

## POSITION DESCRIPTION

# SERVICE MANAGER, PSYCHOLOGY SERVICES

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## PURPOSE OF POSITION

- To provide service management duties which support the provision of highly effective, efficient, and quality mental health and drug & alcohol services, for community based primary care patients in the Hunter Primary Care (HPC) funded areas.
- To provide support to General Practitioners, provisional referrers and other allied health professionals/organisations to ensure that services and communication provided to health care providers are informative and responsive to their needs.
- Provide overall management of the Drug & Alcohol (D&A) Treatment program and the Psychological Services in Residential Aged Care Facilities (RACF) program
- To identify, support and implement new business development, focusing on innovation and improving service delivery.
- To ensure all aspects of Clinical Governance and Risk Management are incorporated into clinical and operational service delivery
- To provide a primary mental health care consultative role to other business units within HPC and to other mental health providers in the funded regions.
- To undertake duties related to quality management, including service monitoring, evaluation and supporting staff with organisational/service change as required.

## REPORTS TO

- Psychology Services Manager

## DIRECT REPORTS

- Clinical Managers, Psychology Services
- Clinical Staff (Psychologists/Clinical Psychologists) employed by HPC

## KEY RESPONSIBILITIES

### STRATEGY & BUSINESS DEVELOPMENT

- Ensure all service and program delivery is in alignment with HPC Strategic Objectives and Plans.
- Participate and be active in the implementation of the HPC Strategic Framework.
- Seek opportunities for new and innovative business ideas, including leading and participating in the preparation of submissions for funding of additional mental health related services.
- Support staff in change management processes in relation to program enhancement, transition, implementation and development.

## PROGRAM DELIVERY

- Ensure the provision of high quality of care to patients referred to HPC Psychology Services.
  - Ensure staff are appropriately credentialed, trained and experienced to provide clinical services at HPC.
  - Ensure the delivery of current evidence based care by supporting staff to access ongoing professional development opportunities and clinical support, including supervision and internal training opportunities to maintain currency of clinical assessment and treatment skills.
  - Monitor and respond to performance issues with staff as required.
  - Ensure staff engage in yearly activity planning and reviews.
- Ensure that internal (HPC) and external (funding bodies) Key Performance Indicators (KPIs) relating to service delivery are met.
- Ensure that services and communication to referrers and health care providers are informative and responsive to their needs.
  - Ensure that the communication to GPs and other referrers relating to the care of their patient is of a consistent high standard.
  - Seek and respond to feedback relating to the quality of patient communication with GPs and other referrers.
- Provide oversight and management of the Drug & Alcohol (D&A) Treatment program and the Psychological Services in Residential Aged Care Facilities (RACF) program
  - Be responsible for the overall management of high quality and efficient services in the D&A and RACF programs across the funded regions, including reporting to internal and external bodies.
  - Be responsible for the development of the RACF program in newly funded regions, including undertaking needs assessments, liaising with residential facilities (and other stakeholders), recruiting providers, developing referral pathways and ensuring high quality service delivery.
  - Oversee and support Clinical Managers in the D&A and RACF programs development and management.
  - Liaise with the Operations Manager in the Access & Referral Management (ARM) Service relating to the triage and referral management of clients referred to the D&A and RACF programs
  - Liaise with the Data Team as required.
  - Liaise with the Client Services Team (CST) & CST Team Leader as required.
- Provision of clinical supervision services to staff as required.

## RISK MANAGEMENT & QUALITY IMPROVEMENT

- Identify, develop, monitor and report risk management activities in Folio
- Regularly review and evaluate operational and strategic risks as it relates to Psychology Services.
- Ensure that quality improvement activities are embedded into all service delivery, focusing on patient experiences and outcomes, as well as providing feedback mechanisms for referrer experiences.
- Participate in reviews of risk management procedures and/or policies

## FINANCIAL & CONTRACT MANAGEMENT

- Assist the Psychology Services Manager in the financial management of the D&A and RACF programs including budgeting, financial reporting and ensuring optimal operational benchmarks are achieved for expenditure and service delivery.
- Meet with HPC financial team members as required.
- Provision of activity and evaluation reports as required under contractual arrangements with external funding bodies.
- Assist the Psychology Services Manager in developing, implementing, evaluating and monitoring risk for sub-contracting arrangements with external providers in the delivery of services under the D&A and RACF programs.

