

Position Description

Role title	Centre Manager – Psychosocial Rehabilitation
Status	Full time
Location	Bundaberg
Reports to:	CEO Clinical Lead
Phone	1300 707 655

WORKING ENVIRONMENT

Since 1997, Bridges Health & Community Care (BHCC) has assisted hundreds of people to move beyond the isolation and stigma of mental illness and addictions to a meaningful existence with a sense of purpose. The key foci on this journey of recovery are:

- Fostering the belief that recovery is possible and cultivating optimism;
- Strengths and resilience rather than illness and the possibility of failure,
- Building personal capacity, self-reliance, social and community connections and mainstream integration,
- Celebrating small steps rather than expecting over-night transformations.
-

Bridges have since introduced additional mental health and drug and alcohol services, a Psychology Practice, Allied Health, Child, Family & Youth Services, Disability Employment Services, program for offenders and NDIS services. We deliver a range of programs throughout rural and regional Qld, supported by professional staff committed to our practice principles of recovery, No Wrong door and exceptional customer service.

The Haven

The Haven is a Psychosocial Rehabilitation Service for people with moderate to severe mental illness, funded by the National Disability Insurance Scheme (NDIS) and other State and Federal Government funding sources.

The Haven offers:

- Support to people with severe and persistent mental illness who experience social isolation
- The opportunity for people with a psychosocial disability to participate in structured social, recreational and educational activities to support the achievement of individual NDIS goals and individual capacity building
- Assistance to people with severe and persistent mental illness to improve their quality of life and live successfully at an optimal level of independence in the community
- Assistance to consumers in their planning and preparation for NDIS eligibility; and
- Increased community participation by assisting participants to:
 - Develop new skills or relearn old skills
 - Develop social networks

- Participate in community activities
- Develop confidence
- Accomplish personal goals

PURPOSE OF POSITION AND KEY ACCOUNTABILITIES:

To work under the direct supervision of the CEO & Clinical Lead to provide effective and professional management of The Haven Bundaberg through:

- Managing day-to-day service provision and providing leadership, guidance, and support in all aspects of the operation of the service.
- Assisting consumers to access the NDIS through completing access forms, gathering evidence to support applications, provide advocacy and support to access the scheme, and the provision of registered NDIS Services
- Ensuring delivery of services is in line with the organisations mission, values, strategic direction and contractual obligations
- Ensure rigorous customer service principles and practice are applied in all aspects of service delivery.
- Contributing to the service's sustainability through forward thinking, innovation, robust data collection and identifying funding and business opportunities
- Managing, developing, and maintaining relationships with key stakeholders in the community
- Increasing community awareness of Bridges local services and programs
- Providing The Haven team, including staff and consumers, with the support required for them to enable personal growth by projecting a positive outlook, a sense of belonging, and social inclusiveness in the community.
- Working to set KPI's and performance targets
- Other duties as consistent with the position where required and/or requested by a member of the BHCC leadership team.

QUALIFICATIONS, EXPERIENCE AND SKILLS DESIRED:

- Tertiary Qualifications in a relevant area, for example social sciences and business
- Excellent leadership and communication skills appropriate for a management role within a community mental health context
- Ability to acquire knowledge of Acts, Regulations and Standards relevant to Non-Government organisations and the ability to transfer that knowledge to the work and community environments.
- Ability to obtain a Blue Card, with Yellow card exemption.
- Current Queensland C Class Drivers Licence

Personal Attributes

- Lead by example
- Can problem solve effectively
- Have a passion for supporting people living with mental illness
- Have an attitude which fosters the belief that recovery is always possible and cultivates optimism
- Are genuine team players able to support and embrace a multidisciplinary approach, internally and externally

SELECTION CRITERIA:

SC1

Demonstrated experience and understanding of working with and achieving quality outcomes for people with Mental Health issues and psychosocial disability

SC2

Demonstrated understanding of the mental health and disability sectors, including up to date knowledge of sector reforms i.e. NDIS and changing landscape and how this will impact on services for people with mental illness.

SC3

Demonstrated experience in effectively managing government funded programs and/or business services in the health or welfare sector.

SC4

Demonstrated team leadership skills including recruitment, supervision, performance management, and conflict resolution.

SC5

Demonstrated management skills including organisational, professional communication, problem solving and decision-making

SC6

Excellent skills in record keeping, information technology and data management

SC7

Demonstrated skills in community engagement, working with community groups and coordinating community- based activities and project management across a number of stakeholders.