



# Headspace Operations Manager

POSITION TITLE	<b>Operations Manager, headspace Midland</b>	VERSION	<b>1.0</b>
DATE APPROVED	<b>01.10.2016</b>	DATE EFFECTIVE	<b>01.10.2016</b>
REVIEW DATE	<b>01.10.2019</b>	REPORTS TO	<b>General Manager Operations (GMO)</b>
DIRECT REPORTS	<b>Centre Clinical Lead, Quality Improvement Coordinator, hYEPP Clinical Team Coordinator, Administration staff, Community Engagement Workers,</b>		

## Position Summary

Responsible for operations of the headspace Midland primary centre team, headspace Youth Early Psychosis Program (hYEPP) Midland, Youth Enhanced program and Individual Placement and Support (IPS) Program.

## Key Working Relationships

<b>Internal</b>	<b>External</b>
Headspace Midland staff	Clients
General Manager Operations (GMO)	Headspace National office
Executive Leadership Team	Headspace Midland advisory groups
Youth Focus Corporate Services Team	WA Primary Health Alliance
Other headspace Centre Managers	Stakeholders and external agencies
In-kind providers, collocated staff, private practitioners.	Orygen - hYEPP
	Black Swan
	Government Departments

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## Key Results Areas

Accountability	Behavioural Descriptors
STRATEGIC	<ul style="list-style-type: none"> <li>• Work with the GMO, to develop and meet Youth Focus strategic goals, vision and mission.</li> <li>• Prepare papers, reports, articles and other presentations, which inform public debate around identified strategic issues of headspace National and the relevant headspace Midland Centre.</li> <li>• Clinical and strategic oversight of all headspace Midland operations.</li> <li>• Support ongoing audit, accreditation and fidelity processes.</li> </ul>
OPERATIONAL	<ul style="list-style-type: none"> <li>• Management of the operations of a headspace Midland centre incorporating Administration, the Youth Access Centre team, Community Engagement, In-kind providers, Private Practitioners, Youth Enhanced, IPS, and the youth early psychosis team.</li> <li>• Accountable for effective and efficient management of the service, which includes managing the human, financial, information technology and material resources with support from Youth Focus HR, IT and Finance team.</li> <li>• Coordinate the recruitment of headspace Midland staff in partnerships with Human Resources.</li> <li>• Develop and implement annual work plans for direct reports and monitor performance.</li> <li>• In consultation with the GMO, develop, implement, report and evaluate on Key Performance Indicators to guide the work of the centre and meet contractual requirements.</li> <li>• Ensure the centre operates within its budget framework.</li> <li>• Co-ordinate the relevant headspace Midland Centre’s Consortium, and attend consortium meetings.</li> <li>• Provide consultation, liaison and linkage with internal and external service systems; represent the program at external forums and promote the service to key stakeholders.</li> </ul>
CLINICAL GOVERNANCE	<ul style="list-style-type: none"> <li>• Work closely with Clinical Leadership within the headspace Midland team to assist the GMO to develop, establish, implement and review the operational framework for the Centre.</li> <li>• Attendance at clinical governance meetings and document review meetings</li> <li>• Stakeholder relationship management.</li> </ul>

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	<ul style="list-style-type: none"> <li>Attend regular meetings with North Perth hYEPP Cluster stakeholders.</li> </ul>
SUPERVISION AND PROFESSIONAL DEVELOPMENT	<ul style="list-style-type: none"> <li>Provide leadership, direction and general support to staff, volunteers and students of your centre headspace Midland.</li> <li>Line management of administrative staff, community engagement staff and Team Coordinators/Clinical Leads.</li> <li>Provide clinical supervision to Team Coordinators/Clinical lead(s).</li> </ul>
COMPLIANCE	<ul style="list-style-type: none"> <li>Ensure that professional standards of clinical care are implemented and complied with.</li> <li>Complete service reports to funding bodies as required.</li> <li>Ensure that current legislation is being applied and observed.</li> <li>Operate within and apply the standards and ethics of the relevant professional body and relevant legislation.</li> </ul>
CONTINUOUS IMPROVEMENT	<ul style="list-style-type: none"> <li>Liaise with and assist other agencies to develop responses to the needs of young people and families who are experiencing issues associated with depression, suicide and self-harm.</li> <li>Engage with and work in partnership with local service providers and agencies.</li> <li>Support clinical leads in responding to growing demand and managing organisational change.</li> </ul>
OTHER DUTIES	<ul style="list-style-type: none"> <li>Participate in the development, implementation and evaluation of Youth Focus and headspace Midland – Primary and hYEPP programs and initiatives.</li> <li>Participate in ongoing Professional Development and Training.</li> <li>Attend and volunteer at Youth Focus and headspace Midland centre events where possible.</li> <li>Fulfil any other duties within the scope of this position within your skills, experience and training.</li> <li>Adhere to all Youth Focus policy and procedure inclusive of Occupational Health and Safety requirements.</li> </ul>

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## Competency Profile

### Qualifications

- Degree in Social Work, Psychology, Occupational Therapy, Counselling or Nursing.
- Registration with appropriate professional body.

### Required Experience , Knowledge & Competencies

Please address criteria in bold as part of written application.

- Passion for working with young people.
- **Demonstrated understanding of clinical models and experience in providing both operational support and clinical supervision for clinical teams.**
- **Demonstrated leadership skills including change management skills and performance management skills.**
- Experience and competence working with more vulnerable groups, including those who identify as LGBTIQ+, Aboriginal or Torres Strait Islander or culturally and linguistically diverse.
- **Demonstrated experience in the development, implementation and review of Clinical Governance Models.**
- **Specific knowledge of child and adolescent development, substance use and associated sectors.**
- High level of written and oral communication skills.
- An understanding of population/health data collection and analysis.
- Computer literacy particularly in the effective use of Microsoft office and related programs.
- Knowledge and understanding of relevant legislation, policies and issues informing health and other services for young people and families
- Self-motivated and directed with high level of autonomy.

### Desirable:

- Experience in supporting tender applications
- Experience in facilitating consumer lead, co-design processes within the health industry
- Experience in supporting service development, research-based evaluation programs alongside clinical service provision
- Experiencing delivering presentations to peers in a conference or academic setting
- Knowledge and experience in working in private practice would be an advantage.
- Networks within the health sector and government agencies.

### Qualifications

- An undergraduate degree in Psychology, Social Work, Medicine, Nursing, Counselling or a related Mental Health/Health Services Field

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- Or alternatively, experience commensurate with such qualifications

## **Desirable**

- Post-graduate qualifications in Psychology, Social Work, Medicine, Nursing Counselling or a related Mental Health/Health Services Field
- Post graduate business qualifications such as a Masters in Public Administration or Masters in Business Administration

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## **Other Position Relevant Requirements**

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- This role will be required travel interstate on occasion and work outside of normal business hours from time to time.
  - Willingness to commit to Youth Focus values of Client Focus, Integrity, Commitment and Compassion as well as the Youth Focus mission.
  - Must possess a deep understanding and appreciation for diversity within the workforce and within our client and stakeholder base.
  - National Police Clearance
  - 'C' Class driver's Licence
  - Access to a vehicle.
  - Working with Children Check Card
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