



POSITION DESCRIPTION – General Manager	
Part 1 – Expectations for Your Role	
Position	General Manager
Service / Program	Mental Health Alcohol and Other Drugs
Industrial Instrument	Each Enterprise Agreement 2024
Instrument Classification	Level 7
Reports to	Program Director Mental Health and Alcohol and Other Drugs
Effective Date	August 2025

Key Deliverables

- **Lead and maintain the primary partnership with Country to Coast (CCQ) QLD (PHN) and CCQ consortium partners** as the business-critical collaborator, ensuring alignment of objectives, transparent communication, and delivery of high-quality joint initiatives.
- Manage the **secondary partnership with QLD Health**, ensuring operational alignment, mutual understanding, and effective service integration.
- Provide **transformational leadership** to implement a new way of working across CCQ, driving innovation, collaboration, and measurable improvement in service outcomes.
- Oversee the delivery of high-quality, evidence-based services across the Mental Health, Alcohol and Other Drugs (AoD), and Psychosocial Support sectors in Queensland.
- Act as a key representative of Each in regional, state, and national forums, advocating for the needs of communities within the CCQ region.
- Foster an environment of trust, collaboration, and accountability across consortium partners, stakeholders, and government agencies.
- Ensure services meet and exceed contractual and funding requirements while maintaining a strong focus on community impact.
- Lead and manage teams to step **up, down, and sideways** as needed to meet operational and strategic needs.
- Monitor and report on performance, outcomes, and stakeholder satisfaction, using data and feedback to drive continuous improvement.
- Work closely with the Executive Leadership Team to influence service design, resource allocation, and long-term strategy in the CCQ region.

Skills

- **Strategic partnership leadership** with the ability to influence at senior executive and board levels.
- Demonstrated ability to lead transformational change within complex, multi-stakeholder environments.
- Strong negotiation, diplomacy, and stakeholder engagement skills.
- High-level strategic thinking, planning, and execution skills.
- Exceptional interpersonal, written, and verbal communication skills.
- Ability to quickly adapt to evolving priorities and maintain focus on outcomes.
- Strong capability to unify diverse stakeholders around a shared vision and operating model.



## Experience and Knowledge

- Proven track record in leading partnerships with **Primary Health Networks** or comparable large-scale commissioning organisations.
- Demonstrated experience in mental health, AoD, psychosocial, or community health sectors.
- Strong understanding of **both acute and community care service delivery**, including integration and service navigation.
- Experience in managing large, complex programs with multiple funding streams and stakeholders.
- Proven ability to lead multidisciplinary teams through periods of significant organisational change.
- Understanding of policy, commissioning frameworks, and regulatory environments relevant to mental health and community health services.
- Knowledge of regional health priorities, challenges, and opportunities in Queensland.

## Qualification/Registrations/Licences

- Tertiary qualifications in health, mental health, social sciences, or a related field.
- Clinical background strongly preferred, with registration in a relevant professional body (e.g., AHPRA, ACA, AASW).
- Demonstrated **commitment to maintaining credentialing** requirements for ongoing eligibility to perform the role, including timely renewal of registrations, certifications, and relevant checks.
- Current, unrestricted driver's licence.

## Physical Requirements

- Comfortable working at a desk and computer for extended periods.
- Capacity to travel regionally across CCQ territory, including remote locations.
- Able to move materials or documentation (up to 5 kg) when needed.
- Resilience to manage complex workloads and varied environments, from clinical to executive settings.

**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.