## GOVERNANCE

- Assist the Psychology Services Manager in reporting against the CG Framework on a six-monthly basis to the Clinical Governance sub-committee (CGC) of the HPC Board.
- Participate in monthly Senior Managers' meetings and other required service planning meetings as required.

## INTERNAL/EXTERNAL RELATIONSHIPS

- Facilitate working relationships with other HPC business units
  - Ensure all staff are familiar with other HPC business units
  - Foster opportunities for collaborative working relationships with other HPC services, including the provision of shared care with patients accessing the services provided at HPC
  - Provide support and education to other HPC business units as required.
- Facilitate positive working relationships between HPC staff and external mental health services and organisations, including Mental Health Services, Drug & Alcohol Services, NGO organisations, and the private mental health sector.
  - Liaise with external service providers as required.
  - Seek opportunities to engage external organisations in collaborative projects, service development and improving services.
- Facilitate positive working relationships between HPC staff and the University of Newcastle
  - Support HPC Clinical Supervisors in the provision of placements and training for postgraduate students from the University of Newcastle.
  - Encourage suitably experienced staff to become AHPRA approved Clinical Supervisors.
  - Liaise with the Psychology Department, specifically the Placement Co-ordinator in relation to planning and evaluating student clinical placements at HPC.
  - Participate in any planning days for Clinical Supervisors run by the University of Newcastle.
  - Seek and develop opportunities for HPC to collaborate with research projects/grants with the University of Newcastle.

## 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 reasonably able, 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

The key competencies for Group 2 are:

<b>Competency</b>	<b>Definition</b>
Business Understanding	Determining and understanding strategy parameters with the aim of optimising processes throughout the organisation. Looking at things from a broad perspective, across departments, and keeping up-to-date with changes in the market to stay ahead of competitors.
Conceptualising	Developing abstract concepts by thinking globally about values, systems and processes and translating these concepts into specific advice and original, workable solutions. Conceptualising entails thinking, ' <i>outside the square</i> '.
Managing Business	Developing and setting up the company's or the department's processes and structure. Introducing and supervising the changes required by the situation, and controlling and managing budgets.
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.
Directing Teams	Guiding (multi-disciplinary) teams in the direction of the company goals by co-ordinating group activities, and by correctly and objectively assessing and using people's competencies.
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.
Influencing	Reaching goals by making a good impression, getting others to accept ideas by using convincing arguments, creating win-win situations and responding efficiently to one's discussion partners or audience.
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

- General registration as a Psychologist with the Psychology Board of Australia, and hold endorsement with the Psychology Board of Australia in either the practice area of clinical psychology or health psychology.
- Post graduate degree in Clinical and/or Health Psychology from a University accredited by the Australian Psychology Accreditation Council (APAC).
- Psychology Board approved Supervisor, with experience in the provision of supervision with postgraduate psychology students.
- 5-10 years' experience as a provider of a broad range of clinical psychology services in primary mental health care since endorsement as a Clinical Psychologist or Health Psychologist.
- Demonstrated ability to provide clinical supervision, mentoring and peer support to psychologists and other clinical staff.
- Demonstrated experience in evaluating mental health programs or services.
- Demonstrated ability to liaise and work with a range of mental health providers and organisations across the government and non-government sectors.
- Skilled in the use of computers/clinical software
- Understanding of current evidence based principles relating to mental health interventions

### DESIRABLE CRITERIA

- Management experience in delivering mental health services.
- Experience in the provision of clinical services to people experiencing substance misuse problems and mental health problems, as well as older people experiencing primary mental health problems.
- Experience in developing and implementing innovative mental health services.

### SPECIAL CONDITIONS

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

- National Police Check
- Registration with the Psychology Board of Australia

### 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.

.....  
Signature

.....  
Print Name

.....  
Date

Position Approved by: Name/Position/Date

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