

	Position Title: Clinical Manager	Team: Take Two	Region: Gippsland, Eastern Metro and Southern Metro	
	Supervisor: Director Take Two	Delegations and Authorities: In Line with Delegations Policy	Band: E	Date Completed: January 2019

ORGANISATIONAL INFORMATION

OUR VISION AND FOCUS	ROLE CONTEXT
<p>We believe children, young people and families should be safe, thriving and hopeful.</p> <p>Our Vision for 2022: Together we will courageously change lives and reimagine service systems.</p> <p>For over 140 years, Berry Street has adapted to a changing world, and we will continue to adapt to achieve our purpose.</p> <p>Berry Street will continue to be a strong and independent voice for the children, young people and families with whom we work. In collaboration with others, we will advocate for investment in early intervention and prevention services that enable families to be safe and stay together. We will use approaches that are culturally safe and informed by the best evidence available. We will measure and learn from the impact of our work, and we will continually contemporise our models of practice.</p> <p>We look forward to working with children, young people, families, carers, staff and partners to achieve this vision. Together.</p>	<p>Take Two is an intensive therapeutic service for infants, children and young people who have suffered trauma, neglect and disrupted attachment and a flagship of the Child Trauma Academy utilising the Neurosequential Model of Therapeutics. It provides high quality therapeutic services for families, as well as contributing to the service system that provides care, support and protection for these children. Take Two is a Victoria-wide service funded by the Department of Health and Human Services, auspiced by Berry Street, formally partnered by Latrobe University, Mindful and VACCA, and also involved in local partnerships with other community service agencies to provide services to therapeutic foster care, Aboriginal therapeutic home-based care, therapeutic residential care and the Stronger Families services.</p> <p>Take Two is a Neurosequential Model of Therapeutics (NMT) flagship site and is currently the only one in Australia or New Zealand. In addition to Take Two's application of NMT as part of its direct client work, there are fidelity, research, practice development and training activities.</p> <p>The Clinical Manager will be responsible for the operation of clinical teams, and for the provision of practice development, research dissemination and implementation of new clinical initiatives within the divisional area of responsibility. The Clinical Manager is responsible for some metropolitan and rural areas of Victoria including responsibility for regional and therapeutic care positions.</p>
OUR VALUES	PRIMARY OBJECTIVES OF THE ROLE
<p>Berry Street expects all staff to apply these Values in all aspects of their work.</p> <p>Courage: to never give up, maintain hope and advocate for a 'fair go'</p> <p>Integrity: to be true to our word</p> <p>Respect: to acknowledge each person's culture, traditions, identity, rights, needs and aspirations</p> <p>Accountability: to constantly look at how we can improve, using knowledge and experience of what works, and ensure that all our resources and assets are used in the best possible way</p> <p>Working Together: to work with our clients, each other and our colleagues to share knowledge, ideas, resources and skills</p>	<p>The Clinical Manager holds specific responsibility for practice implementation, to contribute to practice development, for contract monitoring, to contribute to strategic management, for area clinical governance, for the monitoring and improvement of Take Two clinical services, for stakeholder feedback, for staff and student recruitment, management and development of clinical workers within the area, for client information management and for the management of risk and safety in clinical practice and work environments.</p>
	REPORTING RELATIONSHIPS
	<p>This position will be based at the Berry Street Noble Park or Morwell offices and provide leadership to 2 or 3 clinical teams. The current configuration is Eastern Metro, Southern Metro and Gippsland teams. It is part of the broader Take Two Senior Management Team which includes the four DHHS Divisions (Western, Northern, Eastern and Southern), the Aboriginal Team, Research and Evaluation, Clinical Practice Development and Specialist Services.</p> <p>This role reports to the Director who will provide supervision and review. This position will work in partnership with the other Take Two Clinical Managers to ensure consistency of service and collegiate supports across areas.</p>

