in the national headspace network, and support the alignment of local headspace clinical operations with the national youth mental health priorities.

Clinical Leadership

T 1300 402 585

ABN 86 154 318 975

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In conjunction with the Clinical Lead:

- Oversee the day to day operation of the service in accordance with the headspace clinical governance framework and Marathon Health's policies and procedures.
- Develop and lead projects and initiatives that support the improvement of services provided from headspace Dubbo.
- Oversee service delivery and work collaboratively with, private practitioners to ensure quality service provision and the ongoing satisfaction of private practitioners.

Budget Management

- Manage the day-to-day operations of headspace within budget.
- Oversee the management of Centre budgets and report as required in conjunction with the Group Manager, headspace.
- Work with the Business Growth team to seek out alternate revenue streams which support the operations of the program, including fundraising.

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

- Administrative, financial, project management and leadership experience, preferably within a health service delivery context.
- Strong problem-solving and decision-making skills that demonstrate integrity and initiative.
- Demonstrated capacity to develop strong, effective and sustainable relationships with stakeholders, including the ability to influence and negotiate.
- Excellent organisational and time management skills, with the ability to manage priorities and meet deadlines.
- Proficiency in Microsoft Office Suite; primarily Word, Excel and Outlook.
- Hold a current Australian driver licence, and willingness to travel occasionally for work purposes.

Desirable

- Approved tertiary qualification in an allied health discipline including social work, psychology (clinical, counselling, 4+2 or 5+1 pathway), mental health nursing, or occupational therapy or equivalent appropriate experience.
- Knowledge of mental health issues faced by young people and indicated treatments.
- Understanding of the mental health service system in Australia and the delivery of mental health services in a primary care setting.
- Experience working in a health service environment or not-for-profit organisation