



Healthy kids, healthy communities

Compassion Excellence Collaboration Accountability Equity Respect

Service Manager

Position details

Position Number: 00014566
 Classification: HSO Level G9
 Agreement: Health Salaried Officers Agreement
 Directorate: Operations - Service Unit 2 - Mental Health
 Department: Paediatric Consultation Liaison Program / Gender Diversity Service
 Location:

Reporting relationships

This position reports to:

00013794 Nurse Director SRN Level 10

Positions under direct supervision:

Administrative Assistant	HSO Level G3	1.0 FTE
Secretary	HSO Level G2	1.0 FTE
Clerical Officer	HSO Level G2	2.0 FTE
Clinical Nurse Specialist	SRN Level 3	5.05 FTE
Clinical Psychology Registrar	HSO Grade 1	1.0 FTE
Clinical Psychologist	HSO Grade 2	7.0 FTE
Research Officer	HSO Level G5	0.5 FTE
Senior Clinical Neuropsychologist	HSO Grade 3	1.0 FTE
Senior Clinical Psychologists	HSO Grade 3	4.4 FTE
Senior Speech Pathologist	HSO Grade 2	0.5 FTE



Key Responsibility

Responsible, in partnership with the Head of Service, for the strategic development, coordination, integration, monitoring and evaluation of a designated specialist Child and Adolescent Mental Health Services (CAMHS) Paediatric Consultation Liaison Program (PCLP) and Gender Diversity Service (GDS). Responsible for the clinical and corporate governance of the service, including managing the human resources, financial resources and physical resources required to run the service. Undertakes line management responsibility for a multidisciplinary team and other staff working within the Service. Represents PCH CAMHS PCLP and GDS by liaising with senior management in other health industry agencies on mental health service planning and delivery across Western Australia.

About our health service

The Child and Adolescent Health Service (CAHS) is a comprehensive service that supports and treats children from around Western Australia, and is committed to programs that promote lifelong health in children and adolescents.

CAHS is made up of three service streams:

- **Community Health:** a comprehensive range of community based early identification and intervention services, as well as health promotion, to children and families in the Perth metropolitan area. Services are provided in a variety of settings including at home, local community health centres, child and parent centres and schools.
- **Child and Adolescent Mental Health Services (CAMHS):** provide mental health services to infants, children, young people and their families across the Perth metropolitan area. Services include community based programs, inpatient care at Perth Children’s Hospital and specialised services for children with complex mental health conditions across the State.
- **Perth Children’s Hospital (PCH):** is the specialist State-wide paediatric hospital and trauma centre for Western Australia, caring for children up to the age of 16. PCH is also a centre of excellence for teaching and research, partnering in major paediatric research and education initiatives led by the Telethon Kids Institute (TKI) and the State’s universities.

Our vision

Healthy kids, healthy communities

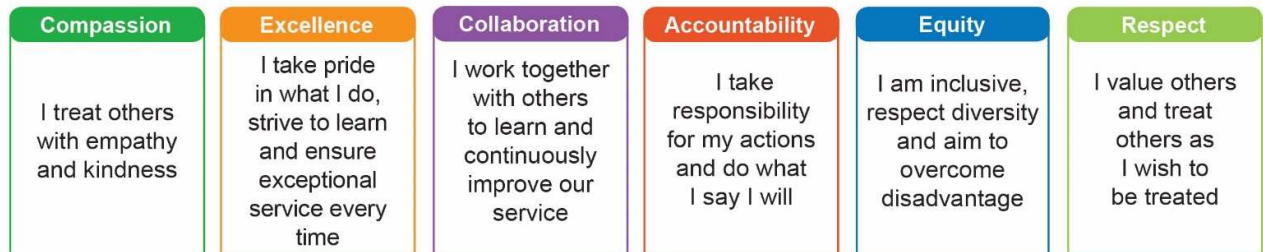
Our vision of ‘healthy kids, healthy communities’ sees that children and young people get the best start in life through health promotion, early identification and intervention and patient centred, family-focused care.

Our objectives



Our values drive us

CAHS promotes a values based workplace culture and all employees are expected to translate our values into action by providing high quality care through:



Summary of accountabilities

1. Leadership and Management

- Collaborates with the Head of Service for Paediatric Consultation Liaison Program (PCLP) and Gender Diversity Service (GDS) team to provide strategic leadership and management for the PCLP and GDS Multi-Disciplinary Team (MDT) to ensure provision of an effective integrated child and adolescent mental health service within CAMHS.
- In collaboration with the Head of service for PCLP/ GDS, is responsible for planning, developing, coordinating, implementing, supervising and evaluating service programs for the assessment and treatment of children and adolescents with mental health problems in hospital settings.
- Collaborates with the Head of Service in the identification of service priorities and develops and implements strategies to achieve required outcomes.
- As a member of the CAMHS Management Team provides advice to the Director and Head of Department regarding any issues relating to the service.
- Manages the financial, physical, technological and human resource functions within the Service.
- Maintains and monitors the budget and develops appropriate corrective strategies.
- Assists in developing policies, protocols and procedures that are consistent with best practice industry standards and ethical practice
- Allocates and monitors resources for training and development initiatives.
- Responsible for the quality improvement, consumer involvement and maintenance of required statistical data against agreed accountabilities, performance indicators, targets and outcomes.
- Liaises with senior management in other health industry agencies to review and negotiate the system of care for children and adolescents with mental health disorders.
- Responsible for performance development and management of staff, overseeing safety, quality and risk management within the PCLP / GDS team, in partnership with the Head of Service.