EXPECTATIONS	
<ul style="list-style-type: none"> • Conduct oneself in accordance with the Berry Street Code of Conduct which is underpinned by the values of accountability, courage, integrity, respect and working together. • Have a demonstrated understanding of and commitment to the principles of equity, diversity, continual improvement, risk management and occupational health and safety. • Berry Street supports White Ribbon, Australia's campaign to stop violence against women. There is an expectation that staff never commit, excuse or remain silent about violence against women. • Berry Street is committed to the safety, participation and empowerment of all children, including those with a disability and culturally and/or linguistically diverse backgrounds. Berry Street is also committed to cultural safety, inclusion and empowerment of Aboriginal children, their families and communities. 	
KEY SELECTION CRITERIA: KNOWLEDGE, SKILLS AND ABILITIES REQUIRED TO FULFIL THE ROLE	
<ul style="list-style-type: none"> • Excellent written and oral communication skills (including public speaking, presentations and facilitation skills) • Demonstrated ability to flexibly manage competing priorities and stressful situations, monitoring own stress levels and practising and promoting self-care strategies • An understanding of the impact of trauma as it relates to infants, children and youth and the appropriate and evidence informed therapeutic responses to assist recovery. • An understanding of the complexity of the service system and the issues involved in providing services to statutory clients. • Ability to provide secondary consultation and advice to clinical staff and other professionals. • Demonstrated capacity to lead worker management processes, including recruitment, development and performance management of staff. • Demonstrated ability to lead a team and provide support, management and supervision to staff. • Demonstrated cultural understanding of respectful and sensitive practices with Aboriginal and Torres Strait Islander clients, families and communities. • Demonstrated commitment to working collaboratively and the capacity to negotiate and liaise with DHHS, other agencies and the community. • Demonstrated capacity to lead and manage in an area of challenging and complex practice. • Demonstrated awareness of current government and sector initiatives and ability to co-design system improvements in line with such initiatives. 	
QUALIFICATIONS AND OTHER REQUIREMENTS	DESIRABLE
<ul style="list-style-type: none"> • A tertiary qualification in Psychology, Social Work or related discipline. • Post Graduate training is required in a related field. • Staff must hold a valid WWCC, current drivers licence at all times and undergo a Criminal Records Check prior to employment. Subsequently, staff must report any criminal charges or court appearances. 	<ul style="list-style-type: none"> • Experience of working within the CQI frameworks of the Australian Council of Healthcare Standards would be an advantage. • Qualification in Project Management, Management or Leadership. • Certification in the Neurosequential Model of Therapeutics.

KEY ACCOUNTABILITIES AND RESPONSIBILITIES

ACCOUNTABILITY	SPECIFIC RESPONSIBILITIES
Direct Service Delivery	<ul style="list-style-type: none"> • Provide supervision to the relevant Clinical Team Leaders, in accordance with Berry Street’s supervision policy. Ensure that each clinical team is meeting required KPI’s, via regular review of Take Two’s compliance reporting mechanisms in supervision with the Clinical Team Leaders. • Within this role’s area of responsibility, conduct reviews of all clinical cases extending beyond 12-months duration, including analysis of the Goal and Intervention Plan and clinical measures at review, and liaise with the regional Child Protection Principal Practitioner to collaboratively make decisions about these cases. • Ensure that all clinical employees understand the Take Two practice framework and adhere to its key principles in their clinical work. This includes the Neurosequential Model of Therapeutics (NMT) as the guiding framework for intervention planning for Take Two clients. • Ensure clinical team leaders adhere to program information management standards. In a professional and timely manner. • In partnership with the Senior Management group, ensure that systems and processes are developed and adhered to for appropriate monitoring of and responding to clients identified as “high risk”. • Provide direction to the Clinical Team Leader in the management of serious incidents and ensure appropriate follow up. Ensure that organizational and statutory incident reporting requirements are met. • Provide specialist advice and consultation on particular cases and take direct responsibility for the therapeutic work of clinical team leaders as required. • Identify key stakeholders in each region (including DHHS, Aboriginal Communities and Services, CAMHS, Drug and Alcohol services, Education and Community Service Organisations). • Develop and maintain strategic relationships with these stakeholders, including formation of MOU’s, inter-agency protocols and innovations projects. • Coordinate and negotiate fee-for-service (FFS) requests (including Targeted Care Packages), ensure documentation of quotes and service agreements, and take responsibility for ensuring invoicing procedures are undertaken in a timely manner. • Ensure all FFS work is accurately documented and that Take Two meets the terms of the agreements entered into. • Lead the delivery of the Aboriginal Therapeutic Home Based Care (ATHBC) specialist role within the relevant divisions, and mentor members of the Take Two Aboriginal Team to participate in this work with partner Aboriginal Community Controlled Organisations (ACCOS). • In partnership with the other Clinical Managers delivering this role, convene the state-wide ATHBC forum.
Program Development	<ul style="list-style-type: none"> • Participate in DHHS and Take Two convened reference and advisory groups, facilitating advice and feedback about Take Two and dissemination of learning from Take Two within the area of responsibility. • Participate in appropriate regional, area, state-wide and other forums to promote Take Two and contribute to policy development. • Lead the facilitation of a Take Two Community of Practice, develop a yearly curriculum, and contribute to evaluation and review processes.

