

POSITION DESCRIPTION

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| Position title | Program Manager Community Engagement | Reference | hsD Community Engagement |
| Award & Classification | SCHADS Award Level 8.3 (\$82,645)] | Tenure | Refer to Letter of Engagement |
| Hours | Refer to Letter of Engagement | Reporting to | General Manager Mental Health |
| Location | Casuarina | Program | headspace Darwin |
| Section | Mental Health | Cost Centre | 3400/3410/3420 |
| Approved | Jade Gooding | Date | June 2017 |
| Comment | This position includes responsibilities within the headspace Darwin Leadership Team | | |

AGENCY STATEMENT

Anglicare NT is a respected provider of quality human services across urban, regional and remote areas of the Northern Territory. Our values of Integrity, Fairness, Respect, Community and Hope are demonstrated through our commitment to strength-based practice, cultural respect, child safety, social justice, community development and partnerships. We aim to make a sustainable difference in the lives of Territorians. Anglicare NT is an agency of the Anglican Church of the NT, formed to respond to the social needs of our diverse communities. We are a member of the Anglicare Australia network.

PURPOSE OF THE POSITION

As Program Manager Community Engagement you will be responsible for the effective delivery of the headspace Darwin Community Engagement program in addition to a number of other projects; including the Individual Placement and Support Trial (vocational specialist services) and Aboriginal & Torres Strait Islander Mental Health Traineeship program. This includes providing effective management and leadership to all staff involved in these programs (currently seven).

A key focus of the Program Manager Community Engagement will be to maintain and strengthen relationships with internal (including the headspace Darwin Consortium) and external stakeholders as well as successfully project manage a number of specialised services. You will be creative, innovating and have experience working within a mental health service.

You will provide leadership to your team to;

1. Support youth participation and engagement, specifically with Aboriginal and Torres Strait Islander young people, across the headspace Darwin services
2. Network and strengthen relationships with schools and other service providers in order to create opportunities to educate young people on the importance of mental health early intervention
3. Provide strategic direction on vocational support and educational services for young people already engaged with headspace Darwin
4. Work closely with local service providers to improve mental health support to Aboriginal and Torres Strait Islander young people in addition to maintaining a mentorship program for mental health trainees

The Program Manager Community Engagement will work collaboratively with the General Manager, Clinical Director and other Program Managers to deliver an integrated and responsive service to young people accessing headspace Darwin.

The Program Manager Community Engagement will be committed to the mission and embody the values of Anglicare NT and support core business by providing service, guidance and advice within the position's specialty area.

POSITION SPECIFIC REQUIREMENTS AND QUALIFICATIONS

1. The minimum qualification required is a Degree in Project Management, Mental Health, Community Engagement and/or related area and at least five years experience in health and community services]. If you do not currently have a qualification you must be willing to undertake relevant studies.
2. Northern Territory Working with Children Clearance (Ochre Card)
3. National Police Criminal History Report (less than 3 months old) with acceptable outcome
4. First Aid Certificate or willingness to obtain within 3 months
5. Northern Territory Drivers Licence

KEY SELECTION CRITERIA

1. Strong management skills at a senior level with demonstrated knowledge of youth health, mental health, project management or community engagement services
2. Demonstrated ability to work effectively with other professionals and to lead a multidisciplinary team as well as proven ability to be self-motivated and function autonomously. Ability to work closely with peers and other program leads to deliver an integrated and seamless service in a culturally safe, youth friendly and family inclusive manner
3. Experience in implementing an Individual Placement Support Model or other evidence based employment model within a community mental health setting desirable
4. Highly development interpersonal skills, including written (report writing) and oral communication. Experience in data collection and project management is advantageous
5. High level planning, time management and organisational skills are imperative in order to manage all three program streams successfully
6. Prior experience or at a minimum demonstrated commitment to working respectfully with Indigenous and culturally and linguistically diverse clients, communities, staff and Aboriginal Controlled Organisations.
7. Demonstrated capacity and willingness to adhere to legislation, Anglicare NT policies and procedures and a commitment to EEO, WHS, Risk Management and Quality Improvement practices.

KEY ACCOUNTABILITIES AND RESPONSIBILITIES

1. Project Management

Effectively manage all projects within the Community Engagement Program

Responsibilities:

- Effectively plan, implement and manage the Community Engagement strategy, Individual Placement Support program and the Yarn Safe project.
- Track progress, maintain appropriate databases, manage outcomes and complete appropriate reports for all projects

- Ensure the headspace Community Engagement team is meeting standards of data collection as per the project guidelines. Evaluate data and outcomes throughout the course of the projects and implement continuous improvement strategies
- Delegate responsibilities and effectively lead your team to achieve successful outcomes
- Work collaboratively with all headspace Darwin staff members, including the General Manager, Administration team and other Program Leads

2. Leadership & Management

Provide management and leadership to the Community Engagement team to deliver effective services

Responsibilities:

- Effectively lead and manage your team to achieve all outcomes from the specific projects
- Manage the recruitment and retention of staff including the HR components of staff management for staff that report directly to the position. This includes provision of timely supervision and annual performance plans and reviews for staff
- Assist in creating an integrated team with a youth friendly, high performing work culture which creates strong links and relationships within the headspace Darwin service and the Anglicare NT Youth Programs and related divisions within the organisation

3. Community Engagement & Vocational/Education Support Services

Work to strengthen and grow relationships with internal and external stakeholders in order to effectively implement a community engagement strategy (with specific focus on Aboriginal and Torres Strait Islander people) and vocational services model

Responsibilities:

- Lead and maintain a vocational specialist team of staff who are engaged, youth-friendly, responsive, empathic and optimistic. Implement a strengths based, recovery focused approach to community engagement and vocational services for young people with lived experience of mental health issues.
- Ensure the headspace Community Engagement team is providing youth friendly, family inclusive responses to young people and their families accessing the service, in a culturally appropriate manner, based on evidence based best practice models of service delivery

4. Other Duties and Requirements

- Comply with Federal, NT and Local Government legislation, regulations, permits and/or by laws.
- Adhere to Anglicare NT Policies and Procedures and general conditions of employment.
- Model Code of Conduct behaviours by working cooperatively and effectively with colleagues and other staff
- Comply with funding contracts, operational guidelines, approved work plans, reporting requirements or task directives.
- Adhere to budgets, delegation levels and administrative and data collection and entry duties, ensuring procedural requirements are met in a timely manner.
- Comply with Anglicare NT's WH&S requirements; whilst also remaining vigilant in relation to any client/customer related behavioural risk and contribute to maintaining a safe work environment.
- Support activities related to Anglicare NT's Reconciliation Action Plan including participating in Aboriginal and Torres Strait Islander Cultural competency training and activities.
- Maintain confidential client, personnel and organisational information in line with legislative and organisational requirements.
- Work collaboratively with the Team to address service improvement requirements resulting from client complaints, stakeholder feedback and/or internal or external evaluation processes.
- Participate in organisational communications and development systems such as email, staff meetings, planning & review days, quality assurance and organisational promotions and events as required.
- Actively participate in supervision, performance reviews, professional development activities and training as required.
- Maintain time and attendance leave and higher duty records in accordance with Anglicare NT's procedures and lodge within specified timeframes for each pay period.

- Other suitable duties as may be directed from time to time
- This is an active role requiring overall good health and involves interacting with energetic young people.

DELEGATION OF AUTHORITY

- Expenditure, Operational/Administrative, Personnel, Management and Legal – as per current Delegation of Authority Document (this is endorsed by the Board and periodically updated).