



INFORMATION PACKAGE

Team Leader, headspace Dubbo

Thank you for your enquiry.

It's exciting that you are considering applying for a position with the Western NSW Medicare Local. This Information Package is designed to tell you a little more about the organisation and the role, identify the selection criteria we will be using to select the right candidate, and explain the application process. If you have any questions after you have read this document, please refer them to Peter Rohr, Operations Manager, on 02 6338 1100.

The Western NSW Medicare Local is an independent, not-for-profit organisation representing and supporting primary health care providers in the west of NSW. It is a coordinating body for primary health care services, delivering programs, gathering information about the health needs of the region, and connecting local health services to meet local health needs.

headspace National Youth Mental Health Foundation Ltd is funded by the Australian Government Department of Health under the Youth Mental Health Initiative Program. The WML is the Lead Agency for **headspace** Dubbo, and is tasked with the successful delivery of **headspace** services in the Dubbo area.

Position Advertisement

Team Leader

Would you like to be involved in the delivery of a world-first concept in mental health care? Do you have a passion for strengthening communities and working with young people? Do you want to lead a team using vision and creativity to deliver better outcomes for young people? Western NSW Medicare Local, as Lead Agency, is seeking enthusiastic and qualified applicants for the role of Team Leader, **headspace** Dubbo.

This position will lead the **headspace** Dubbo team in providing high quality clinical services to young people in the community. This is a role which possesses the best of both worlds - direct service provision with young people and the chance to lead and shape a new team in the Dubbo community.

On offer is a salary of \$75-80,000 p.a. plus super and generous salary packaging.

This position is classified as child – related employment. Applicants must hold, or be willing to obtain, a current Working with Children Check.

Applications close 9:00am Monday 20th October 2014.

Dubbo Office
106 Talbragar Street DUBBO NSW 2830
PO Box 1834 DUBBO NSW 2830
t 02 6884 0197 f 02 6884 0198

Bathurst Office
265 Durham Street BATHURST NSW 2795
PO Box 175 BATHURST NSW 2795
t 02 6333 2800 f 02 6332 6648

Guidelines for Applicants

These guidelines aim to assist you in submitting applications for advertised vacancies with the Western NSW Medicare Local.

Applying for a position

The following may assist you in preparing your application:

- Obtain and carefully read the Information Package for the position of interest.
- Conduct some initial research on the organisation by browsing the website and reading key resources.
- If you need to, seek clarification or additional information on the organisation and/or the position.
- Decide whether you possess, and can demonstrate your skills, experience, knowledge and ability against the selection criteria.
- When addressing the selection criteria, provide examples to demonstrate and substantiate your claims. Examples should outline a situation, identify the action you took and summarise the subsequent result. Keep your response concise and in addition to your resume/CV.
- Be aware of the closing date and where and how to lodge your application (for details see below). If, for any reason you cannot submit your application by the closing date, you should ring the contact person to see if a late application will be accepted.
- If you require any special arrangements (e.g. wheelchair access, hearing or visual aids, etc.) to assist you to attend an interview, please discuss these with the contact person when the interview is being arranged.

What you need to include in your application

WML uses a streamlined approach to recruitment. All applications require:

1. A cover letter introducing yourself and outlining your interest in the position
2. Statement addressing each of the Selection Criteria (as listed on the last page of this document)
3. Resume/Curriculum Vitae (CV) that should include information about:
 - a. contact details including telephone number and email address
 - b. education/qualifications
 - c. an employment history summary including (for each position):
 - i. the employer
 - ii. start and finish dates

- iii. your position/title
- iv. your responsibilities and achievements in the position

d. a summary of your skills

e. professional memberships

f. the names of two work related referees (must be work related and senior to the position you hold), and other relevant information that will support your application not covered elsewhere.

4. Any other supporting documentation, e.g. copy of your qualifications

Submitting your application

Applications should be submitted via email (by the closing date and time) to:

hr@wml.org.au

or posted to:

Human Resources
Western NSW Medicare Local
PO Box 175
Bathurst NSW 2795



Position Description

Position Title	Team Leader
Location	headspace Dubbo
Reports to	Operations Manager, headspace Bathurst and Dubbo
Hours	75 hours per fortnight
Conditions of Employment:	<ul style="list-style-type: none"> • Western NSW Medicare Local Enterprise Agreement 2013 • WML Policies and Procedures • Police Check • Working with Children Check • Position Description • Letter of Offer
Incumbent	Vacant
Contract Period:	To June 30 th 2015

About Us

The Western NSW Medicare Local (WML) is an independent, locally run, not-for-profit organisation. We aim to work with local health providers to deliver better health services to our local communities through:

- Connected care, closer to home
- Sustainable services
- Smarter health care systems

The WML region covers a large part of NSW with a population of over 250,000 people. 9.4% of the region identify as Aboriginal. Areas covered by WML include Dubbo, Bathurst, Cowra, Condobolin, Parkes, Mudgee, Gilgandra and Coonamble.

headspace National Youth Mental Health Foundation Ltd is funded by the Australian Government Department of Health under the Youth Mental Health Initiative Program. The WML is the Lead Agency for **headspace** Dubbo, and is tasked with the successful delivery of **headspace** services in the Dubbo area.

