



HSS Registered

Team Leader Community Mental Health

Health Salaried Officers Agreement: Level G8

Position Number: 603297

Community Mental Health Teams

Mental Health Armadale / East Metropolitan Health Service (EMHS)

Reporting Relationships

Service Director Mental Health
HSO Level G12
Position Number: 113632



Program Manager
HSO Level G10
Position Number: 113633



This Position



Directly reporting to this position:

Title

- Various

Classification

FTE

Also reporting to this supervisor:

- Various

Key Responsibilities

Accountable for the standard of care and for the coordination of nursing and multidisciplinary services provided to clients. Provides leadership, direction and management of the human, financial and material resources within the Adult and Older Adult Community Teams in accordance with policies, philosophies, objectives and goals of the organisation. Ensures collaboration and engagement with key stakeholders to ensure patient-centred care and evidence-based service delivery for this population.

EMHS Vision and Values

Our Vision

*Healthy people, amazing care.
Koorda moort, moorditj kwabadak.*

Healthy people refers to the commitment we have as an organisation to ensure our staff, patients and the wider community have access to comprehensive healthcare services, in order to maintain healthy lives.

Amazing care reflects the sentiment of those consumers accessing our healthcare services from feedback provided to us. This common statement resonates with the health service, and reflects our intentions in our practice and work every day.

As a health service which celebrates diversity of culture and languages, it is also important that our vision is shared in the Noongar language.

Our Values

Our Values reflect the qualities that we demonstrate to each other and our community every day. Our staff make a difference every day to the patients, families and consumers they provide care, advice and support to. The EMHS values capture the shared responsibility that we uphold as most important, which are:

- **Kindness** – kindness is represented in the support that we give to one another. This is how we demonstrate genuine care and compassion to each and every person.
- **Excellence** – excellence is the result of always striving to do better. This is represented by constant improvements to the way in which we deliver our services, which results in a high performing health service.
- **Respect** – we demonstrate respect through our actions and behaviours. By showing each other respect, in turn we earn respect.
- **Integrity** – integrity is doing the right thing, knowing it is what we do when people aren't looking that is a true reflection of who we are.
- **Collaboration** – collaboration represents working together in partnership to achieve sustainable health care outcomes for our community with a shared understanding of our priorities.
- **Accountability** – together we have a shared responsibility for ensuring the best health care outcomes for our community. This is a reminder that it is not only our actions, but also the actions we do not do, for which we are accountable.

Brief Summary of Duties (in order of importance)

1. Leadership

- 1.1 Provides leadership, direction and management of the human, financial and material resources within the community teams to support the Program Manager in accordance with the policies, philosophies, objectives and goals established through consultation with staff and in accordance with the directions of the East Metropolitan Health Service and other relevant health services.
- 1.2 Provides advice and consultancy to the Program Manager, Service Director Mental Health and Head of Department.
- 1.3 Provides line management to direct reports.
- 1.4 Accountable for the standard of care coordination and multidisciplinary care and for the coordination of the team.
- 1.5 Fosters and promotes evidence based care, education, quality improvement and research programs for clients.
- 1.6 Facilitates the development of relationships with key stakeholders and other providers of care to clients.
- 1.7 Participates in the development and implementation of policies, procedures and processes.

2. Management

- 2.1 Coordinates and directs daily operations of the team in consultation with the relevant Program Manager.
- 2.2 Advises the multidisciplinary team on the development, implementation and evaluation of individualized mental health care plans.
- 2.3 Facilitates the business meetings and participates in other team meetings as required including clinical review meetings to ensure standards in line with policy and guidelines.
- 2.4 Participates in the formulation, monitoring and evaluation of the operational plan. Accountable for ensuring the identified targets and objectives are met.
- 2.5 Actively participates in the development of the strategic direction of the service.
- 2.6 Oversees the recruitment and selection of staff in accordance with Public Sector Standards.
- 2.7 Monitors the performance of positions under direct supervision and provides advice, clinical supervision and mentorship.

3. Strategic Direction / Reform Agenda

- 3.1 Identifies analyses and evaluates trends and activity within the team's nursing and multidisciplinary workforce.
- 3.2 Uses effective change management strategies to improve practice both internal and external to the health service.
- 3.3 Leads and participates in research and quality improvement initiatives in relation to reform agenda and innovations.
- 3.4 Coordinates and participates in forums and workshops to develop strategies to pro-actively manage key reforms and support effective change management practice.
- 3.5 Engages relevant stakeholders in developing partnerships to improve equity of access and evidence-based best practice across EMHS.

