

<b>POSITION</b>	<b>Regional Services Manager</b>	<b>DIVISION</b>	Mental Health Services
<b>REPORTS TO</b>	Executive Manager, Mental Health Services		
<b>BETTER PLACE AUSTRALIA</b>			
<p>Better Place Australia has a vision of “An Australia where all people experience positive relationships, truly value each other and live safer, more confident lives”. As a community focused not-for-profit organisation with an ever-growing range of psychological and community support services, Better Place Australia is taking a leadership role in the provision of high-quality, effective services for a wide range of community groups across 25 locations in Victoria.</p>			
<b>PURPOSE OF ROLE</b>			
<p>The position holder is responsible for the efficient and effective running of the operations of Better Place Australia’s Mental Health Services. This includes management of operational compliance consistent with funding contracts, oversight of operational productivity, service coordination across a multi-disciplinary team, and the management of recruitment/performance/development of direct reporting program staff. The role is therefore a mix of site operations management, overall program ownership and operational management of program staff within allocated programs.</p>			
<b>WORK PERFORMED</b>			
<p><b><i>Practice and Program Management</i></b></p> <ul style="list-style-type: none"> <li>• Management of allocated office locations within the region to ensure successful implementation of Better Place Australia’s consolidated business plan and strategic direction</li> <li>• In conjunction with other relevant managers oversee the effective and efficient local delivery and performance of the multidisciplinary services provided by the region, this includes management of local administration</li> <li>• Assume responsibility for contract managing allocated programs, this includes ensuring effective reporting against targets, meeting service level agreements and service quality</li> <li>• Manage site staff resource allocation based on local demand</li> <li>• In conjunction with the Finance Manager, oversee the management and maintenance of regional assets</li> <li>• As a member of the Regional Management leadership team, provide operational advice, support and analysis to the Executive Manager Mental Health Services within the region. This includes responding to reports on achievement against Key Performance Indicators (with Counselling/Psychology staff) and productivity trends within the region</li> <li>• Promote a regional culture of cohesive and responsive service provision to clients through effective</li> </ul>			

leadership

- In conjunction with other managers including the Executive Manager HR, attend to all human resource managerial responsibilities for direct reports including recruitment and on-boarding, training and development, performance management, performance planning and review and performance improvement
- Ensure that effective on-boarding processes are completed for new starter employees including the completion of local site induction
- Analyse and respond to business information to design and implement operational improvements that remedy underperformance and respond to improvement opportunities
- Ensure regular site meetings are held at office locations within the region and that staff have the information they need to participate in organisational consultation and communication initiatives
- Pro-actively address and/or mitigate risk on identified OH&S related issues across sites within the region
- Ensure Risk Management, OH&S and critical incident procedures are followed by all staff and follow up on issues as required
- Ensure that Better Place Australia's policies, procedures and guidelines are understood, observed and reflected in local work practices across regional sites
- Role model consistency with Better Place Australia's health and safety policy framework ensuring a culture of health, safety and effective risk management
- Ensure high standards of ethical and professional standards which are compliant with Better Place Australia policy including duty of care.
- Conduct yearly performance reviews and implement effective professional development plans to target development areas and ensure high levels of competencies
- Contribute to the on-going review and improvement of clinical standards and practice (as is appropriate given the Operational nature of the role) including contribution to quality accreditation and outcome measurements
- Attend to customer complaints regarding clinical practice and establish measures to further prevent similar complaints
- Using technology and other means to create a well-connected, knowledge sharing community of practitioners and encourage cross-discipline engagement
- Manage service demands and KPI's with the view to support employees to meet KPI's and create a fair and equitable team environment

#### ***Clinical Practice Management***

- Provide clinical supervision to direct reporting personnel within their allocated sites, including monitoring of clinical skills and competencies to support employees in delivering safe and high-quality services
- Provide information and advice to practitioners on the management of complex cases
- Provide timely and constructive feedback to supervisees, including strengths and areas for improvement, and identify professional development needs and opportunities
- In collaboration with the Executive Manager Community Support Programs, ensure ethical and professional practice which is compliant with Better Place Australia policy including duty of care.
- Contribute to the on-going review and improvement of clinical standards and practice including contribution to quality accreditation and outcome measurements
- Oversee practitioner health and well-being by providing effective de-briefing and supervision opportunities

#### ***Quality & Compliance***

- In collaboration with the Executive Manager Mental Health Services, facilitate and operationalise agreed processes required for Quality Management accreditation, including risk identification and management
- Contribute to the development and implementation of service manuals in accordance with contract

and program requirements

- Ensure Better Place complies with applicable funding contracts, including reporting requirements
- Drive continuous quality improvement of services

**Community**

- Establish networks and liaise with relevant government agencies, community organisations, other service providers and both corporate and business interests to advance the aims and priorities of Better Place and to facilitate referrals
- Ensure the provision of high quality, responsive client services, which respond to the needs of specific groups and communities
- Lead the delivery of services that are responsive to the regional community profile, including community needs and the local service sector profile
- Actively participate in the development and implementation of a responsive stakeholder engagement strategy at a regional level

**Other**

- Other duties as assigned, and which are consistent with the scope of the position
- Ensure compliance with Better Place Australia's Code of Conduct and related organisational policy material
- Contribute to a culture of health and safety
- Identify potential hazards and implement appropriate risk mitigation responses in so far as is reasonably practicable.

**REQUIRED KNOWLEDGE AND EXPERIENCE**

**Essential**

- Tertiary qualified in a relevant discipline (business/management/social work/behavioural sciences and alike)
- Demonstrable career experience as a Clinical Supervisor
- Substantial and broad career experience in operations management gained from within a community services sector organisation
- Demonstrated commitment to Child Safety Principles and evidence of active participation in activities and initiatives to ensure child safety and wellbeing.
- Demonstrable experience in effective and efficient client service delivery together with a proven ability to motivate, develop and align a multi-disciplinary team with the achievement service delivery excellence
- Substantial experience in managing performance, quality and reporting of funded programs and meeting service level agreements

**Desirable**

- A good understanding of the family violence context, including safety and risk assessment, reporting etc
- Experience as a clinician delivering psychological interventions

**PERSONAL COMPETENCY REQUIREMENTS**

- Outstanding leadership and emotional intelligence skills
- Proven ability to engage others, influence organisational culture and provide strong direction
- Proven ability to identify opportunities for change and lead continuous improvement initiatives
- Highly developed written and verbal communication skills including an ability to prepare high level reports to Executive level managers and other key stakeholders
- Well-developed interpersonal skills and the ability to build effective relationships across all levels
- Excellent attention to detail and high-level analytical skill

**RISK SCREENING**

- Current Victorian driver's licence
- Current satisfactory National Police check
- Working with Children Check (Victoria)

#### OTHER

- Current Victorian driver's licence

#### BETTER PLACE AUSTRALIA

Better Place Australia is a not for profit organisation, providing services for all members of the community regardless of religion, age, gender, sexuality, lifestyle choice, cultural background or economic circumstances. We offer a workplace culture reflective of a vibrant, learning organisation where our people are highly engaged in their work and committed to making a difference. Our organisation is committed to child safety and we carry out police record, working with children and reference checks to ensure that we are recruiting the right people.