



POSITION DESCRIPTION	
Part 1 - Expectations	Leadership - Direct reports
Attachments	Addendum A *Outlines the specifics of the allocated Directorate/Portfolio

About EACH

EACH provides an integrated range of health, disability, housing, counselling, and community mental health services across Australia. We offer a wide range of supports to assist members of our community to lead happier, healthier lives. Our staff are a collective workforce of over 1,700 paid employees and over 250 volunteers.

More information is available at: <http://www.each.com.au>

Our vision	Everyone has the power to live well.
Our purpose	Health and support services that improve lives and strengthen communities.
Our values and behaviours	<p>We care.</p> <p>We welcome you with empathy and hope.</p> <p>We believe making change is possible for everyone.</p> <p>We listen.</p> <p>We take time to understand you, your experiences, and your culture.</p> <p>We work with you and the people important to you, to build the right supports.</p> <p>We learn.</p> <p>We evaluate our actions and always seek to improve.</p> <p>We deliver.</p> <p>We have a 'can do' attitude and find ways to say 'yes'.</p> <p>We do what we say we're going to do.</p>



Leadership Expectations

This Leadership position is an integral member of the Leadership team who works with their Directorate, the EACH Executive Team and other key stakeholders to deliver the Vision and Strategic objectives of EACH.

A key focus of these positions is to work collaboratively with other Directorates to collectively understand the future developing needs of the business and ensure their Directorate can effectively support the broader business functions and operations. They are responsible for ensuring their area of responsibility is meeting KPI's, is financially sustainable and is operating effectively, in line with EACH's values.

It is expected that all leaders consistently demonstrate strong leadership capability, model EACH's values and behaviours and ensures EACH's culture is inclusive, safe, and engaging.

Leadership Responsibilities

An EACH Leader is responsible for:

- Delivery of the EACH Strategic Plan - relevant to EACH and their allocated area of responsibility.
- Contributing to EACH's financial sustainability plan and decisions.
- Creating high performing teams that are flexible, adaptable, collaborative, capable, and consistently demonstrates EACH's leadership performance and behavioural standards and values. They also ensure these expectations flow through their teams and leaders within their team are also modelling these behaviours.
- Modelling and supporting continuous improvement, learning and development.
- Promoting staff health, safety and wellbeing within the Directorate to ensure high standards of health, safety, and wellbeing of all employees.
- Maintaining and contributing to a safe and inclusive organisation where our people are proud to work, feel safe and empowered.
- Ensuring sound operations through effective leadership and management.
- Working within a framework of effective and sensible controls to ensure key risks are assessed and managed.
- Fostering a climate of innovation, strategic thinking, collaboration and continuous improvement
- Fostering a sense of common purpose and connecting people to the organisation and its vision.
- Ensuring systems and processes relevant to their area support the broader EACH business and key stakeholders.
- Ensuring compliance across the Directorate with regards to legislations, mandatory compliance, funding requirements and EACH's policies.
- Demonstrating behaviours at all times that align to EACH's leadership standards and recognises that you are an ambassador of EACH.



Quality:

EACH staff are required to participate in continuous monitoring and improvement and comply with legislation, professional standards and accreditation standards and any other governing laws that apply from time to time.

EACH staff must have and maintain the appropriate skills and knowledge required to fulfil their role and responsibilities. In addition, they must practice within the specifications of this position description, and where applicable within the agreed scope of practice.

Safety & Wellbeing:

EACH is committed to providing and maintaining a working environment for all staff that is safe and minimises risk to health. All staff are to take care of their own health and safety and the health and safety of any other person who may be affected by their acts or omissions at the workplace.

As a leader you understand your responsibilities and accountabilities to yourself and others in accordance with OH&S legislation across the various jurisdictions and EACH's policies.

EACH Child Safe Commitment Statement:

EACH is committed to promoting and protecting the best interests of children and supporting a child safe culture. EACH has zero tolerance for child abuse. Everyone working at EACH is responsible for the care and protection of children and reporting information about suspected child abuse.

All children who come to EACH have a right to feel and be safe. EACH is committed to the safety and well-being of all children whether they are direct service recipients or indirectly linked to our services such as children of customers. The welfare of children and young people is our first priority. We create a child safe and child friendly environment where all children are valued and heard, are safe and protected."