Purpose of the Role

This position will lead the **headspace** Dubbo team in providing high quality clinical services to young people in the community in line with **headspace** Dubbo contract deliverables.

Key Accountabilities

- Provide high quality clinical services to young people in accordance with relevant professional registration and scope of practice.
- Oversee the implementation of relevant and innovative clinical services and contribute to program and research development to ensure service integrity and quality.
- Maintain a **headspace** service in Dubbo staffed by local clinicians and backed by a consortium of health and community service providers, to meet the health needs of young people.
- Lead the development of a new concept for the delivery of integrated primary mental health services to young people in the area.
- Demonstrate innovation and vision in assisting to re-orientate mental health service provision to

- young people and their families, whilst maintaining best practice.
- Manage the physical site to ensure that it operates efficiently, safely, and maintain a youth friendly environment.
- Support the **headspace** Operations Manager in the delivery of all contract deliverables.

Reporting Relationships

The Clinical Service Manager reports to the **headspace** Operations Manager. The role supervises the staff of **headspace** Dubbo, and maintains effective working relationships with the **headspace** Dubbo partner organisations, and works closely with staff from the WML.

The Team Leader will supervise the **headspace** Dubbo team including the Clinical Lead, Youth Care Coordinator (x2), administration staff, Allied Health professionals and clinicians working in the **headspace** Dubbo facility.

Position Responsibilities

Responsibilities for this position include, but are not limited to:

Decision Making

- Consults with the Operations Manager in the development of work goals and is guided by **headspace** Dubbo Consortium in the development of program and service strategies.
- Coordinates the development and oversees the implementation of plans to achieve goals.
- Plans the allocation of resources to contribute to achievement of goals.
- Anticipates, identifies and analyses major risks or problems, advising the **headspace** Operations Manager. Considers options, develops solutions and decides on the most appropriate solution to achieve the desired outcome. Directs others in the implementation of the solution. Monitors the solution to ensure effectiveness.
- Makes recommendations to the Operations Manager regarding decisions outside delegation authority.

Budget Management

- Manage the day-to-day operations of **headspace** Dubbo within budget.

Service Delivery

- In accordance with headspace (National Youth Mental Health Foundation) Grant Agreement, lead, develop, oversee implementation & evaluate delivery of services to young people (12-25 years) and their families, including:
 - Early detection and intervention of mental health problems and substance use disorders
 - Community Awareness programs
 - Education and training activities
 - Programs for social recovery and economic participation
- Work with the **headspace** team to create a system and quality environment that promotes excellence in youth health & support services and a community of practice where sole practitioners can function in a supportive team environment.
- Oversee the day to day operation of the service, in conjunction with the **headspace** Operations Manager and clinical lead.
- Manage the physical premises and ensuring they remain youth-friendly environments.
- Provide high quality clinical service to young people in accordance with relevant professional registration and scope of practice.

Clinical Leadership

- In conjunction with the **headspace** Dubbo team;
 - Oversee processes to ensure appropriate case planning and coordination for **headspace** clients.
 - Implement the **headspace** Dubbo clinical governance framework providing an integrated model of community based health service delivery.
 - Proactively monitor high risk clients, and assure that a quality service is being offered in line with evidenced based principles.
- Lead the development, implementation, monitoring and evaluation of strategies and processes to improve system integration and co-ordination between relevant services.
- Oversee and manage the multi-disciplinary team processes and the systems to integrate service delivery, including optimising **headspace** Dubbo shared electronic client management systems.

Human Resources

- Lead and oversee the recruitment and establishment of any new staff (including private practitioners) and ensure they are orientated to the procedures and operations of the service.
- Manage and supervise staff, monitor staff performance and development, and address staff performance issues as required according to documented policies and procedures.
- Support operation and communication between private practitioners, clinical and administration staff.
- Work collaboratively with private practitioners to ensure that any difficulties are identified and problem solved to ensure the long term ongoing satisfaction of private practitioners.

Workplace Health & Safety

- Ensure a safe workspace and safe working practices; that staff attend orientation and refresher training in relation to WHS policies and procedures; monitor compliance of WHS policies & procedures; conduct regular safety audits; ensure that all incidents/accidents are recorded and notified in line with policies.
- Respond to and/or provide support to staff in any critical incidents and high risk situations, both clinically and operationally.
- Work in a healthy and safe manner and encourage others to do the same; comply with all warning & safety signage; report or rectify any unsafe conditions; adhere to Western NSW Medicare Local WHS policies and procedures.
- Comply with all legal, professional, financial, and employment obligations and comply with Western NSW Medicare Local policies and procedure.

