

## **POSITION DESCRIPTION**

### **Medicare Mental Health Centre Manager**

**Responsible to:** Chief Executive Officer (CEO)

**Reporting to:** Chief Executive Officer (CEO)

#### **SUMMARY OF THE BROAD PURPOSE OF THE POSITION AND ITS RESPONSIBILITIES / DUTIES**

Medicare Mental Health Centres provide a welcoming, low stigma, soft entry point to engagement, assessment and treatment for people who may be experiencing distress or crisis. They assist people aged 16 and over with access to on-the-spot care, advice and support provided by a multi-disciplinary team of mental health professionals including people with lived experience – without needing a prior appointment. They offer an episode of care model, delivering evidence-based care and family support to cover the short to medium term, based on clinical judgement and individual need, including interventions to support those with associated alcohol and other drug (AOD) misuse.

The Medicare Mental Health Centre Manager (MMHCM) plays a key leadership role in the day-to-day operations of the service, promoting a collaborative and supportive environment within a multidisciplinary team to ensure the consistent delivery of high-quality services. The MMHCM is responsible for ensuring the successful operation of all aspects of the service. The MMHCM upholds a strong governance framework, ensuring that clinical and operational decisions reflect best practice, uphold regulatory standards, and support positive outcomes for the community.

#### **Reporting / Working Relationships**

- Accountable to the Chief Executive Officer for achieving the expected outcomes of the position and practising within the philosophy of Summit Health (SH) and its aims, policies and protocols
- The MMHC Manager role is part of the Medicare Mental Health Centre team which sits within the CONNECTcare Unit.
- Reports to the CEO
- The MMHC Clinical Team Leader, MMHC Operations Lead, MMHC Peer Practice Specialist, Equally Well Practitioner, MMHC Administration Officer, Learning and Development Coordinator and Community Engagement Officer positions report to the MMHC Manager position.
- Participates in the organisation's Staff Development Plan which is conducted regularly.
- The MMHC Manager is a member of the Senior Management Team (SMT) and is expected to contribute actively and positively to this team.

#### **CULTURE AND EXPECTATIONS**

All employees are expected to contribute positively to the organisation by displaying the values and expectations contained within our Cultural Framework (Appendix A at the end of this document).

#### **VALUES: TO DO NO HARM - COLLABORATE – TO CONTINUOUSLY IMPROVE**

Summit Health is a learning organisation that continually evolves and adapts to opportunities. We operate in a high-trust environment. To support this, all employees must promote and adhere to our values and expectations.

**Special Conditions**

- Some reasonable additional hours, including out of hours work, will be required from time-to-time.
- Possession of a current valid driver's licence is essential.
- May be required to work at various locations.
- Use of own motor vehicle is expected, for which a cents-per-kilometre allowance will be paid in accordance with the Employment Contract.
- Employment is subject to a satisfactory Department of Human Services Working With Children Check and National Police Check.
- This role is a designated Unit Manager position.

**STATEMENT OF KEY RESPONSIBILITIES / DUTIES****The Medicare Mental Health Centre Manager will:**

- Oversee the daily operations of the centre, ensuring efficient resource allocation and the delivery of high-quality services.
- Ensure the MMHC operates within a strong framework that supports effective governance and continuous quality improvement.
- Lead and support a multidisciplinary team to provide compassionate, evidence-based care.
- Champion the Medicare Mental Health Centre (MMHC) by actively promoting its services and strengthening community awareness and engagement.
- Maintain and enhance referral pathways between the MMHC and other services in the local region.

