Position description

Service Manager – Noble Park

Section A: position details

Employment Status: Full time
Classification and Salary: CSD Level 5 from $75,490 - $83,649 (pro rata)
Location: Neami Noble Park
Hours: Monday to Friday 8:30am – 5:00pm
Contract details: Maximum Term Contract – until 30th June 2018*
*Where internal applicants hold ongoing employment in the same type of position at the same level and classification, the option to maintain your ongoing status will be available. Please discuss with the hiring manager.

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.

Youth Residential Support Service Overview

The Youth Residential Support Service (YRSS) provides a service for young people (aged 16-25) experiencing complex mental health issues as well other significant issues such as but not limited to drug and alcohol use, personality disorders, trauma, identity, gender and developmental challenges.

The YRSS is a program that supports the recovery of young people within a safe and supportive residential environment. The program is aimed towards young people who require intensive support to develop life and adaptive skills and the confidence to progress to, or return to independent living.
There is a strong focus on increasing the individual’s resilience, self-determination, self-awareness and sense of belonging. The program seeks to achieve this by encouraging positive individual growth and development for young people with mental health concerns as well as promoting positive personal and social relationships for young people.

Support services are tailored to the individual needs of young people through flexibility, creativity and innovative ideas. The service encourages and supports access to employment, training and education to aid in the development, growth and confidence of the individual and improve their future career prospects. YRSS offers a broad, creative approach to sourcing opportunities and supports in the community. Neami YRSS support workers work collaboratively with the individual and other young consumers and all stakeholders in the planning and development of the service.

**Position overview**

The Service Manager is responsible for the 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 Manager will also undertake a key role in service development, including ongoing evaluation and review of service outcomes.

**Period of employment**

Maximum Term Contract – until 30th June 2018, subject to a 3-month probationary period.

**Accountability**

The Service Manager is accountable to the Regional Manager – Southern Victoria.

**Conditions of employment**

CSD Level 5 from $75,490 - $83,649 (pro rata)

**Section B: how to apply**

If needed, to discuss the position, please contact:

Name: Carolien van Dijk  
Title: Regional Manager – Southern Victoria  
Contact Phone Number: Ph 03 9545 3688

To apply:

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.
- Ensure the files are in Word (.doc) or Adobe Reader (.pdf) format.
- Submit your application online via:  

Closing date for applications: **29th January 2017**. Proposed start date **1st March 2017**.

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: Strategic partnerships and service development

- Initiate, lead and coordinate strategic partnerships within the community, Area Mental 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
- Take a lead role in the assessment, planning, implementation, and evaluation of the Neami National Service
- 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
- Provide direct support to consumers as required e.g. when CRSW’s are on leave
- Support and lead Neami National efforts in reducing our impact on the environment and work towards a sustainable future

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

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 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
- Develop a Health Promotion Plan for the Service in cooperation with the Management Team to ensure consistency across services

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 relationships

- 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
- 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
- Tertiary qualifications in Mental Health, Disability or Community Services is desirable

About Neami National

Neami National is a community mental health service supporting people living with mental illness to improve their health, live independently and pursue a life based on their own strengths, values and goals. We were founded in 1986 by a group of concerned residents wanting to support people in their local community.

Our vision is for full citizenship for all people living with a mental illness in Australia. Our mission is to improve mental health and wellbeing in local communities.

Our values and core principles are self-determination, choice, change, respect, empowerment, growth, hope, wellbeing, partnerships, diversity, learning and quality.

We believe everyone can live a fulfilling and meaningful life through connecting with the things they care about, the people around them and their local community. Our role is to work with and walk beside people in their own recovery journey, whatever that means to them and however long it takes.

Today, we support over 7,000 Australians in New South Wales, Queensland, South Australia, Victoria and Western Australia across a variety of short and longer term mental health support and housing services.

Three reasons to work with us

1. High quality services

We have a fundamental commitment to provide each person we support with the highest quality services possible that match their values, strengths and goals in life.

We base our work on the best evidence available and have our own Research and Service Development Team. We also have an in-house Learning and Development Team that offers comprehensive training to all staff throughout their time with us.

Our service model is based on the University of Wollongong’s Collaborative Recovery Model, which underpins all our services and provides for consistency and measurable outcomes.

We also incorporate the Optimal Health Program from St Vincent’s Frameworks for Health, our own Physical Health Prompt and other complementary tools and approaches as needed.
2. **Learning and innovation**

We have grown and developed a lot in the last three years, with a doubling of the number of people we support and in the staff who support them.

This growth and development can be directly attributed to the quality of our services and the culture of learning and innovation that drives us as an organisation. We believe in learning new things, considering new perspectives and testing out new ideas as we find better ways to do things.

We are always looking ahead to ensure we can take advantage of new opportunities and respond to any risks or issues that are facing us and our sector.

3. **Support for staff**

Everything we do to support people to improve their mental health and wellbeing relies on our talented, well-trained and passionate staff team.

We know that providing support to people with complex needs is challenging as are many of the other corporate roles within our organisation.

That is why we provide a supportive environment, comprehensive training, generous leave provisions and workplace flexibility measures to help people balance work and personal commitments.