

POSITION DESCRIPTION

Medicare Mental Health Centre Operations Lead

Responsible To: Chief Executive Officer (CEO)
Reports To: Medicare Mental Health Centre Manager

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

Medicare Mental Health Centres provide a welcoming, low-stigma entry point for people aged 16 years and over who may be experiencing distress or crisis. Centres offer on-the-spot assessment, treatment, and support without prior appointment through a multidisciplinary team - including clinicians, peer workers, and AOD specialists - delivering evidence-based, short- to medium-term care.

The Operations Lead supports the Medicare Mental Health Centre Manager in overseeing daily operations, governance, and compliance within the Mount Barker Medicare Mental Health Centre (MMHC). This role helps drive sustainable operational improvements, workforce capability initiatives, and drives alignment with Summit Health's strategic priorities.

The position provides line management for the Peer Team, coordinates training and administrative functions, and ensures the centre operates efficiently, safely, and in accordance with governance and quality frameworks.

REPORTING / WORKING RELATIONSHIPS

- Accountable to the Chief Executive Officer for achieving position outcomes and practicing within Summit Health's philosophy, aims, and policies.
- Reports to the Medicare Mental Health Centre Manager.
- The MMHC Operations Lead role sits within the CONNECTcare Unit.
- The MMHC Operations Lead provides direct line management to Peer Workers.
- The MMHC Operations Lead is a member of the Leadership Group and is expected to contribute actively and positively to this group.
- This role is a designated Team Leader position.
- Participates in Summit Health's Staff Development Program which is conducted annually.
- Works closely and collaboratively with the Medicare Mental Health Centre Clinical Team Leader and Peer Practice Specialist.

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, may be required from time-to-time.
- On-call work may be required on a rotating basis, including evenings, weekends, or public holidays as needed.
- Employment is subject to a satisfactory Department of Human Services Working with Children Check and other relevant background checks as requested by the funder.
- Possession of a current valid driver's licence is essential.
- Use of own motor vehicle is expected, for which a cents-per-kilometre allowance will be paid in accordance with the Employment Contract.

KEY RESPONSIBILITIES

Service Operations and Delivery

- Lead day-to-day operations and undertake roster management activities to ensure a safe and responsive visitor experience in line with the service model.
- Support the Centre Manager to manage the financial performance of the MMHC service, including assisting with developing budgets and monitoring financial reports.
- Collaborate with HR, IT, and Facilities teams to ensure induction, systems, and infrastructure support a safe, high-functioning service.
- Ensuring Peer Workers maintain accurate visitor records and operational processes meet organisational and legislative requirements.
- Works collaboratively to support accurate and timely activity reporting to the funder.
- This role also works closely with the MMHC administration team to gather data and ensure day to day running of the centre. (not the right wording but function)

Team Leadership and Development

- Provide supervision, mentoring, and performance oversight to the Peer Team.
- Promote a supportive, high-trust environment that aligns with Summit Health's values.
- Work with HR to support workforce planning, recruitment, and professional development.

- Encourage and support Peer Workers to undertake reflective practice, collaboration, and to proactively manage their wellbeing through available supports such as peer supervision and Employee Assistance Programs (EAP).

Sustainable Business Improvement

- In collaboration with the SH Corporate and Quality Officer identify, develop and implement key operational policies, procedures, and frameworks across the MMHC and ensure they remain current.
- Continually drive improved efficiency, sustainability, and service quality.
- Foster a culture of continuous improvement and innovation within the centre.

Business Development and Strategy

- Support and coordinate change initiatives aligned to Summit Health's strategic goals and the evolving role of MMHCs.
- Develop and deliver project plans, that support staff engagement, minimise disruptions and enhance operational outcomes.
- Build collaborative relationships with external partners to enhance organisational reach.
- Contribute to funding proposals, reports and strategic documentation.
- Provide data and insights to inform strategic decision-making.

Governance and Compliance

- Support ongoing development of robust governance, compliance and quality systems.
- Uphold internal policies, ISO9001 and Mental Health Standards.
- Lead the preparation of documentation and reporting on governance and reporting metrics according to Summit Health and other external funder(s) reporting requirements.
- Contribute to organisational quality improvement and risk management activities through undertaking internal audits and identifying and addressing any gaps in Organisational or MMHC service delivery policies and procedures in collaboration with the SH Corporate and Quality Officer.

Work Health and Safety (WHS)

- Ensure personal and team compliance with the *Work Health and Safety Act (SA 2012)*.
- Promote safe work practices and participate in WHS training and reporting processes.
- Maintain a safe and healthy environment for staff and visitors.

General

- Promote Summit Health's vision and values to all stakeholders.
- Participate in meetings, supervision, and professional development activities.
- Operate within the delegated boundaries of the position and Summit Health policies.

PERSON SPECIFICATION

Qualifications and Experience

- Experience in operational leadership within the health or community services sector.
- Demonstrated experience leading change, quality improvement, and team development.
- Demonstrated experience in policy development, reporting, and accreditation processes.
- Familiarity with the Australian mental health regulatory environment.
- Tertiary qualifications in healthcare management or a related field – *desirable*.

Skills and Abilities

- Strong problem-solving skills.
- Capacity to lead teams, manage competing priorities, and meet deadlines.
- Excellent written and verbal communication with the ability to foster inclusive collaboration.
- Attention to detail and commitment to high standards of accuracy and compliance.
- Proficiency in Microsoft Office and relevant digital platforms.

Personal Attributes

- High integrity, professionalism and accountability.
- Resilient, adaptable, and calm under pressure.
- Strong interpersonal skills, with the ability to build trust and support others.
- Commitment to learning and continuous professional development.



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