

**POSITION DESCRIPTION – Manager Mental Health Services****Part 1 – Expectations for Your Role**

Position	Manager – Mental Health Services
Service / Program	MHAOD
Industrial Instrument	The EACH Health Professionals Enterprise Agreement
Instrument Classification	Support Services Level 6
Reports to	Program Stream Manager – Adult Mental Health and AOD Support Services
Effective Date	February 2026

Key Deliverables

Leadership

- Successful leadership exhibited by a motivated, empowered, and positive team (reflective of the organisation's overarching culture) engaged to achieve quality outcomes
- Satisfaction of staff displayed through high morale, staff satisfaction surveys, competency levels, teamwork, and achievement
- Improved interdisciplinary teamwork and collaboration across all services operating within specified catchment area
- Integrated service experience for customers is achieved.

Employee matters and recruitment

- Manage HR practices according to the mandated policy and procedures, in collaboration with the People & Culture Business Partner
- Low turnover rates with vacancies quickly filled within budgeted competency to achieve delivery standards

Geographical Sustainability and Market Growth

- Establishment of planned service delivery and increased diversification of services in growth and expansion areas for EACH
- Successful geographical expansion and market growth as outlined by the development plan developed in collaboration with the design and development team.
 - Plan is achieved in line with strategic business objectives
- Customer satisfaction in service delivery and growth of business within catchment areas
- Development of additional business partnerships to achieve outcomes.

Service Delivery

- Achievement of operational excellence through effective management of day-to-day service delivery
- Successful implementation of evidence-based delivery models (within specified area), as designed by relevant Service Design leader(s)



- Satisfaction of customers of quality of service received.
- Collaboration with other areas to ensure consistency of practice
- Maintain knowledge of, and integrate into practice the relevant Laws, Acts, Regulations, policies and work practices that apply to the management of community services and the provision of Primary and Public Health

Effective Operations

- Performance of day-to-day operational service delivery in all catchment areas, whilst also focusing on existing business growth
- Contractual obligations met defined by service delivery, service stream specification and client needs.
- Achievement of contract targets within service specifications for quality, as defined by the Service Design leader(s)
- Working in collaboration with Service Design and Business Development, fosters a culture of continuous improvement and innovation

Operational Budget Management

- Effective management of operational budget, taking action to proactively mitigate financial risk and ensure financial targets are met.
- Achievement of the target/development plan (including delivery costs, overheads, discretionary expenditure)

Risk Management and Mitigation

- Understanding and implementation of Risk Management framework to ensure satisfactory achievement of the Risk Audit Plan
- Evaluation of potential risks and identification and resolution of existing risks.
- Satisfaction of the Leadership Team with the way risks have been handled and mitigated; they have an appropriate level of awareness of relevant risks and are comfortable with the way risks have been resolved
- Collaboration with the Quality Team to ensure compliance with the risk framework is met
- Implementation of strong and systematic clinical governance to ensure robust quality improvement processes
- Demonstrating a sound understanding of the primary and public health policy and reform environment
- Responds to family violence risk in line with their role and responsibilities and in accordance with the Multi-Agency Risk Assessment and Management (MARAM) Framework and related Frameworks.

Site Liaison

- Manage day-to-day site administration, reception processes, and visitor compliance
- Coordinate workplace inspections, emergency drills, and health & safety consultation
- Oversee building access, keys/fobs, and contractor access in liaison with Facilities
- Support accreditation activities, audits, and site readiness
- Coordinate site inductions and orientations for staff, contractors, and visitors
- Manage site maintenance, cleaning, signage, and IT issues via fmXpert and relevant teams
- Support emergency management, first aid, wardens, and natural hazard preparedness
- Assist with site projects, relocations, refurbishments, purchasing, fleet and room hire processes

Skills

- Strong Clinical skills and knowledge of Mental Health and Social Model of Health



- Ability to provide operational and professional leadership.
- Ability to collaborate effectively with clients, families, colleagues, stakeholders and other service providers.
- Preferred Experience in Leadership and Management of Mental Health, Family violence and/or AOD services.
- Successfully completes all mandatory training in a timely manner, to support the delivery of high quality, safe and effective service delivery.

Experience and Knowledge

- Demonstrated experience providing leadership to a team of staff delivering Mental Health psychosocial supports.
- Extensive experience in community mental health services and in partnership with clinical mental health services.
- Working knowledge of the relevant legislation, related policy and awareness of current trends in mental health service deliver.
- Demonstrated understanding of mental health services and interventions for responding to clients with complexity of needs and at risk.
- Demonstrated skills in efficient fiscal management in a community setting.
- Strong written and verbal communication skills.
- Ability to establish targets for program areas and encourages strong results; and supports the development of new programs.
- Competencies in dual diagnosis.
- Competencies in providing professional supervision.
- Competencies in Community Program Management.
- Competencies in managing consortiums.