**Service Delivery**

- Responsible for ensuring services are provided in accordance with the MMHC Model of Care and policies and procedures.
- Responsible for continual development, evaluation, and improvement of services, ensuring they remain responsive to client needs and focused on meaningful outcomes.
- Responsible for ensuring the cohesive integration of Peer Workers and Clinicians.
- Ensure the Lived Experience Framework is embedded in all aspects of the service.
- Monitor clinical risk and partner with team leaders to implement strategies that enhance client outcomes and promote a safe, high-quality care environment.
- Accountable for overseeing clinical outcomes and service delivery performance, ensuring alignment with established standards and best practice.
- Manage complex relationships with local partners, promoting the services delivered at the centre, and representing the service in broader health networks.
- Responsible for overseeing client feedback processes.
- Responsible for responding to and ensuring appropriate management of critical incidents across the full span of operating hours.

**Leadership and Management**

- Encourage and promote professional development, supporting staff to maintain skills and pursue learning opportunities to enhance the service delivery offerings of the centre and to support career growth.

- Work closely with Team Leaders to oversee recruitment, onboarding, induction, training and performance management processes.
- Responsible for ensuring a robust leadership team.
- Provide supportive, day-to-day guidance to the team leaders.
- In collaboration with team leaders, organise and participate in regular team meetings to foster ongoing communication and collaboration within MMHC and across the wider organisation.
- Report any emerging issues to the CEO as required.

### **Finance, Governance and Reporting**

- Responsible for overseeing all requirements and compliance obligations are fulfilled to support the effective governance and operation of the MMHC.
- Responsible for managing service contracts and funding agreements including associated reporting.
- Responsible for the financial performance of the MMHC service.
- Work closely with Team Leaders to develop budgets and monitor financial reports.
- Responsible for the ongoing review of clinical governance frameworks, policies, and procedures.
- Lead the strategic development of the service and drive innovation.
- Contribute to organisational accreditation processes and ensure services meet relevant quality standards and regulatory frameworks.
- Ensure all client documentation, including assessments and progress notes are accurately maintained in compliance with legal and regulatory standards.

### **General**

- Understand the role and mission of the organisation and presents this to our clients effectively as an ambassador for the organisation.
- Operate within the delegated boundaries of the position.
- Attend staff/unit meetings as required.
- Identify opportunities and participate in own professional development.

### **Work Health Safety**

- The employee has a responsibility, under the WH&S Act (SA 2011), to ensure their own health and safety, and that of their fellow employees, at work.
- The employee has a responsibility to abide by the organisations, WH&S policies and direction and set out in SH's Quality Manual.

## **PERSON SPECIFICATION**

### **Essential Requirements**

#### **Education**

- Mental Health Accredited Social Worker with the Australian Association of Social Workers, or Psychologist (current registration with AHPRA), or Registered Nurse (current registration with AHPRA and with post- graduate mental health qualification), or Occupational Therapist (current registration with AHPRA), or Post graduate qualifications in a relevant health / management area.

**Experience**

- Minimum 2 years' experience managing a health service team comprising staff from a range of professions.
- Comprehensive and demonstrable experience in service planning, policy development, implementation, review and management of service delivery.
- Experience in providing line management supervision.
- Comprehensive experience in the delivery of evidence based clinical interventions including therapeutic approaches, care planning and risk management strategies.
- Demonstrable experience in reporting according to funding contractual arrangements.
- Proven experience in human resources management and addressing industrial relations matters.

**Skills / Abilities**

- Demonstrable high level interpersonal / conflict resolution skills within a multidisciplinary environment including internal and external stakeholder discussions.
- Proven ability to participate in a multidisciplinary team environment, prioritise workloads, set goals, achieve outcomes, work to targets and manage multiple deadlines.
- Ability to develop and strengthen integration with local health services.
- Ability to interpret and provide clear direction in a complex policy setting.
- Superior networking and relationship building skills with experience in community engagement and participation planning.
- Excellent written, verbal and consultative communication skills.
- Strong attention to detail.
- Lateral thinker with the ability to solve problems as they arise.
- Ability to be innovative and self-directed with drive and commitment.
- Ability to work in partnership with the senior leadership team to support strategic business growth.
- Proven commitment to the principles and practice of Quality management and client-oriented service.
- Demonstrable competence in the use of desktop applications including the Microsoft Office suite of programs.
- Demonstrable commitment to ongoing professional development.

