Position Description: Centre Manager

<table>
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<tr>
<th>Role title</th>
<th>Centre Manager</th>
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<tr>
<td>Location</td>
<td>headspace Bairnsdale</td>
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**POSITION SUMMARY**

The purpose of the Centre Manager position is to lead, develop, implement, oversee and manage the operations, and the future growth and development of headspace Bairnsdale. They will be a highly motivated and capable person who is passionate about working with young people and committed to their health and wellbeing, and who will facilitate excellence in integrated, holistic health care, with the goal of improving outcomes for clients of the service and the wider community.

The incumbent will work closely and collaboratively with a range of stakeholders to ensure all activities are in accordance with the headspace grant agreement, and the guidance provided by the Lead Agency, headspace National Office, Gippsland Primary Health Network, Consortium partners, Youth Reference Group and Family & Friends Reference Group.

The Centre Manager will have extensive experience in managing multidisciplinary teams. To find out more about headspace visit http://headspace.org.au/.

**KEY RESPONSIBILITIES**

**Leadership**
- In accordance with the headspace grant agreement, lead, develop, oversee and evaluate implementation of service delivery to young people and their family and friends.
- Communicate, promote and progress the vision and strategic plan of the headspace Bairnsdale amongst Consortium partners, other services and the broader community.
- Represent headspace Bairnsdale at events, conferences and seminars.
- Engage relevant sectors and partners in an integrated model of care, promoting multidisciplinary team work and participation in the headspace program at a local level.
- Convene various committees associated with headspace Bairnsdale, organise and participate in committee meetings, including preparation of meeting agendas, minutes, papers and correspondence.

**Management**
- Oversee the day to day operation of headspace Bairnsdale.
- Lead and oversee the recruitment and selection of any new staff (including private practitioners) and ensure they are orientated to the procedures and operations of the service.
- Manage and supervise staff, monitor staff performance and development, and address staff performance issues effectively according to documented policies and procedures.
- Work collaboratively with private practitioners to ensure that any difficulties are identified and resolved to maintain the sustainable and ongoing delivery of their services.
• Participate in, and support other members of the headspace Bairnsdale team to participate in programs, education and training, and other opportunities offered by headspace National Office, and through the headspace network.
• Shape and structure a working environment that is conducive to high productivity, where all staff understand what is expected of them and how their efforts contribute to organisational success.

Business Management
• Develop the headspace Bairnsdale strategic plan, business plan and annual work plan in conjunction with lead agency senior management, Consortium partners and headspace National Office, and ensure deliverables and key performance indicators are achieved.
• In conjunction with Lead Agency senior management, manage the headspace Bairnsdale contracts and funding agreements and all their deliverables including budgets and reporting.
• Establish appropriate processes and structures and develop, document and implement policies and procedures that ensure the efficient and effective operations of headspace Bairnsdale.
• In conjunction with the appropriate people, oversee and maintain the systems for accounting for monies earned and expended through service provision, and reconciling Medicare payments.
• Ensure there is financial responsibility and accountability in all areas of responsibility.

Quality and Safety
• Oversee the implementation of quality systems and contribute to research development to ensure service integrity and quality.
• Ensure adherence to relevant quality and safety, professional and healthcare standards and mandatory education related to risk management, occupational health and safety, and other relevant areas.
• Monitor, evaluate and maximise data collection and compliance with the dataset requirements from headspace National Office and any other funding body.
• Recognise and manage risk, and ensure that actions are taken to prevent and minimise harm to young people, families and friends and the workforce.
• Respond to and/or provide support to staff during critical incidents and high risk situations, both clinically and operationally.
• Ensure all complaints and incidents are managed in accordance with headspace policies and procedures.

General
• Build and maintain effective relationships with key stakeholders involved in the provision of health, mental health and psychosocial services to young people.
• Other duties consistent with the position where required and/or requested by management from time to time.

RELATIONSHIPS
The position holder will be required to develop and maintain positive and effective working relationships with a broad range of people and organisations. They must positively represent headspace to the public, community, government and other organisations.