Key Selection Criteria

Skills and Behaviours

- Acts in accordance with EACH's Behavioural and Performance Standards.
- Strong leadership capability that aligns to EACH's value and behaviours including a demonstrated track record in modelling and reinforcing organisational values and behaviours.



- Demonstrated ability to attract, retain and develop a diverse, inclusive, and high performing workforce where people feel a sense of belonging, empowerment and connection to their role.
- Demonstrated ability to drive a safe and inclusive culture ensuring that social, psychological, cultural, and physical safety and wellbeing is a priority.
- Demonstrated success in bringing people and teams together to encourage connections, collaborations, and partnerships.
- Demonstrated ability to deliver on and take responsibility for strategic objectives and measure progress and impact.
- Confidence engaging and briefing relevant stakeholders as required.

Desirable Experience, Knowledge, and Qualifications

- Demonstrated experience at a Leadership Level in related area of expertise.
- Tertiary qualifications in a relevant discipline.
- Demonstrated ability in working collaboratively as part of a leadership Team and in demonstrating strong leadership behaviours.
- Appreciation and understanding of the Not-For-Profit sector and Health services would be well-regarded.

Mandatory Competencies and/or Licences

- Completion of an acceptable Criminal History Check and Employee Working with Children Check (or State equivalent) prior to commencement of employment and as required by legislation and policy during employment, as well as a duty to disclose relevant information that may arise after employment has commenced.
- A cleared National Worker Screening Check prior to commencement of employment (if required for the role – not applicable to all leadership roles)

Expected behaviours for all EACH Staff

- Acts in accordance with EACH's Code of Conduct, policies and procedures and is demonstrably committed to EACH's vision, mission, values, and service principles.
- 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.
- Promotes a 'safety first' culture and acts in accordance with EACH Health, Safety and Wellbeing Policy and management system.
- Ensures EACH Great Care is put through its PACES (Person-Centred, Accessible, Connected, Effective and Safe).
- Promotes and supports a zero-tolerance culture that recognises all people have the right to live their lives free from abuse, neglect, violence, discrimination and exploitation and acts upon EACH's commitment to recognise, raise and respond to any deviation from a person's human rights.
- Fosters and promotes an inclusive and collaborative work environment where all employees, volunteers and customers feel welcomed, respected, valued and enabled and proud to fully participate, irrespective of their individual differences in

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background, experience and perspectives. Demonstrates a customer focus by prioritising the needs and outcomes of internal and external customers.

- Demonstrates teamwork and collaboration and positively contributes to group activities.
- Contributes to innovation and continuous improvement and openly shares information and knowledge to enable optimal outcomes for customers.
- Be curious, reflective, and open to continuous learning and new ways of working.
- Successfully completes all mandatory training in a timely manner, to support the delivery of high quality, safe and effective service delivery.

Part 2 - Addendum – headspace Services Manager

This document explains the work of the headspace Services Manager located on Hobart's eastern shore and the outputs they will need to deliver

Position:	headspace Services Manager
Directorate / Service / Program:	Mental Health and Alcohol and Other Drugs
Industrial Instrument Name:	Dependent upon candidate discipline
Instrument Classification:	As above
Reports to:	Program Stream Manager, Youth Mental Health and Support Services
Effective Date:	May 2024

About the headspace service

headspace is funded by the Australian Government through Primary Health Tasmania (Tasmania PHN) under the Promoting Better Mental Health – Youth Mental Health Initiative.

headspace provides service to young people aged 12-25 years old, and their family/carer network that is youth & family friendly and operates in line with the vision and values of headspace National & EACH.

The objectives of headspace are to improve access for young people to mental health and related services, and to ensure better coordination between such services, by:

- providing holistic services through headspace sites; increasing the community's capacity to identify young people with mental ill-health and related problems as early as possible;
- encouraging help-seeking by young people and their carers;
- providing evidence-based, high-quality services delivered by well-trained professionals; and providing a mechanism for service coordination and integration within communities and at a federal and state/territory government level.

Position summary

The headspace Services Manager will oversee the operational and clinical governance of the headspace centre, and ensure compliance with the headspace model integrity framework (hMIF), and within funding specifications relevant to the service.

