

Position Description

Program Manager

Classification:	RPN Gr 4 Unit Manager Allied Health equivalent classification as per EBA
Business unit/department:	Community Brain Disorders Assessment & Treatment Service (CBDATS) Specialty Services Directorate, Mental Health Division
Work location:	Austin Hospital ☐ Heidelberg Repatriation Hospital ☐ Royal Talbot Rehabilitation Centre ☒ Other ☐ (please specify)
Agreement:	Victorian Public Mental Health Services Enterprise Agreement 2020-2024
	Victorian Public Health Sector (Medical Scientists, Pharmacists and Psychologists) Single Enterprise Agreement 2021-2025
	Choose an item.
Employment type:	Fixed-Term Full-Time
Hours per week:	40hrs (38 + ADO)
Reports to:	Divisional Manager, Specialty Services Directorate
Direct reports:	CBDATS team (7FTE)
Financial management:	Budget: \$1M
Date:	October 2025

Austin Health acknowledges the Traditional Custodians of the land on which we operate, the Wurundjeri Woi Wurrung People of the Kulin Nation. We pay our respects to Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples.

Position purpose

The Program Manager is responsible for the operational governance, leadership and financial management of the Community Brain Disorders Assessment & Treatment Service (CBDATS) and will ensure provision of a collaborative, high quality, best practice, person and family-centred service.

Working in close collaboration with the CBDATS leadership team with respect to clinical operations, quality and strategic service development, the Program Manager will lead a healthy and responsive culture, supporting staff wellbeing and promoting professional development to achieve high quality service provision.

The Program Manager will develop and maintain positive working relationships with key stakeholders (internally and externally), will monitor and report on of KPIs to Specialty Services Directorate leads and participate in strategic planning and service improvement activities for CBDATS, the Specialty Services Directorate and the Mental Health Division, more broadly.

About the Directorate/Division/Department

Mental Health Division

The Mental Health Division provides care and services through a comprehensive range of teams to meet the needs of mental health consumers and carers throughout Victoria. Services are located across Austin Health campuses and in the community.

The Mental Health Division incorporates four program areas:

- Adult and Older Adult Mental Health Services
- Infant, Child and Youth Mental Health Services and,
- Mental Health Specialty Services.

All mental health services work within a clinical framework that promotes recovery-oriented practice and supported decision making. This approach to client wellbeing builds on the strengths of the individual working in partnership with their treating team. It encompasses the principles of self-determination and individualised treatment and care.

Specialty Services Directorate

The Specialty Services Directorate incorporates a number of specialist mental health services, that provide evidence based care for consumers with specific support needs.

The directorate includes a combination of bed based and outpatient services, located across all Austin Health campuses. Services include Consultation Liaison Psychiatry, therapeutic brain stimulation (ECT and TMS), neuropsychiatry, psychological trauma recovery and services for consumers with co-occurring mental health and substance use conditions.

Community Brain Disorders Assessment and Treatment Service (CBDATS)

The Community Brain Disorders Assessment and Treatment Service (CBDATS) is part of a multi-component neuropsychiatry program located on the Royal Talbot Rehabilitation Centre at Kew specialising in the assessment and treatment of individuals under the age of 65 years with a brain injury or neurodegenerative conditions and associated psychiatric disorders including behavioural disturbance.

This position is within the Community Brain Disorder Assessment and Treatment Service (CBDATS), which provides assessment, short-term treatment and consultancy to service providers, consumers and carers in the community. In addition to direct client-based intervention, the service also offers secondary consultation, education and training.

Other components of the neuropsychiatry program include:

Mary Guthrie House, also known as the Brain Disorders Unit, a bed based service that provides admission to the following components:

- Heath Unit
10-bed Neuropsychiatric assessment unit, specialising in working with consumers, families and carers towards specialised assessment, consultation, and recommendations for appropriate recovery pathways
- Wattle Protea Unit
20-bed Neuropsychiatric recovery program, specialising in working with consumers, families, and carers in the provision of a slow-stream recovery.
- Step 2
3-bed Neuropsychiatric transitional community unit, specialising in working with consumers, families, and carers in the transition from hospital to the community

The Neurobehaviour Outpatient Clinic is a tertiary referral neuropsychiatry assessment service, based at the Heidelberg Repatriation Hospital



