

# Austin Health Position Description



## Position Title: Program Manager - Community Teams Austin ICYMHS

Classification:	Allied Health (Chief Grade 4 OT, SW, SP), Clinical Psychologist (Grade 4), Registered Psychiatric Nurse (Grade 5)
Business Unit/ Department:	Program Manager -Community and Partnership Teams Infant Child and Youth Mental Health Service (ICYMHS), Mental Health Division (MHD)
Agreement:	Victorian Public Mental Health Enterprise Agreement (2021- 2024)  Victorian Public Health Sector (Medical Scientists, Pharmacists and Psychologists) Enterprise Agreement 2021-2025
Employment Type:	Full-Time- Fixed Term (Parental Leave Backfill)
Hours per week:	40 hours per week (38 + ADO)
Reports to:	ICYMHS Divisional Manager
Date:	August 2024

### About Austin Health

Austin Health is recognised for high-quality, person-centred care. We're renowned for our specialist work in cancer, transplantation, infectious diseases, obesity, sleep medicine, intensive care medicine, neurology, endocrinology, mental health and rehabilitation.

We're the largest Victorian provider of training for specialist physicians and surgeons, and internationally recognised as a centre of excellence in hospital-based research.

Our services are delivered to patients across four main sites in Melbourne, in locations across our community, in people's homes, and within regional hospitals across Victoria.

We aim to provide an inclusive culture where all staff can contribute to the best of their ability and strive to develop further. We recognise that our people are our greatest strength. We want them to thrive, be their best selves and feel engaged, safe and empowered. To achieve this, diversity and inclusion is essential to our culture and our values. You can view our current Diversity and Inclusion Plan [here](#).

### Commitment to Gender Equality

Austin Health is committed to gender equality in the workplace. In developing our [Gender Equality Action Plan](#) we have been guided by the gender equality principles set out in the Gender Equality Act 2020 (Vic). We believe that everyone should live in a safe and equal society, have access to equal power, resources and opportunities and be treated with dignity, respect, and fairness.

## Position Purpose

The Program Manager is responsible for the operational governance, leadership and financial management of multiple ICYMHS multidisciplinary teams servicing the Austin ICYMHS catchment. The Program Manager will ensure provision of a collaborative, high quality, best practice, young person and family-centred service for the teams they hold direct management responsibility

The role will lead a healthy and responsive culture supporting staff wellbeing during a period of transformation; promoting professional development, workforce planning and other projects as required. The Program Manager will develop and maintains positive working relationships with key stakeholders (internally and externally) reporting of KPIs to ICYMHS leadership and participating in the strategic planning of Austin Health's ICYMHS and the Mental Health Division (MHD).

The Program Manager will report to the Head of Service -Divisional manager for ICYMHS.

## About the 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 three program areas:

- Adult and Older 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.

## About ICYMHS

ICYMHS provides tertiary mental health services to the north-eastern catchment of Melbourne (currently the local government areas of Banyule, Boroondara, Darebin, Nillumbik, Whittlesea, and Yarra). It is an exciting time for Austin as the ICYMHS directorate will be expanding in response to the recommendations from the Victorian Royal Commission into Victoria's Mental Health Services (2021).

ICYMHS currently have two inpatient units- Child and Adolescent, a Child and Family Residential Program, with future projects for a further residential program - YPARC.

At present there are a number community teams and a number of specialist youth outreach teams. There is a ICYMHS Triage Team and emerging Under 25 CATT service

There are also a number of specialist roles and teams that support the work of ICYMHS alongside an expanding Lived Experience Workforce embedded within the ICYMHS directorate.

Our community teams are currently based primarily at the Heidelberg Campus of Austin Health, Heidelberg site and in Epping. it is anticipated there will be a number of teams

located the community over time.

## **Purpose and Accountabilities**

### **Role Specific:**

The Program Manager will be providing operational leadership and support to a number of the current community teams and specialist positions within ICYMHS. The size and names of the teams may vary through the ongoing restructuring within Austin ICYMHS.

It is an exciting time to participate and support the growth in service and restructure for Austin ICYMHS and with wider mental Health Division, together with working with each of these teams.

The role reports to the ICYMHS Divisional Manager and will participate collaboratively in the ICYMHS leadership group with respect to clinical operations, quality, and strategic service development.