Governance and Strategic Leadership

- Support the **headspace** Operations Manager to:
 - Communicate, promote and progress the vision and strategic plan of **headspace** Dubbo amongst consortium partners and the broader community.
 - Engage relevant sectors and partners in an integrated model of care, promoting multidisciplinary team work and participation in the headspace program at a local level.
 - Manage the contracts and funding agreements and all their deliverables.
 - Develop the **headspace** Dubbo Strategic Plan, Business plan and Annual work plan.
 - Actively progress the growth and development of the service, in line with the Strategic Plan and client demand.
 - Provide regular reports to the Operations Manager.

Business Management

- Support the **headspace** Operations Manager to:
 - Establish appropriate processes and structures and develop, document and implement policies and procedures that ensure the efficient and effective operations of the **headspace** Centre.
 - Maintain a financially viable practice and an efficient, effective, safe, and productive working environment, working toward a self-sustaining practice beyond the life of the **headspace** grant.

- Liaise with WML Finance officers to maintain appropriate systems for budget management, including the management of grant funding and alternate streams of income such as Medicare payments and donations.
- Oversee compliance with any statutory and Medicare requirements.
- Update forecasts of revenue generation as practice changes over time.

Corporate Competencies

The corporate competencies that WML is looking for in all of its staff are:

Communication Skills: expresses oneself clearly and appropriately in conversations and business writing.

Teamwork: works co-operatively with others to achieve collective goals.

Problem Solving: seeks out information needed to clarify a situation, and addresses problems by using a logical approach.

Client and Community Focus: demonstrates commitment to satisfying internal and external client and community needs.

Managing Change: supports change needed to improve organisational effectiveness.

WML Values

All WML staff are expected to demonstrate our iCARE values:

- Integrity and Loyalty – be real
- Collaboration and creativity – make connections
- Achievement and pride – be proud
- Respect – demonstrate equality
- Empathy – open, compassion

Other Duties

- Demonstrate and uphold the values of WML at all times.
- Undertake continuing professional development as required to ensure job skills remain current.
- Attend/participate in out-of-hours meetings and functions as required.
- Participate in staff development activities and processes.
- Comply at all times with the Work Health and Safety policies and procedures of WML and **headspace** Dubbo.
- Identify and participate in continuous quality improvement opportunities.
- Actively participate in annual performance planning and review activities.
- Maintain a working knowledge of all equipment used in the office.
- **Other duties as directed from time to time.**

Skills, Experience and Qualifications (Selection Criteria)

Essential

- Tertiary qualifications and experience in the delivery of mental health and/or youth services.
- Demonstrated understanding of mental health issues affecting young people.
- Leadership experience within a complex environment.
- Demonstrated ability to manage and work within budget parameters.
- Demonstrated capacity to develop strong, effective and sustainable relationships with stakeholders, including the ability to influence and negotiate.
- Dynamic written and oral communication skills with proven ability to prepare plans, reports and policy documents, and make presentations.
- Strong problem-solving and decision making skills that show integrity and initiative.

Child Protection

This position is designated as child-related employment. Child-related employment means any employment, where at least one of the responsibilities of the position involves direct contact with children where that contact is not directly supervised. The *Child Protection (Prohibited Employment) Act 1998* makes it an offence for a person convicted of a serious sex offence (a Prohibited Person) or a Registrable Person under

the *Child Protection (Offenders Registration) Act 2000*, to apply for, undertake or remain in child-related employment. To remain in this position you are required to:

- Declare that you are not a Prohibited or Registrable Person under the above-mentioned Acts.
- Provide proof of identity (a current Drivers Licence, or birth certificate or passport).
- Undertake a Working with Children Check and be verified as eligible for child-related employment.

Special Job Requirements

In order to fulfil the responsibilities of the position you must hold a current drivers licence. On the occasions when you use a privately owned motor vehicle for work-related purposes, the WML will pay a motor vehicle allowance on a per kilometre basis, according to the WML Policies and Procedures.

It is a requirement of this position that the successful applicant undertake a **Police Check** prior to commencing work.

Note:

This position description is not a duty statement; it is only intended to provide an outline of the key responsibilities of the position. Employees are expected to carry out any duties, within the scope of their ability, that are necessary to fulfill the position objectives.

It is expected that this position description will change over time due to the nature of WML activities. A flexible attitude to change is expected of staff. Any proposed changes will be discussed with you

I, the undersigned, agree to be employed under the terms and conditions as detailed in this position description.

Signed _____

Date _____