2. Performance, Research and Innovation

- Develops standards and policies using an evidence based approach, developing innovative methods and techniques for effective practice and change internal and external to the area of responsibility.
- Implements and maintains performance management systems which support ongoing development of staff.
- In partnership with the Head of Service leads the establishment and maintenance of a culture of patient safety within their area of specialty and contributes to the service wide initiatives.
- Analyses relevant research to determine clinical and management trends.
- Initiates and implements best practice that supports the delivery of evidence based clinical care and management in mental health.

- Researches issues of significance and maintains expert awareness of initiatives and innovations both internal and external to PCH and CAMHS.
- Serves as a resource and mentor of evidence based practice through role modelling.
- Incorporates Evidence Based Practice into patient care and leadership responsibilities.
- Participates in/supports evidence based practice projects within the acute mental health service and CAMHS.
- Contributes to the strategic and business planning process for mental health services across CAMHS.
- In partnership with the Head of Service, develops the strategic plan and operational control of financial and other resources for the Service.
- In partnership with the Head of Service, develops and monitors KPI's.
- Participates in the development, implementation, monitoring and evaluation of CAMHS policies and procedures.
- Plans and develops linkages with other agencies and stakeholders providing liaison and training coordination aimed at enhancing the capacity of tier 1 and 2 service providers to more adequately respond to mental health problems.

3. Other

- Undertake clinical duties and support clinical practice as appropriate.
- Ensures the Mental Health Act 2014 and other relevant legislation are adhered to and the Service meets the National Standards for Mental Health Services and the National Safety and Quality Health Service Standards.
- Liaises with external agencies regarding case management and intra-agency follow up plans of action.
- Promotes awareness throughout the community regarding mental health issues through provision of education programs and public seminars.
- Represents the Service on committees and other forums as required.
- Undertakes special projects and other duties as directed by the Director and Head of Department PCH CAMHS.

4. CAHS governance, integrity, safety and quality requirements

- Commits to undertake the duties of the role in accordance with the WA Health Code of Conduct, the CAHS Vision and CAHS Values of Compassion, Collaboration, Accountability, Respect, Excellence and Equity.
- Maintains a safe work environment by taking reasonable care for own health and safety and that of others.
- Ensures as far as practicable, the provision of a safe working environment in consultation with employees under their supervision.
- Undertakes duties to an agreed performance standard to support safe, high-quality health care with a focus on continual improvement, efficiency, effectiveness and sustainability.
- Directly or indirectly supports the delivery of safe patient care and the consumers' experience ensuring services are family centred.

- Contributes to continuous quality improvement activities by identifying, facilitating or participating in practices in accordance with the requirements of the National Safety and Quality Health Service (NSQHS) Standards, health service strategic direction and the WA Public Sector.
- Completes mandatory and core requirement training as relevant to the role and service.
- Performs duties in accordance with WA Public Sector, WA Health, CAHS and other specific service policies and procedures and applicable legislative obligations under *Public Sector Management Act (WA) 1994*, *Health Services Act (WA) 2016*, *Occupational Safety and Health Act (WA) 1984*, *Disability Services Act (WA) 1993* and the *Equal Opportunity Act (WA) 1984*.
- Actively contributes to the development of the health service by undertaking other duties as directed including additional tasks or projects in line with continual improvement, collaboration and sustainable health initiatives.

Work related requirements

The following criteria should be considered in the context of the CAHS Vision, Objectives and Values.

Essential selection criteria

1. Significant relevant clinical experience and competency in the delivery of mental health services (especially child and adolescent mental health services)
2. Demonstrated significant clinical knowledge and experience in the management and leadership of multi-disciplinary teams within a mental health setting, including change management.
3. Demonstrated ability and experience in managing financial, physical and human resources.
4. Highly effective interpersonal, verbal and written communication skills.
5. Well-developed conceptual, analytical and problem solving skills.
6. Demonstrated significant knowledge and application of research and best practice principles and an experience undertaking activities utilising the quality review cycle aligned with the National Safety and Quality Health Services Standards.
7. Current knowledge of legislative obligations for Equal Opportunity, Disability Services and Occupational Safety and Health, and how these impact on employment and service delivery.

Desirable selection criteria

1. Possession of, or significant progression toward the attainment of a post graduate qualification in area of specialty
2. Demonstrated computer literacy, in particular, competence with office productivity applications.

Appointment to this position is subject to the following:

- Working with Children (WWC) Check, compulsory check for people who carry out child-related work in Western Australia.
- Provision of the minimum identity proofing requirements in line with the standards set by the National Security Strategy.
- Successful criminal record screening clearance.
- Successful pre-employment integrity check.
- Successful pre-employment health assessment.

Certification

Created on
1/04/2019

Last Reviewed
20/12/2019

HSS Registered
30/12/2019

I verify that the details in this document are an accurate reflection of the requirements of the position.

Manager / Supervisor

Signature or HE Number

Date

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

Occupant Name

Signature or HE Number

Date