

# POSITION DESCRIPTION

<b>Position Title</b>	Coordinator, Cheltenham Mental Health Team		
<b>Program Division</b>	Mental Health		
<b>Team Area</b>	Mental Health		
<b>Position number</b>	VAC380		
<b>Classification Grade &amp; Level</b>	Dependent upon qualifications: Registered Psychiatric Nurse (RPN 4) Occupational Therapist (Grade 3) Social Worker (SCHADS Modern Award, Level 7)		
<b>Enterprise Agreement or Award applicable</b>	<a href="#">Inner South Community Health Service Mental Health Services Enterprise Agreement 2012 - 2016</a> <a href="#">Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2013-2015</a>		
<b>Employment details</b>	<input checked="" type="checkbox"/> <b>Full-time</b> <b>1.0 FTE</b>	<input type="checkbox"/> Part-time FTE _____ [e.g. 0.4]	<input type="checkbox"/> Casual
	AND		
	<input type="checkbox"/> Permanent on-going	<input checked="" type="checkbox"/> <b>Fixed Term</b> <b>From: Dec 2017 To: Dec 2018</b>	
		Fixed term reason: <input type="checkbox"/> Parental Leave Replacement <input checked="" type="checkbox"/> <b>Specific Project or Purpose</b>	
<b>Position reports to</b>	Program Manager , Mental Health		
<b>Ordinary location(s)</b>	Cheltenham From time to time the incumbent may be requested to work from or be based at other Star Health centres		
<b>Closing Date</b>	Wednesday 6th December 2017 @ 5pm		
<b>Recruitment contact</b>	Email: <a href="mailto:recruit@Starhealth.org.au">recruit@Starhealth.org.au</a>		

## Star Health

Star Health is a provider of health and support services in Victoria. Encompassing six main and five satellite locations, over 300 staff work in multi-disciplinary teams to deliver health outcomes. It is a responsive and agile community health service, providing a wide range of healthcare and welfare services for all members of the community.

Star Health provides services spanning all periods of life including specialist childhood, youth and aged care services. In achieving its vision of **health and wellbeing for all**, Star Health is guided by our distinct service principles which include working with people and communities to achieve their health goals, understanding the context in which people live their lives, providing friendly, affordable, joined up services with a no wrong door approach.

**Website Information:** <http://www.starhealth.org.au/>

### Purpose of Position

The Coordinator, Cheltenham Mental Health Team is accountable for the clinical leadership and operational coordination of Mental Health Case Management services. Lead by the Program Manager, the Mental Health Leadership Team contributes to the organisation's strategic goals and direction and ensures that operational quality and change management activities are integrated and aligned with the goals of Star Health. In particular, each Coordinator has individual and collective responsibility to actively engage in building a strong, effective and resilient organisational culture. Their focus is primarily on the development of clinically strong and responsive teams that provide excellent direct service delivery as well as supporting the transition and implementation of a newly designed mental health service at Star Health.

### Key Responsibilities

- Active promotion of the Mental Health Program both to internal and external stakeholders
- Management and leadership of individual and team performance
- Active participation in the strategic direction, staff development and service offerings of the Mental Health Program
- Encourage and promote a no wrong door approach within teams regarding the clinical management of persons with complex issues (i.e. psychiatric, substance abuse, intellectual and/or physical disabilities, chronic illness, financial difficulties, social issues and limited community linkages).
- Facilitate and lead multidisciplinary case reviews in and between teams and specific discipline practice review activities
- Preparation of reporting to the program funders
- Contribute to site management activities and development of a positive site culture
- Undertake staff recruitment and orientation, including the monitoring of the staff probationary period
- Co-ordinating and implement team and cross program projects including health promotion and group programs.
- Leadership in the development and review of individual Performance Plans (through active participation in the annual Star Health Planning process) and communicate with the Program Manager about issues affecting individual and team performance that may impact on clients and service delivery.
- Perform specific line-management duties including leave approvals, performance management and monitoring of targets and statistical reports
- Liaise and work with external service providers
- Undertaking active and meaningful community participation and engagement
- Facilitate and participate in all quality assurance and improvement activities, including organisational committees and working groups
- Provision of clinical, volunteer and student supervision
- Ensuring the maintenance of accurate client records
- Facilitate the resolution of conflict in teams within the organisational framework
- Other duties as directed by your Program Manager.

