

Position Title: Team Leader – Adult Persons Community Mental Health and Wellbeing Service (Adult CMHS) North team.
Grampians Mental Health and Wellbeing Service

Campus: Ballarat

Directorate: Community and Aged Care

Department: Mental Health and Wellbeing Service

Reporting to: Deputy Operations Director – Active Stream

Direct Reports: Clinicians Adult CMHS

Appointment Terms/Conditions:

Classification and Code: Registered Nurse RPN5 (NP51)
Occupational Therapist Grade 4, Yr1 – Yr4 (HR9, HR10, HR11, HR12)
Social Worker Grade 4, Yr1 – Yr4 (HR25, HR26, HR27, HR28)
Psychologist Grade 4, Yr1 – Yr5 (PM1, PM2, PM3, PM4, PM5) (Clinical, Forensic or Neuropsychology)

Enterprise Agreement: Victorian Public Mental Health Services Enterprise Agreement 2024-2028,
Victorian Public Health Sector Medical Scientists, Pharmacists and Psychologists Enterprise Agreement

ORGANISATIONAL INFORMATION

Grampians Health was established on 1 November 2021, bringing together Edenhope and District Memorial Hospital, Stawell Regional Health, Wimmera Health Care Group and Ballarat Health Services as one united health service. More information can be found at www.grampianshealth.org.au

Our purpose is to provide high quality and accessible health care services in each of the communities we serve. We currently service the healthcare needs of more than 250,000 Victorians and we employ more than 6,300 people across 21 campuses and sites with an annual operating revenue of over \$700m.

Collaboration	Compassion	Accountability	Respect	Innovation
<i>We are stronger together.</i>	<i>We show that we care.</i>	<i>We do what we say and say what we do.</i>	<i>We appreciate and value all people.</i>	<i>We adapt and innovate to achieve best outcomes.</i>
Recognising and utilising strengths to share knowledge, solve problems, build relationships and deliver the best outcomes possible.	All people deserve to be treated with compassion, kindness and empathy.	Openness, honesty and transparency support us to be courageous, take responsibility for our actions and follow through on our commitments	Our actions and words reflect our commitment to a safe and fair health service for all.	Every day, we apply expertise and integrity to make responsible choices, always striving for continuous improvement.

POSITION PURPOSE

Grampians Mental Health and Wellbeing Service (GMHWS) provides treatment, care and support for people and their families carers and supporters who live within the Grampians Region and experience significant mental ill health and/or psychological distress.

The Team Leader works autonomously and collaboratively within Grampians Health to ensure an effective, evidence-based, person-centred provision of service. This will require a presence to provide local operational leadership, team support, initiating and driving continuous improvement projects/activities, developing and maintaining strong links with other departments within Grampians Health and developing and maintaining relationships with external agencies

The Team Leader works in collaboration with the Consultant Psychiatrist using a dual governance structure. The Team Leader will ensure the Lived and Living Experience (LLEW) are actively engaged in team activity, co-design and co-production

Broadly, the Team Leader role will:

- Manage and co-ordinate daily operational requirements of the team
- Provide input and leadership to GMHWS policy development
- Participate in and lead audit and continuous improvement activities related to the team and the broader GMHWS
- Monitor and evaluate service and program delivery by Adult CMHS North team
- Lead new program scoping and development as required

KEY ACCOUNTABILITIES

- Through monthly line management supervision, monitor activity of all team members excluding medical workforce,
 - Service Hours
 - Mandatory training
 - Leave and work/life balance
 - Management of reporting processes e.g. VHIMS
- Actively engage with all meetings and processes relating to the Team Leader cohort e.g. collective meetings, projects etc
- Facilitate annual performance review processes with all team members (excluding medical workforce)
- Engage with internal and external stakeholders to support timely communication, work collaboratively to build relationships, and to grow and improve service provision
- Effectively and efficiently manage recruitment to vacancy within the team, in collaboration with Discipline Leads, People & Culture Business Partner and the Talent Acquisition Team
- Monitor team resources including budget allocation
- Actively support and facilitate local undergraduate student placements within the team.
- Identify professional development opportunities for staff within your area of responsibility
- Manage all Adult CMHS North team feedback within the organisations required processes and timeframes
- Record service hours as required. There may be negotiated targets
- Work collaboratively with both internal and external stakeholders and partners e.g. People and Culture (internal), GPs and other health providers (external)
- Team capability building
- Facilitate orientation of all new team members
- Work collaboratively towards the implementation of RCVHMS Recommendations as they apply to local Adult age streams.

KEY SELECTION CRITERIA

Qualifications - Mandatory

- AHPRA Registration, Nurse Division 1 – Graduate Diploma in Mental Health, with many years' experience, or;

- Degree or Masters qualification in Social Work along with the Accredited Mental Health Social Work credential. Must be eligible for membership to the Australian Association of Social Workers (AASW). Minimum of 7 years' experience in Mental Health, or;
- AHPRA Registration, Degree or Masters qualification in Occupational Therapy and a minimum of 7 years' experience post qualification
- AHPRA Registration, Masters qualification in Clinical, Forensic or Neuropsychology and at least 10 years of experience, but no less than 8 years.