### **Direct Clinical Care**

- Leadership of a collaborative, recovery-orientated, trauma-informed child, youth and family-centred service.
- Together with the team leaders and consultant psychiatrists oversee the development and provision of assessment and treatment models of care for children and young people, inclusive of the family/carers and systems.
- Oversight of the teams to ensure a high-quality, evidence-based clinical service that is youth- and family-focused and collaborative in its approach to client care.
- Ensure the teams provide case management using a phase-specific model of care with an emphasis on supporting the client through the recovery process.
- Embed a strong lived experience workforce within ICYMHS teams.
- Comply with relevant professional and mental health sector legislative and statutory requirements.
- Engage with and develop best available evidence 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 ICYMHS teams with the implementation of the recommendations from the Royal Commission into Victoria's Mental Health System.
- Maintaining the expected KPIs and MH standards for the delivery of service
- Perform any other duties, projects and work as required.

### **Support of Systems**

- Together with the Divisional Manager, Clinical Director and ICYMHS Leadership team participate in the oversight of safety quality clinical and strategic governance, planning and future direction for ICYMHS.
- Oversight and administration of the budget and operational expectations with the Program area and 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 health, education, child and family services 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 team.
- Use organisational resources responsibly in a cost-effective manner.
- Actively contribute to investigations of complaints, critical incidents and debriefs/diffusion 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 ICYMHS, MHD and sites you visit.

### **Education**

- Ensure the teams actively participates in under- and post-graduate training of professionals within ICYMHS 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 when other roles are unavailable to do so.
- Participate in both internal and external continuing education programs and demonstrate a commitment to improving professional performance and development to satisfy Continuing Professional Development requirements.

### **Professional Leadership**

- Actively contribute to enhancing a positive culture within ICYMHS 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 each team and their Team Leader and 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.
- 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 Team Leaders 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 the MHD 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 ICYMHS, maintain clinical service standards, relevant quality improvement activities and processes.
- Initiating, leading and supporting appropriate continuous improvement activities and service redesign activities.
- 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.

### **All Employees:**

- Comply with Austin Health policies & procedures, as amended from time to time, which can be located on the intranet (OPPIC):  
<https://austinhealth.sharepoint.com/sites/OPPIC>
- Report incidents or near misses that have or could have impact on safety - participate in identification and prevention of risks.
- Comply with professional and Austin Health Codes of Conduct.

### **People Management Roles:**

- Ensure clear accountability for quality and safety within the department.
- Ensure incident management systems are applied and a response to local issues and performance improvement occurs; ensure the risk management system is functional.
- Be aware of and comply with the core education, training and development policy.

## Selection Criteria

### Mandatory Qualifications

- 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 10 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 or
  - Speech Pathologists: Eligibility for membership with Speech Pathology Australia.
- A current Victorian Driver's License (without restrictions), and ability to drive a work vehicle.
- A current Working with Children's Check (without restrictions).

### Essential Knowledge and Skills:

- Relevant, 10 minimum years of post-graduate experience in mental health (specific to experience with children and young people) and specific to the relevant Enterprise Agreement.
- Demonstrated experience in leadership to embed evidence-based, recovery-focused 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, time.
- 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.
- Sound knowledge of the Mental Health Act 2014; the Child, Youth and Families Act 2005; 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 young people and families with diverse backgrounds.
- Demonstrated commitment to and experience in implementing evidence-based practice, research and quality improvement activities.
- A valid Victorian Driving License without restrictions.
- A current Working with Children's Check without restrictions.

**Desirable but not essential**

- Relevant tertiary post-graduate qualification or training in health service management, leadership, mental health, child and youth issues, family therapy, dual diagnosis, forensic mental health, etc.
- Project Management experience dealing with complex change processes.
- Experience in the provision of clinical education to under- and post-graduate students and staff.
- Experience of collaborative work with the National Disability Insurance Scheme.
- Participation in research in a clinical setting.
- Previous experience in service planning and development and preparation of research and policy reports would be an advantage.

## General Information

### Austin Health is a Child Safe Environment

Austin Health is committed to child safety. We want children to be safe, happy and empowered. We support and respect all children, as well as our staff and volunteers. Austin Health has zero tolerance of child abuse, and all allegations and safety concerns will be treated seriously in line with legal obligations and our policies and procedures.

### Equal Opportunity Employer

We welcome applications from Aboriginal and Torres Strait Islander people. For any support throughout the recruitment process or further information about working at Austin Health, please follow this link to Aboriginal Employment on our [website](#)

## Document Review Agreement

<b>Manager Signature</b>	
<b>Employee Signature</b>	
<b>Date</b>	