

Position Title: Deputy Operations Director (Active Recovery Stream) - Mental Health

Campus: Grampians Health

Directorate: Allied and Mental Health

Department: Mental Health and Wellbeing Service

Reporting to: Director of Mental Health

Direct Reports: Team Leader/ Nurse Unit Manager as per role Statement

Appointment Terms/Conditions:

Classification and Code: Nursing (RPN6) or Equivalent Allied Health/Psychology

Enterprise Agreement: Victorian Public Mental Health Services Enterprise Agreement or Medical scientist, pharmacists and psychologists Enterprise Agreement

ORGANISATIONAL INFORMATION

Grampians Health was established on 1 November 2021. Drawing on a regional history of over 150 years, we provide service to over 250,000 Victorians, operate across 21 campuses and sites, and employ more than 7,000 dedicated professionals. Our values reinforce our commitment to providing high-quality, accessible healthcare services close to home. Our mission is to serve the communities of the Grampians region with comprehensive care, ensuring every individual receives the attention they deserve. For more information, visit www.grampianshealth.org.au.

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

ROLE STATEMENT:

The Deputy Operations Director (Active Recovery Stream) – Mental Health – Grampians Mental Health & Wellbeing Service (GMHWS) provides operational management of the mental health services for the Active Recovery Stream for the Grampians community. The delivery of outcomes will be achieved through the partnership with the Lead Psychiatrist to provide the efficient and effective service delivery of safe and high-quality mental health services that maintains a standard of excellence in clinical practice that reflects the vision and goals of Grampian Health (GH).

The Deputy Operations Director (Active Recovery Stream) – Mental Health is responsible for the corporate and operational governance and the Lead Psychiatrist, clinical governance. Given that these responsibilities overlap, working in partnership is critical to ensure success of the Active Recovery Stream.

The role reports to the Director of Mental Health and also works collaboratively with the Director Clinical Services, Deputy Director Clinical Services, Director of Nursing – Mental Health, Director of Lived Experience, and the Deputy Operations Director (Intensive Recovery Stream). This role is integral to contributing to the Mental Health Leadership team in the provision of robust governance, risk and operational management as well as the strategic direction of the service and operationalisation of the service plan.

The role is responsible for the overall delivery of clinical services in the Active Recovery stream through innovative models, ensuring adherence to quality and evidenced based practice and the provision of a skilled workforce. These outcomes will be achieved through developing relationships and partnerships with key internal and external stakeholders within the community.

Direct Reports for Active Recovery Stream:

- Aged Community Team Leader
- Ararat Adult Community Team Leader
- Ballarat North Adult Community Team Leader
- Ballarat South Adult Community Team Leader
- Horsham Adult Community Team Leader
- Intensive Outreach Community Team Leader and Forensic Team Leader
- Youth Community Team Leader
- Infant and Child Mental Health Team Leader
- NUM/ANUM Prevention and Recovery Care
- Mental Health Alcohol and Other Drugs (MH AOD)
- Other specialist roles

KEY ACCOUNTABILITIES

STRATEGIC

- Develop strategic partnerships with key stakeholders within the area to develop the best local services that are suitable for the community and provide services within the community as close to the consumers home as possible.
- Lead the implementation and participate in the development of the annual operational plan, statement of priorities and quality plans for the Active Recovery Stream to ensure active strategies are in place to promote high quality care, manage clinical risk and system improvement, and that objectives are met.
- Lead ongoing service evaluation and strategic planning to ensure the delivery of a quality service for the Active Recovery Stream.
- Support appropriate research initiatives aimed at enhancing clinical practice, career development and improving outcomes for consumers, carers, and staff.

OPERATIONAL

- In conjunction with Team Leaders/NUMs establish and achieve targets, resource requirements and improvement priorities for the Mental Health Services.

- Ensure that the Quality and Safety of service delivery is maintained through monitoring incident and sentinel/adverse trends and ensure learning is implemented to prevent reoccurrence. Ensure a positive working relationship is developed with the Governance and Risk Management Unit.
- Operate as a part of the Grampians Mental Health & Wellbeing Service on call roster.

SERVICE DELIVERY

- Contribute to the development of the provision of excellence in the care, support and treatment of consumers and carers. This will be measured internally via staff surveys (People Matters) and externally via consumer and community feedback to ensure that the organisation is delivering professional and efficient consumer service.
- Support the achievement of all Key Performance Indicators as stated in the Grampians Health Statement of Priorities and the GMHWS Operational Plan.
- Demonstrates extensive knowledge in the application and principles of Mental Health & Wellbeing Act (2022) and the Royal Commission into Victorian Mental Health System (2021) recommendations.
- Ensure ongoing delivery of recovery focussed interventions and equity of service across the Grampians region.

QUALITY & SAFETY

- Measure consumer and carer experience and respond accordingly to feedback and complaints including reporting findings to appropriate management and committees.
- Develop, monitor and evaluate quality improvement activities/programs within for the Active Recovery Stream to meet accreditation standards and achieve and maintain best practice with Quality and Risk Unit.
- Actively support clinical audits, research, process redesign and accreditation against healthcare standards to ensure ongoing clinical practice improvement and the quality of consumer care.

PEOPLE & CULTURE

- Model and promote the Vision, Mission and Values of Grampians Health.
- Ensure accountable and compliant contemporary human resource management practice and principles including workplace health and safety, employment equity and anti-discrimination requirements and take appropriate action where this is not met.
- Assist in driving towards the development of a high-performance culture through strong leadership, meaningful interpretation and communication of the Grampians Health strategic direction and assist to create innovative work practices to assist staff with the change process.

FINANCIAL

- The preparation, oversight, and accountability for the Active Recovery Stream specific budget and management of the services within the allocated budget. Ensure accountability of variance reporting and actions required to correct the budget deficits.

KEY SELECTION CRITERIA

Qualifications and experience

- Appropriate tertiary qualifications in Health or related field, e.g. Nursing, Allied Health or Psychology, and substantial experience in a relevant management role at a senior level in public healthcare.
- Post graduate management qualifications are desirable.

Technical/Professional Knowledge and Skills

- Strong leadership skills that foster a positive team culture and sound working relationships with a range of stakeholders.
- Demonstrated effectiveness as a leader manager with an ability to initiate, lead and manage change.
- Demonstrated abilities in the development and implementation of operational plans and achieving outcomes.
- Demonstrated understanding of the complexities of the Victorian mental health system.
- Demonstrated financial skills, including a strong understanding of National Weighted Activity Unit (NWAU) in relation to the National Funding Model for health services.
- Demonstrated human resource management skills, including strong rostering and a strong ability to address, lead and manage complex human resource matters.

- Proven track record of leading success and outcomes in line with operational and strategic objectives.
- Demonstrated knowledge of contemporary management challenges, practices, and opportunities.
- Demonstrated ability to lead teams to ensure goals and timeframes are met in a rapidly changing environment.

Personal attributes

- Highly developed interpersonal, communication and negotiation skills with experience in developing and maintaining collaborative and successful teams.
- Proven innovative approach to developing and implementing contemporary models of care.

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.
- Ensure that the affairs of Grampians Health, its consumers, 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.