

Position Description

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| Position: | Primary Mental Health Service Manager |
| Location: | Dunedin |
| FTE | 1.0 |

Overview

WellSouth Primary Health Network has responsibility for the provision of primary health services to approximately 280,000 enrolled patients in Otago and Southland, and contracts with Southern DHB and a number of other health funders. WellSouth is constituted as a charitable trust with a Board of 10 Trustees.

WellSouth works with health care clinicians, health care providers, Iwi and local communities to:

- Coordinate the delivery of regionally consistent high value primary care health services care across Otago and Southland that deliver real benefits to patients and the community through a range of evidence based and clinically proven health programmes.
- Improve access to primary health care for the community.
- Encourage people to take responsibility for their own health.

WellSouth has offices in Alexandra, Invercargill and Dunedin.

Position Purpose

The Primary Mental Health Service Manager (PMHSM) will manage and provide leadership to the mental health teams (with direct line management responsibility for the Otago team), to provide an improved, efficient, effective and safe mental health outcomes based service.

Working in partnership with the Director of Nursing, clinical and other staff, the PMHSM will contribute to strategic and operational management in a way that is consistent with the organisation's vision and values, including operationalising the mental health aspects of the Southern Primary and Community Care Health Strategy.

The PMHSM is responsible for service delivery processes, activity and production planning, human resource management, quality and risk management, credentialing and audit for all disciplines, certification and accreditation, clinical pathway development and other service delivery improvements within the service.

Main Objectives

The objectives of the PMHSM are to achieve the delivery of clinical and operational services to contracted specifications for the Mental Health services by:

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- Ensuring the Primary Mental Health Service is fit for the future, patient centered and able to predict and respond appropriately to the future health needs of the Southern Health System.
- Providing leadership and management to the mental health services, acting as a role model.
- In conjunction with Team Leaders where appropriate, ensuring human resource management activities are undertaken appropriately for all staff.
- Ensuring service delivery is achieved within approved business/activity plans and financial budgets.
- Ensuring internal service structures, practices and controls to monitor and manage resource utilisation, risk, quality and compliance are in place and are active.

Relationships

Reports to: Director of Nursing

Responsible for: Team Leaders
Brief Intervention Teams
Family Mental Health Team

Internal Relationships: Mental Health Team
Clinical Services Manager
SMT
Other Team Leaders
Other WellSouth staff

External Relationships: Primary Health Care Providers
Southern District health Board Services
Community and Non-Government Organisations

Treaty of Waitangi

WellSouth is committed to its obligations under the Treaty of Waitangi. As an employee you are required to give effect to the principles of the Treaty of Waitangi - Partnership, Participation and Protection.

Health and Safety

WellSouth is committed to achieving the highest level of health and safety for its staff. All employees are expected to take initiative and identify, report and resolve issues that may cause harm to themselves or others in the organization. As an employee of WellSouth, the health and safety of clients and colleagues, as well as your own, are your responsibility. You are expected to work safely at all times, and to actively participate in health and safety programs in your area. It is expected that you will report all accidents or potential hazards to your manager.

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Key Tasks and Accountabilities

The table below provides an overview of the key responsibilities for this position in the form of deliverables and expected outcomes. The deliverables outlined are included in, but not limited to the role.

| KEY TASKS/ACCOUNTABILITIES | PERFORMANCE INDICATORS |
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| <p>Business Planning and Service Delivery Lead, plan and implement efficient and effective service delivery processes</p> | <ul style="list-style-type: none"> • Lead and facilitate service change, activity and strategic planning for assigned services in conjunction with the Director of Nursing and the Senior Management Team. • Facilitate service development in line with the Primary and Community Strategy • Meet contract performance requirements, reporting variances and adjusting service delivery arrangements as necessary in conjunction with the Director of Nursing • Build and maintain effective relationships and communication mechanisms with service staff, associated clinical and support services, and external agencies as applicable. • Ensure adherence to the WellSouth delegations of authority across the services. • Implement WellSouth wide policies and processes. • Ensure service delivery complies with Health and Disability sector standards and relevant legislation. • Develop, implement and audit care pathways and models of care in conjunction with clinical staff. • Effectively utilise WellSouth information systems and data for analysis of service delivery activities, development of service initiatives and reports. • Prepare complete and accurate monthly management reports and DHB quarterly reports for the Director of Nursing within the prescribed time frames • Prepare accurate and comprehensive business cases and/or reports as requested / required by the Nurse Director |