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Position responsibilities

Direct Clinical Care

- Leadership of a collaborative, recovery-orientated, specialist statewide service.
- Together with the Consultant Psychiatrist, oversee the provision of assessment, short term treatment and consultancy service
- Operational oversight of the team to ensure a high-quality, evidence-based clinical service that is person centred and collaborative in its approach to client care.
- Ensure the team provide treatment in alignment with the model of care, with an emphasis on supporting the client through the recovery process.
- Contribute to the structures to embed a strong lived experience workforce within the service.
- Comply with relevant professional and mental health sector legislative and statutory requirements.
- Engage with and develop best available evidenced allied health and nursing expertise to improve current practice.
- Ensure treatment and care is delivered in a manner that is sensitive to language gender, religion, and individual beliefs.
- Support the team with the implementation of the recommendations from the Royal Commission into Victoria's Mental Health System where relevant.
- Maintain the expected KPIs and MH standards for the delivery of service
- Perform other duties, projects and work as required.

Support of Systems

- Together with the Divisional Manager, Clinical Director and CBDATS leadership team participate in the oversight of clinical and strategic governance, including safety, quality, planning and future direction for the service.
- Provide oversight and administration of the operational expectations for the team
- Contribute to organisation-wide and service/division initiatives, planning and improvement activities.
- Develop, strengthen and maintain positive working relationships with key stakeholders and community partners from a range of sectors to enhance service delivery.
- Engage and work with consumer and carer advocates and the lived experience workforce to embed their knowledge, attitudes and skills within the service.
- Use organisational resources responsibly in a cost-effective manner.
- Actively contribute to investigations of complaints, critical incidents and debrief/defusion processes and document same as required, in a timely way.
- Maintain an awareness and practice of safety issues, the safe practice policy and procedures of the service, and relevant legislation to ensure that risks to consumers, carers, families, staff and the community are minimised, and environments are well maintained.
- Be aware of and adhere to safety and other procedures within Specialty Services, Mental Health Division and other sites you attend.

Education

- Ensure the team actively participate in under- and post-graduate training of professionals within CBDATS and the MHD.
- Participate in the ongoing professional development of self and others, accepting responsibility for own learning.
- Provide education to mental health clinicians and external service providers as required.
- Participate in the design and support of both internal and external continuing education programs.
- Demonstrate a commitment to improving professional performance and development to satisfy Continuing Professional Development requirements.



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Professional Leadership

- Actively contribute to enhancing a positive culture within CBDATS and the Specialty Services Directorate as part of the leadership group, to create a team environment which promotes opportunity for learning and development, safety and welfare of staff and fosters collaboration and innovation in practice.
- Work collaboratively with the Consultant Psychiatrist to ensure effective and efficient processes for case allocation, treatment and throughput.
- Provide high quality, effective resource management (human, financial and assets) to keep within agreed parameters for service delivery and to achieve KPIs for the team and any contracts.
- Be accountable for the preparation, monitoring, delivering and evaluation of teams' budgets and contracts.
- Identify cost effective and efficient approaches to managing resources using financial data to develop strategies and plans.
- Effectively manage staff performance in all aspects of their duties, including education, performance development and management processes.
- Provide operational supervision to staff ensuring high quality clinical care is provided to clients and all our resources are managed safely, efficiently and effectively.
- Work collaboratively with managers and staff from a range of external services to continually improve our ongoing service relationships.
- Manage and build internal relationships within CBDATS, the Specialty Services Directorate, the Mental Health Division and wider Austin Health Divisions as appropriate.
- Appropriately use information and communication systems that support the effective and efficient clinical and administrative operation of the position.

Research and Quality

- In collaboration with the Divisional Manager and Clinical Director of Specialty Services, maintain clinical service standards, relevant quality improvement activities and processes.
- Initiate, lead and support appropriate continuous improvement activities and service redesign activities.
- Provide timely and effective management of critical incidents and emergency situations.
- Actively participate in operational, clinical and professional supervision and performance development and review processes.
- Seek out and attend relevant professional development and training, ensuring up-to-date knowledge of best practice in mental health.
- Identify and support the relevance of allied health, nursing and health research to improve patients' individual health outcomes.