The Services Manager will operationally and clinically lead the headspace centres multi-disciplinary/service team and is responsible for supporting the senior leadership group of the headspace service. The Services Manager will oversee strategic planning, operational

accountability including quality and reporting, and further develop functional systems and relationships internal and external to the service.

The Services Manager will actively engage local stakeholders and consortium members to enhance contributions provided at the headspace service and into the local community. This role requires a thorough knowledge of the mental health system of care across clinical and community sectors - including primary, secondary and tertiary mental health tiers of service.

Key Deliverables

- Support the development of a culture of continuous improvement and learning within the service.
- Ensure compliance with the headspace model integrity framework (hMIF), and with additional accreditations.
- Provide practical and strategic guidance pertaining to the delivery of services within the headspace services.
- Provide support as appropriate to staff of the headspace service, and in conjunction with the Clinical lead and leadership group, monitor the quality of work undertaken from the centres.
- Provide day to day support, guidance and supervision to staff.
- Ensure recruitment of staff is in line with EACH recruitment and selection policies.
- Provide leadership, advice, and decision-making on ethical issues, which are specific to working with young people (particularly regarding issues of consent, confidentiality, mandatory notifications, legal and mandatory reporting of abuse, and managing risk).
- Uphold the highest standards of professional accountability and practice for the service.
- As necessary, coordinate projects, staff and consortia partners to achieve realistic, mutually beneficial goals.
- Implement and manage initiatives that strengthen integrated and coordinated care including those that strengthen high quality multidisciplinary team work.
- Work to establish the service as a site of excellence for both youth focussed and family sensitive practice.
- Support the development and integration of the headspace Youth Advisory Committees, and oversee youth participation across the service
- Oversee the effective distribution of resources and finances pertinent to service operations, including the Administration team.
- Oversee and /or participate in meeting structures such as staff meetings, case reviews, quality and risk management and headspace Consortium meetings.
- Ensuring that all clinical staff complete and comply with minimum data set requirements (hAPI)
- Managing complaints from clients, families and other stakeholders effectively, with a willingness to respond to all feedback in such a way as to promote good outcomes for all.
- Complete reporting requirements as per contract deliverables schedules for headspace centre services
- Duties otherwise specified by the Program Stream Manager - Youth Mental Health & Wellbeing Services.

Qualifications and skills

- Tertiary Qualification in relevant health field with AHPRA registration or eligible for membership of AASW
- Post Graduate qualifications in related degree would be highly regarded
- Proven ability/high level of interpersonal skills to effectively liaise, consult, negotiate, communicate and collaborate with clients, their families and other agencies and service providers.
- Advanced clinical skills when working with young people & families
- Information management and technology skills including experience in the use of electronic client/customer management systems.
- Ability to multi-task, set priorities and meet strict deadlines.
- Effective written and oral communication skills, including proven skills in negotiating, developing and managing cooperative relationships and constructive communication.
- Adhere to Tasmanian Privacy Laws, as well as other laws that regulate the handling of personal information.
- Knowledge and understanding of relevant legislation, policies and issues informing health services for young people and families.
- An understanding of the primary health care sector.
- A thorough understanding of Child & Youth Mental Health.

Experience

- Minimum 5 years management experience in a similar role
- Extensive experience in child & youth mental health service delivery across the continuum of mental health care.
- Demonstrated experience in the management of clinical services to people with mental health and or drug and alcohol issues.
- Demonstrated experience in providing outstanding direct clinical services to young people and families.
- Experience working with young people and families from diverse backgrounds including the headspace National key priority groups including CALD, Indigenous, LGBTIQA, young men, & young people at risk or experiencing homelessness.
- Demonstrated experience in the development, implementation and review of Governance frameworks, including quality improvement and compliance monitoring.
- Demonstrated experience in team leadership, supervision and monitoring and service flow, care coordination and inter-service and multidisciplinary relationships.
- Demonstrated experience in effectively partnering with diverse stakeholders.
- A good understanding of the Medicare Benefits Schedule (MBS) system.
- Experience working in a primary health care setting would be desirable.
- Completion of a Criminal History Check and Employee Working with Children Check (or State equivalent) prior to commencement of employment and as required by legislation and policy during employment, as well as a duty to disclose relevant information that may arise after employment has commenced
- Current state-based driver's licence