4. Financial Management

- 4.1 Support the Program Manager in with the allocated budget through management of human, financial and material resources for the area of responsibility and evaluate budgetary outcomes.

5. Clinical Governance/Quality Management

- 5.1 Provides leadership and consultancy to nursing, medical and allied health care professionals and providers in the areas of specialty.
- 5.2 Develops, implements and promotes evidence based standards and policies that are compliant with relevant professional, industrial and legislative requirements.
- 5.3 Accountable for clinical governance by monitoring compliance and in the development, implementation and evaluation of protocols, policies and procedures in accordance with best practice principles.
- 5.4 Promotes and participates in the development of a continuous quality improvement environment ensuring evidence based, outcome focused culture of improving performance within a multidisciplinary team.
- 5.5 Ensures effective data collection and management within the team to ensure accurate reporting and identification of service fluctuations.
- 5.6 Ensures compliance with legal requirements. Investigates, monitors and delegate issues appropriately e.g.: ministerial correspondence, enquiries and consumer/staff complaints. Provides reports on critical incidents and prepares public information documents as required.
- 5.7 Performs duties in accordance with relevant Occupational Health and Safety and Equal Opportunity Legislation.

6. Communication

- 6.1 Provides a consultancy service for a broad range of customers and health professionals.
- 6.2 Maintains open and collaborative (verbal and written) communication and relationships with relevant stakeholders (internal and external to the service).
- 6.3 Positively and effectively represents the team in internal and external forums relevant to the area of expertise.

7. EMHS Governance, Safety and Quality Requirements

- 7.1 Ensures, as far as practicable, the provision of a safe working environment in consultation with staff under their supervision.
- 7.2 Actively participates in the Peak Performance program.
- 7.3 Supports the delivery of safe patient care and the consumers' experience including identifying, facilitating and participating in continuous safety and quality improvement activities, and ensuring services and practices align with the requirements of the National Safety and Quality Health Service Standards and other recognised health standards.
- 7.4 Adheres to the performance framework for procurement and contract management and oversees and promotes to other staff this process and function in accordance with EMHS Policy and the Delegations and Authorisations Schedule.
- 7.5 Completes mandatory training (including safety and quality training) as relevant to role.
- 7.6 Performs duties in accordance with the EMHS Vision and Values, WA Health Code of Conduct, Occupational Safety and Health legislation, the Disability Services Act and the Equal Opportunity Act and Government, WA Health, EMHS and Departmental / Program specific policies and procedures.

8. Undertakes other duties as directed

Work Related Requirements

The following criteria should be read together with the Brief Summary of Duties and considered in the context of the EMHS Values.

Essential Selection Criteria

1. Demonstrated relevant significant clinical knowledge, experience and leadership in a complex mental health service environment.
2. Demonstrated experience in the management and leadership of staff, including change management.
3. Well- developed communication, consultation and negotiation skills.
4. Highly developed analytical, conceptual and problem solving skills.
5. Demonstrated knowledge of quality improvement principles and experience in their practical application in the achievement of customer service/delivery needs.
6. Demonstrated resource and financial management skills.
7. Current knowledge of legislative obligations for Equal Opportunity, Disability Services, Occupational Safety and Health, Carer Recognition Act and other relevant legislation and how these impact on employment and service delivery.

Desirable Selection Criteria

1. Relevant tertiary qualification in a health related discipline.
2. Knowledge of the National/State health policy framework impacting on mental health services in WA.
3. Demonstrated experience within a community mental health setting.
4. Possession of or significant achievement toward a relevant post graduate qualification or accredited course.

Appointment Prerequisites

Appointment is subject to:

- Completion of 100 Point Identification Check.
- Successful Criminal Record Screening Clearance.
- Successful Pre-Employment Integrity Check.
- Successful Pre-Employment Health Assessment.

Certification

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

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| Karen McAulay | 61957 | 4.7.18 |
| Manager / Supervisor Name | Signature or HE Number | Date |
| Dept. / Division Head Name | Signature or HE Number | Date |

As Occupant of the position I have noted the statement of duties, responsibilities and other requirements as detailed in this document.

| Occupant Name | Signature | or | HE Number | Date |
|----------------|-----------|----|-----------|------|
| Effective Date | | | | |

HSS Registration Details (to be completed by HSS)

Created on Last Updated on August 2019