

POSITION DESCRIPTION

OPERATIONS MANAGER, ACCESS & REFERRAL MANAGEMENT SERVICE

PURPOSE OF POSITION

- Work collaboratively with the Psychology Services Manager in the development of the Access & Referral Management (ARM) Service delivered in partnership with HealthWISE New England North West and Central Coast Primary Care. across the Hunter, New England and Central Coast regions of NSW
- Provide overall management of the ARM Service to patients referred by General Practitioners and other allied health referrers in the Hunter, New England and Central Coast regions of NSW.
- To manage and provide support, leadership and mentoring to mental health staff engaged in the delivery of high quality, effective and efficient intake and triage services for patients referred to ARM with a broad range of primary mental health issues.
- To oversee and ensure all aspects of Clinical Governance and Risk Management are incorporated into service delivery.
- To develop positive working relationships with referral and service providers, including General Practitioners (and practice staff), and other referrers across primary and tertiary mental health sectors, including non-government organisations and the private sector.

REPORTS TO

- Psychology Services Manager

DIRECT REPORTS

- Senior Mental Health Clinicians & Mental Health Workers
- Administration Officers

SCOPE OF PRACTICE

The Operational Manager will be expected to apply clinical knowledge and theory derived from research in the area of mental health and be responsible for the triage and assessment of all patients; provide support to non-clinical staff to apply evidence informed assessment and triage; identify patients where there is risk of harm to self or others and/or those presenting with complex mental health needs and refer appropriately These practices will be used to increase assessment and triage skills in anon-clinical workforce. Such practice is undertaken within an individual's area and level of expertise and with due regard to ethical, legal, and profession-prescribed standards.

KEY RESPONSIBILITIES

SERVICE DEVELOPMENT

- Work closely with the Operations Group and the Psychology Services Manager in the development phase of the service to ensure service goals and activities are met.
- Participate in the Project Governance Group and report to this group on the progress of the service.
- Participate in the recruitment of Senior Mental Health Clinicians, Mental Health Workers and Administrative staff.
- Develop the Operations Manual to support an effective service delivery model.
- Develop internal and external communication plans, including working with the HNECCPHN Communications officer and other stakeholders to ensure effective service messaging and promotion
- Work with the Operations Group to develop an electronic regional wide service directory.
- Participate in selecting and implementing software and other related technology solutions for the service, including the provision of training and support to staff.

SERVICE MANAGEMENT

- Be responsible for the daily operational management of the service
- Be responsible for induction, training and support for all staff in the service
- Ensure the efficient and effective delivery of intake and triage services for patients referred for primary mental health services.
- Ensure assessment and triage protocols are applied that align to evidence based practice and policies, including relevant documentation from the Commonwealth Government or the Primary Health Network.
- Ensure communication pathways for GPs and other provisional referrers is responsive and addresses any barriers for GPs and other referrers in transitioning to the ARM service.
- Foster teamwork with all staff to underpin a positive leadership/mentoring culture.

SERVICE DELIVERY

- Assist the staff in the provision of effective and efficient intake and triage services to patients referred to the service.
- Provide intake and triage services for patients referred with complex presentations, including risk to self and others.
- Ensure Service Directory is maintained and updated to ensure its currency.

RISK MANAGEMENT & QUALITY IMPROVEMENT

- Be responsible for risk management in the service, including incident reporting and management.
- Participate in reviews of risk management procedures and/or policies.
- Ensure that quality improvement activities are embedded in service delivery, including feedback mechanism for referrers and referred patients, regular audits of processes and decision making and service evaluation.
- Ensure that data capture, collection and reporting requirements are met, liaising with the Senior Mental Health Project Officer as required.

INTERNAL/EXTERNAL RELATIONSHIPS

- Facilitate working relationships with other HPC business units
 - Ensure all staff are familiar with other HPC business units
 - Provide support and education to other HPC business units as it relates to the ARM Service
- Facilitate positive relationships with referrers, namely GPs (and Practice staff) as well as provisional referrers, including provision of information and education relating to referral protocols and decision making. Liaise with HNECCPHN re communication strategies and approaches to referrers, as required. Facilitate positive working relationships between ARM staff in each location; with referring organisations/services in the mental health sector,, particularly related to developing effective and appropriate referral pathways

WORK HEALTH AND SAFETY

- Take reasonable care of own health and safety and take reasonable care that own acts or omissions do not adversely affect the health and safety of other persons
- Comply so far as is reasonable, with any reasonable instruction by management and comply with HPC policies and procedures relating to health and safety
- For people with direct reports proactively address any issues that may adversely affect the health and safety of any persons at HPC.
- For identified Officers advocate, support and ensure compliance with HPC’s Work Health and Safety Program by providing positive leadership, direction, resources and support for the WHS program, and encouraging a culture of cooperation, consultation and responsibility across HPC to ensure a safe and healthy workplace. This includes acquiring and keeping up to date knowledge of WHS matters in relation to the business.