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| | <ul style="list-style-type: none"> • Ensure a patient service focus is adopted and maintained at all levels of service management and delivery. • Identify, lead and manage projects to improve service efficiency and effectiveness. |
| <p>Staff Management and Planning</p> <ul style="list-style-type: none"> ▪ Ensure the service is appropriately staffed. ▪ Best practice human resource standards are met. ▪ Effectively lead and manage assigned staff in order to develop and maintain a cohesive and productive team. ▪ Ensure effective communication within service. | <ul style="list-style-type: none"> ▪ Model sound Human Resource practice and, facilitate coaching and performance development for staff, in consultation with Human Resources when appropriate ▪ Develop a comprehensive staffing plan for all staff groups that recognises potential shortcomings and identifies strategies to address gaps both short and long term. ▪ Develop a communication strategy that facilitates effective and timely communication within and across services. ▪ Ensure effective recruitment, orientation, rostering and administration of service staff ▪ Ensure timely staff appraisal and feedback structures are in place. ▪ Manage employee leave to ensure service demands are matched with the legal requirements for staff to take leave. ▪ Ensure staff KPI's are actively managed to enable a productive service. |
| <p>Financial Management</p> <ul style="list-style-type: none"> • Achieve budgets for financial year, and develop risk mitigation strategies for unexpected expenditure. | <ul style="list-style-type: none"> ▪ Participate in annual budgeting process. ▪ Proactively engage with staff to identify ideas and action plans for service efficiency improvements and cost reduction initiatives. |
| <p>Quality and Risk Management</p> <ul style="list-style-type: none"> • Manage service quality and risk programmes. • Foster a quality improvement culture. | <ul style="list-style-type: none"> • Lead and manage service level health and safety programmes including audit of hazards and routine reporting of incidents and accidents. • Manage the service incident reporting and investigation processes, within WellSouth policies and procedures. • Investigate complaints, incidents and other matters as required, reporting outcomes as required including development of action plans to facilitate service development. |

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| | <ul style="list-style-type: none"> Support and demonstrate the philosophy and practice of an organisational wide systems and 'whole of system' approach to service and operational processes. |
| <p>Strategic Management</p> <ul style="list-style-type: none"> Manage and otherwise contribute to service and WellSouth projects. Lead in the process of change in the organisation and instill a continuous quality improvement culture | <ul style="list-style-type: none"> Exercise managerial or other oversight over assigned projects ensuring their effective completion within assigned timeframes and resources. Continue to build a collective vision for the service to allow staff to have a clear understanding of their role in services provision. |
| Self-Management | <ul style="list-style-type: none"> Plan and manage own work to achieve desired results on time, within budget and to required standard. Maintain own professional development, attend WellSouth and other development opportunities. Act as a role model for WellSouth. |
| Contribution to Organisational Leadership | <ul style="list-style-type: none"> Participate collectively with other Managers to provide a collaborative service management function Lead and assist focus groups/projects that advance issues and strategies of service /organisational priority. Provide cover for Clinical Services Manager when required |
| <ul style="list-style-type: none"> Adhere to all WellSouth policies and procedures | <ul style="list-style-type: none"> All WellSouth policies and procedures are adhered to |
| Clinical Leadership | <ul style="list-style-type: none"> Promote excellence in clinical service provision through the sharing of new knowledge, ideas and research. Encourage innovation and practice initiatives that enhance clinical care or service provision. Maintain a high standard of clinical expertise within the service. Be active and visible within the team, motivating and actively praising/valuing staff endeavors, and acknowledging patient satisfaction and good clinical care. |

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| | <ul style="list-style-type: none"> • Foster the development of a cohesive team which works collaboratively to achieve optimal patient/service outcomes. • Promote, patient centered care options that incorporates a strong customer service philosophy through effective and positive interactions with clients, staff, visitors and other agencies. • Ensure Treaty of Waitangi principles and Tikaka best practice guidelines are fully integrated in practice. • Ensure clinical practice is provided within accepted professional standards, codes policies and relevant legislation. |
| Service Planning and Delivery | <ul style="list-style-type: none"> • Lead and manage the service in accordance with operational plans and budgets. • Build and maintain effective relationship and communication mechanisms with staff, associated clinical and support services, and external agencies as applicable. • Ensure a patient service focus is adopted and maintained. • Implement WellSouth policies and processes. • Ensure service delivery complies with Health and Disability sector standards and relevant legislation. • Monitor the service performance against key performance indicator targets, identifying and implementing corrective actions as and if required • Ensure adherence to the WellSouth delegations of authority. • Prepare accurate management reports for the service • Identify, lead and manage projects to improve team efficiency and effectiveness. |
| Health and Safety | <ul style="list-style-type: none"> ▪ Observes the practices of safe work methods as set out in the WellSouth PHN's Health and Safety manual. |

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| | <ul style="list-style-type: none"> Ensures appropriate reporting of hazards and unsafe events. |
| Adhere to all WellSouth policies and procedures | <ul style="list-style-type: none"> All WellSouth policies and procedures are adhered to |

Person Specification

| | Essential | Desirable |
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| Treaty of Waitangi Responsiveness (cultural safety) | <ul style="list-style-type: none"> Have an understanding of the Treaty of Waitangi Work and complete duties in a culturally appropriate manner | |
| Qualifications (eg, tertiary, professional) | <ul style="list-style-type: none"> Registered Health Professional | <ul style="list-style-type: none"> It is desirable that the applicant has a post graduate qualification in a relevant field |
| Professional Experience | <ul style="list-style-type: none"> Demonstrated and proven ability to lead teams through a period of change and growth Demonstrated and proven ability to lead teams in a clinical environment Proven experience in budgeting and staffing management Knowledge of the health and disability sector Extensive experience in and knowledge of clinical quality and safety, best practice | |
| Business / Technical Skills (e.g., computing, negotiating, leadership, project management) | <ul style="list-style-type: none"> The applicant will be resilient with a high level of proven integrity. It is essential that the applicant be an excellent communicator, with strong leadership skills and a high level of interpersonal skills. The ability to think outside the square and to communicate and influence at all levels Innovative and creative Ability to motivate | |

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| | <ul style="list-style-type: none">• Ability to “work together” in a helpful and truthful manner• Ability to “work smarter” by being innovative and proactive• Accepts responsibility for actions and the ability to learn. | |
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