Selection criteria

Essential skills and experience:

- Significant, relevant post-graduate experience in mental health
- Demonstrated experience in leadership to embed evidence-based, recovery-focussed and person-centred practice as the foundation of clinical care.
- Demonstrated capacity for strategic thinking and project or portfolio leadership experience
- Strong organisational and time management skills as shown by a dynamic and flexible approach to managing boundaries for self and others.
- Demonstrated organisational and management skills in a multidisciplinary mental health setting, including the ability to manage human and financial resources.
- Highly developed interpersonal and communication skills (written and verbal) and demonstrated ability to initiate, problem solve, negotiate and communicate with staff, consumers, carers and other service providers.



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- Sound knowledge of the Mental Health Act 2014; the Disability Act the Privacy Act 1988; the Drugs, Poisons and Controlled Substances Regulations 2017; and Occupational Health and Safety Act 2004 and all other relevant legislation, policy and guidelines
- Sound understanding of information technology including clinical systems, applications relevant to the management of rostering and risk management reporting or as required for the role and/or team.
- Demonstrated cultural sensitivity when working with people and carers/families with diverse backgrounds.
- Demonstrated commitment to and experience in implementing evidence-based practice, research and quality improvement activities.

Desirable but not essential:

- A current Victorian Driver's License (without restrictions), and ability to drive a work vehicle.
- Relevant tertiary post-graduate qualification or training in health service management or leadership.
- Experience in the provision of clinical education to under- and post-graduate students and staff.
- Experience in service planning and the development/preparation of research and/or policy documents

Professional qualifications and registration requirements

Registration via the Australian Health Practitioner Regulation Agency (all disciplines except Social Work):

- Registration with the Nursing and Midwifery Board of Australia (NMBA) and approved post graduate qualifications in psychiatric nursing and/or relevant experience; OR
- Registration with the Occupational Therapy Board of Australia and an approved Degree from a recognised school of Occupational Therapy or other qualifications approved for eligibility for membership of the Australian Association of Occupational Therapy (Vic.); OR
- Registration as a psychologist under the Health Practitioner Regulation National Law Act (2009). Practice endorsement as a Clinical Psychologist with the Psychology Board of Australia, and a minimum 8 years post-graduate experience and a minimum 2 years work experience post endorsement. Recognised supervisor status with the Psychology Board of Australia; OR
- An approved degree in Social Work and eligibility for membership of the Australian Association of Social Workers

Quality, safety and risk – all roles

All Austin Health employees are required to:

- Maintain a safe working environment for yourself, colleagues and members of the public by following organisational safety, quality and risk policies and guidelines.
- Escalate concerns regarding safety, quality and risk to the appropriate staff member, if unable to rectify yourself.
- Promote and participate in the evaluation and continuous improvement processes.
- Comply with the principles of person-centered care.
- Comply with requirements of National Safety and Quality Health Service Standards and other relevant regulatory requirements.



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Other conditions – all roles

All Austin Health employees are required to:

- Adhere to Austin Health's core values: *our actions show we care, we bring our best, together we achieve, and we shape the future.*
- Comply with the Austin Health's Code of Conduct policy, as well as all other policies and procedures (as amended from time to time).
- Comply with all Austin Health mandatory training and continuing professional development requirements.
- Provide proof of immunity to nominated vaccine preventable diseases in accordance with Austin Health's immunisation screening policy.
- Work across multiple sites as per work requirements and/or directed by management.

General information

Cultural safety

Austin Health is committed to cultural safety and health equity for Aboriginal and/or Torres Strait Islander People. We recognise cultural safety as the positive recognition and celebration of cultures. It is more than just the absence of racism or discrimination, and more than cultural awareness and cultural sensitivity. It empowers people and enables them to contribute and feel safe to be themselves.

Equal Opportunity Employer

We celebrate, value, and include people of all backgrounds, genders, identities, cultures, bodies, and abilities. We welcome and support applications from talented people identifying as Aboriginal and/or Torres Strait Islander, people with disability, neurodiverse people, LGBTQIA+ and people of all ages and cultures.

Austin Health is a child safe environment

We are committed to the safety and wellbeing of children and young people. We want children to be safe, happy and empowered. Austin Health has zero tolerance for any form of child abuse and commits to protect children. We take allegations of abuse and neglect seriously and will make every effort to mitigate and respond to risk in line with hospital policy and procedures.



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