



POSITION DESCRIPTION – Clinical Services Manager	
Part 1 – Expectations for Your Role	
Position	Clinical Services Manager
Service / Program	Better Connect
Industrial Instrument	Each Enterprise Agreement 2024
Instrument Classification	Level 6
Reports to	General Manager – Better Connect
Effective Date	January 2026

Role overview

The Clinical Services Manager (CSM) provides consortium-level clinical leadership and governance oversight across the Better Connect partnership. The role focuses on clinical quality, consistency of practice, and ethical governance.

Working collaboratively with partner organisations, program managers, and clinical leaders, the CSM supports the delivery of safe, recovery-oriented, trauma-informed, and evidence-based MHAODSP services, while respecting the operational autonomy of consortium partners.

The CSM holds line management accountability only for roles employed by the hiring organisation; partner organisations retain responsibility for day-to-day service delivery, HR, rostering, and contractual performance.

Key Deliverables

1. Clinical Governance & Oversight

- Provide clinical leadership across the Better Connect consortium to support consistent, person-centred, evidence-based practice.
- Support implementation and maintenance of agreed clinical governance frameworks, policies, and standards across partner services.
- Provide expert clinical advice on practice standards, ethical issues, and risk management, without assuming operational control.
- Promote continuous improvement, embedding recovery-oriented and trauma-informed approaches.
- Support partners to identify and address systemic clinical risks through shared learning and quality improvement initiatives.

2. Leadership & Supervision

- Provide professional leadership and support to Clinical Supervisors across the consortium.
- Facilitate communities of practice, reflective forums, and shared learning opportunities.
- Support supervisors and leaders to strengthen clinical capability, reflective practice, and workforce wellbeing.
- Contribute to the development of leadership capability within partner organisations.

3. Workforce Development

- Lead the design and coordination of the Better Connect workforce development approach, aligned with MHAODSP priorities.
- Identify cross-consortium training needs and coordinate professional development initiatives.



- Support workforce sustainability through guidance on capability development, supervision models, and succession planning.
- Promote culturally responsive and inclusive practice, including culturally safe approaches for First Nations peoples.

4. Collaboration & Stakeholder Engagement

- Work collaboratively with program managers, team leaders, and partner organisations to strengthen integration and consistency across services.
- Represent Better Connect in relevant sector forums, partnerships, and workforce networks.
- Support co-design approaches that incorporate lived experience and community perspectives.
- Foster strong relationships that support shared accountability and collective impact across the consortium.

5. Governance & Compliance

- Provide clinical input into consortium-level planning, policy development, and service design.
- Advise the General Manager and consortium leadership on emerging practice trends, workforce issues, and sector risks.
- Support innovation and service improvement initiatives where they align with consortium priorities.
- Contribute to evaluation and learning activities to inform future service development.

6. Key Relationships

- **Internal:** Consortium Director/Executive Lead, Program Managers, Team Leaders, Clinical Supervisors, frontline staff.
- **External:** Partner organisations, regulatory bodies, professional networks, training providers, community stakeholders.

Skills

- Strong clinical leadership and advisory capability within mental health and/or AOD settings.
- Demonstrated experience in clinical governance, quality improvement, and ethical practice.
- Demonstrated experience providing clinical supervision and managing clinical supervisors, including oversight of supervision quality, performance support, and alignment with mental-health practice standards.
- Excellent collaboration, facilitation, and stakeholder engagement skills.
- Ability to influence practice and culture without direct line management authority over partner services.
- Strong communication skills and systems-thinking capability.
- Commitment to inclusive, recovery-oriented, and trauma-informed practice.

Experience and Knowledge

- Extensive experience in clinical service delivery and governance within mental health and/or AOD sectors.
- Proven ability to support or oversee practice quality across multiple programs or service sites, ensuring consistency, compliance, and continuous improvement.
- Strong understanding of MHAODSP frameworks, legislation, and sector standards, with the ability to translate policy into practical, high-quality service delivery.
- Experience working in partnership, consortium, or multi-agency environments (highly desirable), including navigating shared governance structures, fostering collaboration, and promoting alignment across independent providers.
- Demonstrated skills in clinical leadership, mentoring, and workforce capability development, including supervision quality and sustainable staffing models.
- Familiarity with stepped care models, integrated care approaches, and cross-sector collaboration, advising and influencing partners while respecting operational autonomy.



Qualification/Registrations/Licences

- Tertiary qualification in Social Work, Occupational Therapy, Mental Health Nursing, or a related discipline
- Postgraduate qualification in mental health , OR demonstrated equivalent specialist mental health training and experience.
- Recognised mental-health-specific credential (e.g., credentialed mental health nurse, AMHSW, or equivalent).

Desirable Qualifications

- Postgraduate qualifications in leadership, management, or clinical governance

Physical Requirements

- **Office Environment:** Sit for extended periods and use office equipment.
- **Data Entry:** Handle administrative tasks.
- **Office Mobility:** Move around the office and attend meetings.
- **Light Lifting:** Lift and carry up to 5 kg (e.g., laptops or office supplies).
- **Visual & Auditory:** Read documents and communicate effectively in person and via phone/video.
- **Travel:** Travel to Each locations.

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.