**Knowledge:**

- Knowledge of national directions for mental health service delivery.
- Knowledge of evidence based psychological interventions and contemporary therapies for the treatment and management of mental health disorders, including risk management.
- Understanding of culturally safe and responsive practices across service delivery.
- Knowledge of the broader mental health system and complexities regarding private, public, Commonwealth and State funded programs.
- Knowledge of relevant state and Commonwealth policies associated with mental health service provision.
- Knowledge of National Standards for Mental Health Services and ISO 9001 principles.
- Have a strong network of relevant professionals across the health sector.



## Summit Health Cultural Framework

Values: Do no harm  
Collaborate  
Continuously improve

	EXPECTATIONS							
	Be Customer Centric	Be Accountable	Be an Engaging Communicator	Problem Solve	Be Collaborative	Be Adaptable and Resilient	Inspire Leadership	Strategic Innovation
INDICATORS	<ul style="list-style-type: none"> <li>Wanting to deliver value</li> <li>Striving to ensure customer satisfaction</li> <li>Deliver on your 'promise'</li> <li>Anticipate customer needs</li> <li>Build relationships at every opportunity</li> <li>CONTINUOUSLY IMPROVE</li> </ul>	<ul style="list-style-type: none"> <li>Offer and embrace innovative solutions</li> <li>Take ownership - its ok to make mistakes if we learn from them</li> <li>Celebrate the achievements!</li> <li>Be open and transparent</li> <li>Communicate all progress to your manager and peers</li> <li>Encourage a solutions-oriented culture</li> <li>DO NO HARM</li> </ul>	<ul style="list-style-type: none"> <li>Ask questions and listen to understand</li> <li>Use positive language</li> <li>Acknowledge other viewpoints</li> <li>Understand the views of others before acting</li> <li>Be clear and concise with your intent, ideas and feelings</li> <li>Shape the opinions of others by applying these traits</li> </ul>	<ul style="list-style-type: none"> <li>Analyse the problem not just from your perspective</li> <li>Consider the options</li> <li>If you've thought it through, back yourself to make the decision</li> <li>Make the decision consistent with our values and Strategic Plan</li> <li>Be creative - think outside the square</li> <li>Proactively address potential problems</li> <li>Anticipate</li> <li>Become the expert in your domain</li> </ul>	<ul style="list-style-type: none"> <li>Be a team player</li> <li>Embrace diversity</li> <li>Acknowledge other viewpoints</li> <li>Be consultative</li> <li>Seek consensus where possible</li> <li>Encourage 'we' language</li> <li>Be a custodian of team culture</li> <li>Identify gaps in team culture</li> <li>Appreciate our great culture, colleagues and opportunities to work and grow</li> </ul>	<ul style="list-style-type: none"> <li>Accept change and embrace challenges</li> <li>Be calm under pressure</li> <li>Take annual leave - recharge batteries</li> <li>See feedback as an opportunity to grow yourself</li> <li>Take up prof. development opportunities</li> <li>Be persistent</li> <li>Recover quickly from setbacks</li> <li>Demonstrate emotional agility</li> <li>Enjoy your work</li> </ul>	<ul style="list-style-type: none"> <li>Foster and support teamwork - eliminate silos</li> <li>Lead by example</li> <li>Develop engaged people and teams</li> <li>Navigate issues calmly</li> <li>Cultivate trust</li> <li>Create an environment for people to thrive in</li> <li>Inspire discretionary effort</li> <li>Read the emotional context of a situation</li> <li>Acknowledge effort not just outcomes</li> </ul>	<ul style="list-style-type: none"> <li>Innovate in line with the big picture</li> <li>Be agile in adapting to changes</li> <li>Always consider other options</li> <li>Factor in our future goals</li> </ul>