KEY COMPETENCIES

1.1 Group 3 – Managers and Team Leaders

The key competencies for Group 3 are:

Competency	Definition
INTEGRATING	Integrating and linking various data into a coherent whole, formulating alternatives and transforming this information and alternatives into a valuable and correct conclusion.
Processing Information	Gathering, decoding and processing information efficiently within the given time frame. Collecting information in a structured manner and interpreting and presenting it in a personal way. Recognising possible gaps in the information.
Organising	Translating strategy into specific, measurable objectives, drawing up transparent plans, using the right resources and taking the necessary steps to avoid or overcome possible future obstacles.

Problem Solving	Responding to and controlling unexpected situations by evaluating possible solutions based on experience and knowledge and by taking the initiative to implement the best solution.
Building Teams	Encouraging cooperation between teams and team members by taking the necessary steps to deal with internal conflicts and by consulting them on a broad basis to ensure that everyone feels valued for his/her contribution.
Coaching / Developing others	Providing positive and negative feedback to others about their performance in a constructive way, helping and guiding them in their growth.
Relating	Establishing and maintaining formal and informal relationships within and outside the organisation, with peers and across various organisational levels.
Advising	Giving targeted advice to others within or outside the organisation and establishing trusting relationships based on one's own credibility and expertise.
Achieving Objectives	Generating results by assuming responsibility for one's performance and the correctness of one's interventions, recognising opportunities and acting efficiently, at the appropriate moment and within the given deadlines.
Self-Development	Actively planning and managing one's personal growth in accordance with capabilities, personal interests and ambitions by critically assessing one's own performance and continuously acquiring new insights.

SELECTION CRITERIA

ESSENTIAL CRITERIA

- A degree in either psychology, social work, occupational therapy, or nursing; or a postgraduate degree in clinical psychology, and either
 - General registration with the Psychology Board of Australia, and for Clinical Psychologists endorsement in the practice area of Clinical Psychology or;
 - Accreditation as a Mental Health Social Worker with AASW or;
 - Endorsement by Occupational Therapy Australia (OTA) for provision of services under the Better Access to Mental Health program or;
 - Registration with Nursing and Midwifery Board of Australia, and credentialed with the Australian College of Mental Health Nurses (ACMHN)
- Demonstrated ability to provide clinical supervision, mentoring and peer support to mental health clinicians and other non-clinical staff.
 - If Psychologist/Clinical psychologist approved as a supervisor by the Psychology Board of Australia.
- Skills and experience in providing clinical assessment and intervention/therapy in a primary care setting (minimum 5 years)

- Experience in the provision of intake or triage services in a mental health service, with specific skills in the assessment and management of patients presenting with issues of risk to self or others.
- Experience in understanding the needs of GPs and other primary care providers.
- Good understanding of the mental health sector across primary and tertiary services, NGOs and private providers.
- Commitment to cultural competence and experience working with Aboriginal and Torres Strait Islander People
- Highly developed written and verbal communication skills and the ability to engage with, establish and maintain effective relationships with a diverse range of people.
- Skilled in the use of computers/clinical software including client management and data systems and Microsoft programs.

DESIRABLE CRITERIA

- Management experience in mental health program or service delivery.
- Experience in the evaluation of mental health service delivery.
- Understanding of service provision in rural/remote settings

SPECIAL CONDITIONS

If applicable include special conditions such as but not limited to:

- National Police Check
- AHPRA registration (Psychologists, Clinical Psychologists, Occupational Therapists or Mental Health Nurses)

ACCEPTANCE OF POSITION

I hereby accept the position as outlined in the above points and agree to abide by the HPC values, policies and procedures.

I understand this Position Description is designed to provide a guide to the responsibilities and activities to be undertaken in this position. This is not intended to be an exhaustive list and is not exclusive of additional responsibilities that may arise from time to time.

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Signature

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Print Name

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Date

Position Approved by: Katrina Delamothe, Mental Health Services Executive Manager, April 2019