### Key Capabilities

- Demonstrated Leadership experience
- Ability to operate a newly developed, viable and efficient client centred program
- Conflict resolution knowledge and ability to assess conflict confidently and apply sound judgement within organisational policies
- Influence and negotiation – Able to utilise skills to effectively build rapport with staff, consumers and external

partnerships with a focus on stakeholder management

Qualifications <small>[Post-Secondary/Vocational; Undergraduate or Postgraduate degree(s)]</small>	
Essential	Relevant tertiary qualifications in a health related area (e.g. Social Work, Psychology, Occupational Therapy, Psychiatric Nursing) and demonstrated leadership experience
Preferred	Relevant post-graduate qualifications
Professional Membership(s)	APHRA if applicable
Experience <small>[Industry sector, field of practice]</small>	
Essential	Extensive knowledge and experience working within a community, multi-disciplinary setting.
Preferred	Stakeholder management experience

Key selection criteria – Essential	
<b>Knowledge and skills</b>	<ul style="list-style-type: none"> <li>• Demonstrated ability to be open to new funding and service delivery environments, with a willingness to collaborate, learn, think broadly and drive change as part of a leadership team.</li> <li>• Demonstrated ability to lead high-functioning, organisationally cohesive multi-disciplinary teams.</li> <li>• Excellent interpersonal and communication skills (including high level written skills).</li> <li>• Relevant service delivery and clinical supervisory experience particularly in a recovery-oriented community mental health setting.</li> <li>• High levels of emotional intelligence and the ability to effectively lead, engage and work with multidisciplinary teams, clients and other stakeholders.</li> <li>• Demonstrated experience in planning, evaluation and innovation.</li> <li>• Demonstrated understanding of the social determinants of health and commitment to addressing these within the leadership context for consumers where relevant.</li> <li>• The ability to contribute to ensuring good clinical governance through an understanding of effective risk management strategies and frameworks for improving clinical effectiveness.</li> </ul>
<b>Protecting babies, children and young people from child abuse and neglect is integral to the work at STAR</b>	
<b>Protecting Children Policy Information</b>	<ul style="list-style-type: none"> <li>• Star Health has zero tolerance of child abuse. Protecting babies, children and young people from child abuse and neglect is integral to the provision of health services to this group and their families, and is a core responsibility for all Star Health staff.</li> </ul>
Organisational Responsibilities	
<b>Personal qualities</b>	<ul style="list-style-type: none"> <li>• <b>Resilience</b> - Demonstrates perseverance in achieving objectives and copes effectively with setbacks and problems.</li> <li>• <b>Initiative &amp; Accountability</b> - Takes responsibility for actions and proactively implements work plan and addresses issues.</li> <li>• <b>Empathy and Cultural Awareness</b> - Demonstrates an interest in and an appreciation of a range of different cultures and actively seeks to understand and effectively address the issues and views of others.</li> <li>• <b>Continuous Quality Improvement</b> - Identify continuous quality improvement</li> </ul>

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Status: Internal; Confidential

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Review by: PM MHAOD

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	opportunities and act upon when/where relevant
<b>Other Licence(s)</b>	Unrestricted Victorian Driver Licence (or equivalent)

### Important information

- Star Health is committed to providing and maintaining a working environment which is safe and without risk to the health of its employees. The organisation is a smoke-free workplace.
- Star Health's usual hours of operation are from 8:00am to 8:00pm Monday to Friday, specific hours of work will be determined in accordance with operational requirements and contained in the Contract of Employment .
- Your Letter of Offer may state you will be based at a particular Star Health site, however it is expected that you will be required to work at different locations in the greater metropolitan area of Melbourne
- Offers of employment are contingent upon:
  - A successful reference check (all positions);
  - Non-adverse Criminal Record check (all positions);
  - Fitness for Work medical examination (specific positions);
  - Holding and maintaining a valid 'Working with Children Check' (all positions)

***Star Health is an equal opportunity employer and encourages people with disabilities and individuals of diverse backgrounds including those from the Aboriginal and Torres Strait Islander, Culturally and Linguistically Diverse and LGBTI+ community to apply.***

*Some roles may require candidates to undertake psychometric testing prior to appointment.*

### Salary Packaging Information

- Star Health currently has two types of Salary Packaging:
  - General salary packaging of \$15,900 per FBT year
  - Meal Entertainment/Facility leasing of \$2,550 per FBT year

*Salary Packaging is optional and may have considerable tax benefits depending upon personal circumstances.*

### AUTHORISATION

<b>Person who completed and authorises this Position Description</b>	<b>Position Title:</b>	<b>Program Manager</b>
	<b>Program / Division:</b>	<b>MHAOD</b>