<table>
<thead>
<tr>
<th>Reports To</th>
<th>Regional Manager, RAV Gippsland</th>
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<tbody>
<tr>
<td>Direct Reports</td>
<td>Clinical Leader</td>
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<tr>
<td></td>
<td>Client Services Coordinator (Admin)</td>
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<td></td>
<td>Community Engagement Officer</td>
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<td>Access Team Clinicians</td>
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<td>RAV Co-contributed Aboriginal &amp; Torres Strait Islanders Liaison Officer</td>
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<tr>
<td>Indirect Reports</td>
<td>Private Practitioners including psychologists, social workers and general practitioners.</td>
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<tr>
<td>Internal Relationships</td>
<td>Other clinical and non-clinical staff</td>
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<tr>
<td>headspace Bairnsdale staff and allied health</td>
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<tr>
<td>Relationships Australia Victoria staff</td>
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<tr>
<td>Youth Advisory Group</td>
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<tr>
<td>Family &amp; Friends Reference Group</td>
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<tr>
<td>External Relationships</td>
<td>Young people, their families and friends that access the Centre</td>
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<tr>
<td>headspace National Office staff</td>
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<tr>
<td>Gippsland Primary Health Network staff</td>
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<tr>
<td>Consortium partner organisations and staff</td>
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<tr>
<td>Local youth, health and community service providers, schools and staff</td>
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<tr>
<td>Other headspace Centre staff</td>
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<tr>
<td>Government departments, ministers and staff</td>
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<td>Other external partners, vendors, providers and key stakeholders</td>
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**Centre Manager SELECTION CRITERIA**

**Qualifications and Registrations**
- Degree level qualifications in allied health, behavioural/social sciences, youth work, mental health nursing, or a related discipline.
- Post graduate qualifications in business or health services management.

**Experience**

**Essential**
- Demonstrated experience at effectively leading and reporting on complex planning and service development environments.
- Demonstrated experience at managing and developing operational systems for a health or community services organisation including effectively planning and allocating resources in order to maximise operational efficiency and meet funding deliverables.
- Demonstrated experience at managing all aspects of staff and team performance, including recruitment, staff orientation, supervision, performance reviews, staff disciplinary action, performance development and team building.
- Experience in direct service provision to young people and providing mental health services or programs, including being able to respond effectively to crisis and high risk situations.
- Proven track record in building and maintaining effective working relationships with a range of internal and external stakeholders.

**Desirable**
- Experience in private practice settings.
- Experience in the not for profit/non-government sector.

**Knowledge and Skills**

**Essential**
- Demonstrated capacity to effectively engage in leadership and management processes, including multidisciplinary and/or cross sector initiatives, and partnerships with a wide range of professionals, organisations and stakeholders.
- Highly developed verbal and written communication skills.
- Exceptional interpersonal skills with the ability to establish and maintain effective relationships with a diverse range of people and professionals.

*It should be noted that Positions Descriptions are under constant review and may be changed by the Chief Executive Officer at any time.*
• Demonstrated understanding of the principles of accountability systems and continuous quality improvement processes, including the utilisation of data systems, the development and implementation of policies and procedures, and the use of evaluation and risk management tools.
• Detailed understanding of the Australian health care system, particularly the primary health and mental health areas, including the range of professionals and organisations that work within, or come into contact with the sector.
• Ability to prioritise and manage multiple and competing work tasks and deliver to agreed deadlines.
• Advanced computer skills including word processing, spreadsheets and database applications.
• Ability to work both independently and collaboratively as a productive team member.
• A broad understanding of the challenges and experiences of young people in Australia, including specific community factors.

Personal Attributes

• Passionate about working with young people and committed to their health and wellbeing.
• High levels of professionalism, confidentiality and discretion.
• Ability and commitment to continuous learning.
• Strong work ethic.
• Adaptability and flexibility to changing work environments and requirements.
• Reliable and results focussed.

WORKPLACE POLICIES AND PRACTICES

All headspace Bairnsdale employees and contractors are required to familiarise themselves with the organisation’s policies and procedures and to abide by them at all times. It is expected that at all times employees and contractors will:

• be respectful towards the organisation, colleagues, clients and the general public.
• support the headspace vision and objectives and demonstrate the values of headspace.
• take reasonable care for their own health and safety, and that of others in the workplace.
• the position holder must also:
  o maintain a current Working With Children check, as per the Victorian legislation.
  o undergo a current and satisfactory National Police Check.
  o maintain a current driver’s license, and have access to their own vehicle.
  o maintain eligibility to work in Australia.
  o participate in a 6-month probationary period.
  o participate in annual individual performance reviews and professional development planning.
  o have some flexibility to travel, and to work after hours (including weekends and evenings).