Qualification/Registrations/Licences

- Degree qualification in Health-related field
- Five or more years of leadership experience in a Mental Health program in a Community setting

Physical Requirements

- **Office Environment:** Ability to sit for extended periods and use office equipment.
- **Data Entry:** Capability to type and handle administrative tasks.
- **Office Mobility:** Ability to move around the office and attend meetings.
- **Light Lifting:** Ability to lift and carry up to 5 kg (e.g., laptops or office supplies).
- **Visual & Auditory:** Ability to read documents and communicate effectively in person and via phone/video.
- **Travel:** Ability to travel locally

Why we include physical requirements in our Position Descriptions

We list the physical requirements of a role to ensure transparency and to support equitable access to employment. This information helps candidates understand the nature of the role and identify any workplace adjustments or supports they may need to thrive in it. Our aim is to create an inclusive environment where everyone can perform their role safely and effectively, with the right accommodations in place.



If you have specific access needs or would benefit from adjustments to the recruitment process or the role itself, we warmly encourage you to let us know. We're committed to working with you to find solutions that support your success.



POSITION DESCRIPTION - Leader (Direct Reports)

Part 2 – Expectations for Our Team

At Each, we are committed to improving lives and strengthening communities through a range of health, disability, housing, counselling, and mental health services. With a dedicated team of over 1,500 employees and 250 volunteers, we aim to create a positive impact, empowering individuals to live healthier, happier lives.

Our vision is for everyone to live well, and we strive for a healthier, more equitable future through innovation, advocacy, and community engagement.

We care. We listen. We learn. We deliver. Altogether better care.

Leader Expectations

This leadership role is key to the team, working with the Directorate, Executive Team, and stakeholders to achieve Each's vision and strategic objectives. The position focuses on collaboration across Directorates to address future business needs and ensure their area supports broader operations. Leaders are responsible for meeting KPIs, financial sustainability, and effective operations aligned with Each's values. Leaders are expected to demonstrate strong leadership, model Each's values, and foster an inclusive, safe, and engaging culture.

Leader Responsibilities

An Each Leader is responsible for:

- Delivering the strategic Plan and supporting financial sustainability.
- Building high-performing, adaptable teams that model Each's values.
- Promoting continuous improvement, learning, and staff wellbeing.
- Ensuring a safe, inclusive workplace and effective operations.
- Managing risks and fostering innovation, collaboration, and strategic thinking.
- Aligning systems and processes with Each's goals and ensuring compliance with policies and regulations.
- Demonstrating leadership standards and acting as an ambassador of Each.

Quality

Employees must engage in continuous improvement, comply with legislation and accreditation standards, and maintain the necessary skills and knowledge for their role.

Safety & Wellbeing

All Each employees are responsible for their own health and safety, as well as that of others, in line with OH&S legislation and Each's policies.

Child Safe Commitment

Each is dedicated to creating a child-safe environment, with zero tolerance for child abuse. Everyone is responsible for protecting and reporting any suspected child abuse, ensuring the safety and well-being of children involved with Each.

Inclusion and Diversity Commitment

Each is dedicated to an inclusive and diverse workplace where everyone is valued and respected. All staff are expected to promote inclusivity, embrace diversity, and foster a collaborative environment, ensuring a safe and supportive workplace for all.

Key Selection Criteria

Skills & Behaviours

- Strong leadership aligned with Each's values and behavioural standards.
- Proven ability to attract, develop, and retain a diverse, high-performing workforce.



- Commitment to fostering a safe, inclusive culture prioritizing wellbeing.
- Success in building teams, driving collaboration, and achieving strategic goals.
- Confident in engaging and briefing stakeholders.

Desirable Experience, Knowledge, and Qualifications

- Leadership experience in a relevant field.
- Tertiary qualifications in a relevant discipline.
- Collaborative experience within a leadership team.
- Understanding of the Not-For-Profit sector and Health services.

Mandatory Competencies/Licences

- Criminal History Check and Employee Working with Children Check (as required).
- National Worker Screening Check (if required for the role).
- Entitlement to work in Australia

Expected Behaviours for all Each Staff

- Act in accordance with Each's Code of Conduct, policies, and service principles.
- Respond to family violence risk in line with the MARAM Framework.
- Promote a safety-first culture and adhere to health and safety policies.
- Ensure Each Great Care is put through its PACES (Person-Centered, Accessible, Connected, Effective and Safe).
- Support a zero-tolerance stance on abuse, neglect, and discrimination.
- Foster an inclusive, collaborative work environment, prioritizing customer needs.
- Contribute to teamwork, innovation, and continuous improvement.
- Engage in continuous learning and complete all mandatory training on time.