

POSITION DESCRIPTION

Position Title	Program Manager Mental Health		
Program Division	Healthy Communities		
Team Area	Mental Health		
Position number	VAC0535		
Classification Grade & Level	Admin Officer, Grade 5		
Enterprise Agreement or Award applicable	Victorian Stand-Alone Community Health Centres (Health and Allied Services, Managers and Administrative Officers) Multiple Enterprise Agreement 2011-2015		
Employment details	<input checked="" type="checkbox"/> Full-time 1.0 FTE	<input type="checkbox"/> Part-time FTE _____ [e.g. 0.4]	<input type="checkbox"/> Casual
	AND		
	<input checked="" type="checkbox"/> Permanent on-going	<input type="checkbox"/> Fixed Term	
		Fixed term reason: <input type="checkbox"/> Parental Leave Replacement <input type="checkbox"/> Specific Project or Purpose	
Position reports to	General Manager, Healthy Communities		
Ordinary location(s)	South Melbourne and Bentleigh		
Closing Date	Tuesday 29 th January 2019 @ 9am		
Recruitment contact	Email: recruit@starhealth.org.au		

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/](http://www.starhealth.org.au)

Star Health offers a comprehensive and industry leading suite of Employee Benefits

See <https://www.starhealth.org.au/careers/employee-benefits/> for information.

Purpose of Position

The Program Manager, Mental Health is accountable for the leadership and operational oversight of the program and contributes to the strategic development and leadership of Mental Health services and the broader Healthy Communities Area.

Currently leading 4 Coordinators and managing multiple services, the Program Manager will be seeking to innovate and develop a sustainable and quality mental health service which continues to meet consumer need in the primary health and rehabilitation contexts, given the changing mental health service landscape. This role will lead the ongoing transition from former Mental Health Community Support Services to a newly designed suite of community mental health services including a variety of funding sources and Program types.

The incumbent will contribute to the organisation's strategic goals and direction and ensure the strategic and operational quality and change management activities are integrated and aligned with the goals of Star Health. In particular, each Program Manager has individual and collective responsibility to actively engage in building a strong, effective and resilient organisational culture. The position is directly accountable to the General Manager of Healthy Communities.

The emphasis of this role will be on development, transition, integration and design whilst providing seamless service delivery. The implementation of NDIS and Primary Health Network funding will be a key driver for this portfolio. A further emphasis will be placed on fostering collaborative working relationships with other key service providers and planning bodies in the region along with DHHS staff.

Key Responsibilities

- Professional support – providing consistent and frequent professional support, supervision and line management to all direct reports and ensure this culture is embedded throughout the program area
- Report writing and submissions – responsibility in conjunction with General Manager with support from Coordinators for reporting and grant submissions and tenders, reviews, evaluations, service delivery procedures and work instructions
- Quality improvement – managing accreditation and quality improvement processes
- Leadership – leading the Program to succeed in a changing environment, to foster a positive team culture and support coordinators to develop their leadership
- Other responsibilities include:
 - ❖ Participation in senior management forums
 - ❖ Strategic development to ensure Star Health remains a lead quality provider of mental health services
 - ❖ Provide high level clinical practice leadership and innovation, and performance management of Coordinators
 - ❖ Full oversight and management of budgets, financial systems and resources
 - ❖ Program reporting
 - ❖ Site management
 - ❖ Program recruitment in conjunction with Coordinators
 - ❖ Public representation
 - ❖ Overseeing client relations and records
 - ❖ Broad oversight of case review processes and practice reviews
 - ❖ Management and facilitation of organisation wide committees and working groups
 - ❖ Networking, liaising and collaborating with a broad range of organisations, peak bodies, funding bodies and government departments

Key Capabilities

- Shapes strategic thinking by harnessing information and opportunities to inspire a sense of purpose and direction
- Exemplifies personal drive and integrity – Able to demonstrate resilience and demonstrates self-awareness and a commitment to personal development

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Review by: GM HC

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- Influence and negotiation – Able to utilise skills to effectively build rapport with staff, clients and external partnerships with a focus on stakeholder management
- Conflict resolution knowledge and ability to assess conflict confidently and apply sound judgement within organisational policies

Qualifications	
Essential	Degree in relevant clinical or management related area or equivalent experience
Preferred	Post graduate qualifications
Professional Membership(s)	Relevant professional membership
Experience [Industry sector, field of practice]	
Essential	Extensive leadership experience
Preferred	Leadership in a health or human services field

Key selection criteria – Essential	
Knowledge and skills	<ul style="list-style-type: none"> • Demonstrated ability to innovate and work effectively in a rapidly changing environment • Well demonstrated leadership skills including the ability to lead and manage a program and the capacity to plan work, motivate staff and monitor performance within the requirements of the transitioning mental health sector • High levels of emotional intelligence and the ability to effectively lead, engage and work with multidisciplinary teams, clients and other stakeholders • An understanding of contemporary management theories and an ability to apply them • Proven capacity to build and maintain effective relationships with senior representatives in government and external agencies • The ability to collaborate effectively with colleagues and work as part of a professional team demonstrating a commitment to the delivery of high quality services to hard to reach and/or marginalised client groups • Ability to ensure compliance with funding, target, quality and other reporting requirements • Excellent understanding of the social model of health and key determinants of health • Ability to initiate and organise responses to government policy direction and departmental requirements and to develop high quality submissions
Protecting babies, children and young people from child abuse and neglect is integral to the work at STAR	
Protecting Children Policy Information	<ul style="list-style-type: none"> • 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.
Organisational Responsibilities	
Personal qualities	<ul style="list-style-type: none"> • Resilience - Demonstrates perseverance in achieving objectives and copes effectively with setbacks and problems. • Initiative & Accountability - Takes responsibility for actions and proactively implements work plan and addresses issues.

	<ul style="list-style-type: none"> • Empathy and Cultural Awareness - 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. • Continuous Quality Improvement - Identify continuous quality improvement opportunities and act upon when/where relevant
Other Licence(s)	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 you will be required to work at different locations in the greater metropolitan area of Melbourne. Work and personal use of a motor vehicle is available for an annual fee of \$4700 with this position.
- 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

Person who completed and authorises this Position Description	Position Title:	General Manager, Healthy Communities
	Program / Division:	Healthy Communities

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