	<ul style="list-style-type: none"> • Take a lead role in development and delivery of workshops and training for Take Two staff in clinical skills and knowledge, including within regions. • In conjunction with the Senior Management group and the Clinical Practice Development team, contribute to the annual review and update of the Take Two Clinical Operating Manual. • In conjunction with Senior Management, be actively involved in identifying deficits in the service system and assisting in strategies to address them.
Other	<ul style="list-style-type: none"> • Take responsibility for the management of staffing EFT. • Ensure timely recruitment, management and development of appropriately qualified and skilled staff. • Ensure all staff within the area of responsibility are provided with program and organisational orientation, supervision, and annual professional development plans in line with Berry Street policy. • Take responsibility for the planning and evaluation of student placements within the Region. This will include liaison with relevant tertiary institutions to negotiate placement partnerships. • Participate in and contribute to the Take Two Senior Managers' meetings, Berry Street Senior Managers' meetings, Take Two Leadership Group meetings and other meetings as appropriate. Ensure this position's responsibility for any minuted actions is met in a timely manner. • Provide reports to the Director as required. • Keep abreast of relevant theoretical, legislative and policy development. • Other duties as directed.

CONDITIONS OF EMPLOYMENT

1. This position may be required to work additional hours as necessary, in accordance to terms and conditions of the contract of employment.
2. You will initially be employed at our Noble Park or Morwell Offices. You may be required to work from other Berry Street sites (on a temporary or permanent basis) as directed from time to time.
3. Terms and conditions of employment are in accordance with the contract of employment. Salary packaging up to \$15,900 is available to Berry Street employees who meet the eligibility criteria outlined in our Salary Packaging Policy.
4. The remuneration for this position is to be negotiated dependant on experience in accordance with the contract of employment. The value of the salary can be increased through salary packaging.
5. This position is inclusive of full private use of a Berry Street motor vehicle.
6. Superannuation will be paid according to Superannuation Guarantee into a compliant fund of your choice or into HESTA Superannuation Fund.
7. The successful applicant will be required to undergo satisfactory pre-employment checks, including 3 professional referees, a pre-employment health declaration, a criminal records check and proof of identify and qualifications.
8. The successful applicant will initially be employed for a probationary period of 3 months. During this period, either party can terminate employment with one week's notice. A probationary review before 3 months will be undertaken.
9. Under Victorian WorkCover legislation, it is the applicant's duty to advise Berry Street of any pre-existing medical condition, which could be aggravated by the type of employment for which they are applying. The existence of a medical condition will not preclude you from employment, unless you are unable to perform the inherent requirements of the position. However, failure to disclose any relevant injury or disease will jeopardise any entitlement you may otherwise have for a work-related aggravation of that non-disclosed pre-existing condition.
10. Berry Street has a smoke-free workplace policy.

INHERENT REQUIREMENTS OF WORK ACTIVITIES / ENVIRONMENT

Following is a table that outlines the main physical and psychological requirements of the position.

Element	Key Activity	Frequency
Work Environment	Manage demanding and changing workloads and competing priorities.	Daily
	Work in a team environment.	Daily
	Work in different geographic locations.	Daily
	Work office hours with the possibility of extended hours.	Regular
	Work in an open plan office.	Daily
	Work in buildings which may be two-storey.	Daily
	Sit at a computer or in meetings for extended periods.	Daily
	Work in an environment with competing demands.	Daily
	Present at court and other jurisdictions.	Occasional
People Contact	Liaise with government, non-government and community organisations.	Daily
	Work with clients who may have a physical or sensory disability.	Regular
	Interact with members of the public who may display the full range of emotional expressions, including parents, partners, significant others, family members, advocates, doctors, police.	Regular
	Interact with clients and members of the public who could display verbal or physically challenging behaviour.	Regular
	Facilitate access to specialist, generic and community services.	Daily
	Undertake training and professional development activities.	Regular
Administrative Tasks	Undertake administrative tasks which may include the following: computer work, filing, writing reports, case notes/plans and client records, participating in meetings, concentrating for long periods of time, managing resources and budget and researching and analysing information and data.	Daily
	Use technology including photocopier, telephones including mobiles, fax, overhead projectors, televisions, videos, and electronic whiteboards.	Daily
Transport	Drive vehicles possibly over long distances and in all traffic and weather conditions.	Regular
	Drive vehicles with possible distractions from client behaviour, verbal or physical.	Occasional