Desirable

- Qualification and/or training in a management and/or leadership field

Technical/Professional Knowledge and Skill

- Advanced level of training, clinical knowledge and expertise in the treatment, care and support of adults and/or older adults experiencing psychological distress
- Advanced knowledge of mandatory reporting requirements
- Advanced knowledge of relevant legislation, including but not limited to:
 - Mental Health and Wellbeing Act 2022
 - Guardian and Administration Act 2019
 - Family Violence Protection Act 2008
- Demonstrated family and diversity inclusiveness
- Demonstrated leadership skills
- Demonstrated management skills
- Experience in leading or significantly contributing to a successful change
- Demonstrated abilities in the development and implementation of an annual work plan
- Demonstrated understanding of the Victorian Mental Health system
- Understanding and commitment to the Royal Commission into Victoria's Mental Health System and its recommendations
- Demonstrated staff/human resource management skills
- Computer literacy at intermediate level for Microsoft 365 applications

Work Environment

- Currently located in Ballarat and providing service to Ballarat and surrounding communities.
- Some travel across the Grampians region may be required to rural and regional service sites.

Personal attributes

- **Adaptability:** The ability to maintain flexibility and effectiveness in a climate of major change in work responsibilities or environment; adjusting effectively to work within new work structures, systems and processes, cultures.
- **Leadership Disposition:** Demonstrating the traits, inclinations, and dispositions that characterize successful leaders; exhibiting behaviour styles that meet the demands of a leader role.
- **Work Standards:** Setting high standards of performance for self and others; assuming responsibility and accountability for successfully completing projects; self-imposing standards of excellence rather than having standards imposed.
- **Stress Tolerance:** Maintaining effective performance under pressure or opposition (such as time pressure or role ambiguity); managing self in relation to work pressures in a manner that is acceptable to others and to the organization.
- **Quality Orientation:** Accomplishing tasks in a timely manner and consistent with organisation requirements; ensuring quality is at the centre of consumer and family outcomes
- **Driving for Results:** Setting achievable goals for personal and team accomplishment; using measurement methods to monitor progress toward goals; working to meet or exceed goals while deriving satisfaction from that achievement and continuous improvement.
- **Innovation:** Generating innovative solutions in work situations.

- **Collaboration:** Working effectively and cooperatively with others; establishing and maintaining good working relationships.
- **Communication:** Clearly conveying information through a variety of media to individuals or groups in a manner that engages the audience and helps them understand and retain the message; ensuring all stakeholders are recipients of relevant communication.
- **Managing Conflict:** Dealing effectively with potential or actual antagonistic situation; using appropriate interpersonal styles and methods to reduce tension or conflict between two or more people.
- **Negotiation:** Effectively exploring alternatives and positions to reach outcomes that gain the support and acceptance of all parties

ORGANISATIONAL REQUIREMENTS

- Grampians Health is committed to a consumer centred approach in the provision of health care and services, consistent with our values, purpose and vision. It is expected that team members demonstrate the core values of consumer centred care in every interaction.
- All team members of Grampians Health are responsible for supporting the safety, participation, wellbeing and empowerment of children.
- Quality care is a strategic and operational priority at Grampians Health, achieved through our Governance Framework.
- Participation in the Grampians Health integrated quality improvement and risk management systems by being aware of responsibilities to identify, minimise and manage risks and identifying opportunities for continuous improvement in your workplace through communication and consultation with managers and colleague.
- You must ensure that the affairs of Grampians Health, its patients, clients and staff remain strictly confidential and are not divulged to any third party except where required for clinical reasons or by law. Such confidentiality shall extend to the commercial and financial interests and activities of Grampians Health.
- In accordance with current legislation and organisational policy, employees must be willing to undertake and maintain a police check, working with children check and where necessary an NDIS Worker screening check. Ongoing employment will be dependent on the provision of satisfactory checks.

OTHER RELEVANT INFORMATION

- At Grampians Health we recognise and respect diversity. Each person has a right to high-quality health care and opportunities regardless of diversity factors which might include aspects such as cultural, ethnic, linguistic, religious background, gender, sexual orientation, age, and socioeconomic status. Inclusiveness improves our service to our community and promotes engagement amongst Grampians Health employees.
- All Grampians Health employees are required to take reasonable care of their own health and safety in the workplace as well as take reasonable care for the health and safety of others who may be affected their acts or omissions. Persons with delegated management functions have an additional duty to provide and maintain a working environment that is safe and free of risks to health, so far as is reasonably practicable in areas where they have management or control. All employees have a duty to report issues they cannot rectify, follow all existing Grampians Health policies and protocols relating to health, safety, wellbeing and injury management and cooperate with any action taken by Grampians Health to comply with the OHS Act or Regulations.
- Statements included in this Position Description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all inclusive.
- Management may alter this Position Description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).
- An annual performance review will occur with your Manager. Your performance review is intended to be a positive discussion, outlining the key roles and responsibilities outlined in this Position Description. The performance review discussion provides an opportunity to clarify your role, revise key performance activities and identify any objectives or goals for the year ahead.