



## POSITION DESCRIPTION – Mental Health Independent Contractor Team Lead

### Part 1 – Expectations for Your Role

<b>Position</b>	Mental Health Independent Contractor Team Lead
<b>Service / Program</b>	Primary Mental Health Program – Healthy Hub Connect
<b>Industrial Instrument</b>	Each Enterprise Agreement 2024
<b>Instrument Classification</b>	Support Services – Level 5
<b>Reports to</b>	General Manager
<b>Effective Date</b>	June 2025

### Key Deliverables

- **Contract management:** Contract management of Providers in the Choice of Mind and Healthy Minds services, including revising (in collaboration with the Contracts Team) contract documents, and ensuring contract compliance.
- **Financial management:** In consultation with the General Manager, develop and monitor budgets for Choice of Mind and Healthy Minds services
- **Systems, resources and processes:** Develop (and routinely revise for quality and compliance) systems, documented resources, processes and procedures including (but not limited to) for the processing of payments, oversight of sessions attached to referrals, creation/closing of episodes of care aligned to service guidelines, tools for Providers to use of rediCASE and other relevant platforms, and capacity monitoring within the Choice of Mind and Healthy Minds services.
- **Referral Management:** Oversee referrals (including but not limited to review, acceptance and timely commencement of care), and session allocation against referrals, into the Choice of Mind and Healthy Minds services to ensure compliance with service and Commonwealth Guidelines and Each's contractual commitments.
- **Provider payments:** Oversee the fortnightly cycle of Provider payments in the Choice of Mind and Healthy Minds services, including quality check and liaison with Finance Team and General Manager
- **Systems access:** Oversee and manage Providers in the Choice of Mind and Healthy Minds services access to the referral management and data recording platform, rediCASE, and other relevant platforms
- **Provider liaison and support:** Liaison and support of Providers in Choice of Mind and Healthy Minds services, including (but not limited to) planning and conducting meetings to address issues/concerns and maintain contract management, overseeing communications (such as newsletters and notifications), ensuring efficiency and responsiveness of communications channels.
- **Service cohesion:** Liaison with Stepped Care Coordinators and Choice of Mind Team Lead regarding referrals into the Choice of Mind and Healthy Minds services, ensuring and cohesion between contracted and salaried components of the services, and alignment of contractors to clinical care timelines/deliverables.
- **Collaboration:** Liaison across Healthy Hub Connect services to support comprehensive care offerings and collaborative provision of care.
- **Staff management:** Line management of staff within the 'Mental Health Independent Contractors Team' including (but not limited to) supporting onboarding, training, performance, leave arrangements
- **Continuous improvement:** Review of Choice of Mind and Healthy Minds service data (including Your Experience of Service survey results) and development of quality improvements aligned to these.
- **Quality:** Development and implementation of a Quality Framework to improve data integrity, clinical outcomes and Consumer experiences associated with Contracted Providers within the Choice of Mind and Healthy Minds services



- **Data integrity:** Oversee data integrity within the Choice of Mind and Healthy Minds services as entered by Providers
- **Customer resources and communication:** Oversee the development of resources and communications to Customers regarding the Choice of Mind and Healthy Minds services, and their rights as a participant.

### Skills

- **Technical:** Strong computer skills, including proficiency with Microsoft Office and relevant software, database data entry, online learning, emails and virtual meetings
- **Interpersonal:** Strong relationship building skills and experience
- **Communication:** Excellent communication and interpersonal skills, including presentation and facilitation experience, with a wide range of stakeholders
- **Organisational skills:** Strong organisational and planning skills with ability to prioritise tasks effectively and delegate appropriately
- **Collaboration:** Work collaboratively with other service providers
- **Teamwork and autonomously:** work autonomously and also collaborate effectively as the need arises

### Experience and Knowledge

- **Contract Management:** Experience in sub-contracting and contract management, with experience of contract management in community health setting (desirable).
- **Sector Knowledge:** Understanding of the Stepped Model of Care and its application to mental health services, social determinants of health and supporting underserved populations
- **Financial management:** Demonstrated experience of budgeting and accounts payable processes
- **Quality frameworks:** Understanding of quality frameworks and their application in sub-contracting
- **Managing staff:** Demonstrated experience in line managing staff, with experience of staff line management in a community health setting (desirable)

### Qualification/Registrations/Licences (*Mandatory only*)

- Tertiary qualifications in Practice or Business Administration Management
- 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

### 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 within the North Coast PHN footprint.



**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.