



Where mental wellbeing thrives

## Position Description Manager

*"Where mental wellbeing thrives"*

### Position Details

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<b>Position Title:</b>	Manager
<b>Position Level:</b>	Level 6
<b>Agreement:</b>	Flourish Australia Enterprise Agreement 2018
<b>Employment Type:</b>	Permanent
<b>Hours of Work:</b>	38 hours per week (occasional on-call and weekend work may be required)

### Position Summary

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A Manager with Flourish Australia's Mental Health Services is responsible for the active and effective delivery of services for people with a lived experience of a mental health issue. Your role is to achieve Flourish Australia's vision by providing a high quality and responsive recovery oriented service that best supports people to achieve their hopes and dreams.

You will provide leadership and management to the program/s and location/s in your area. You will also be responsible for the development and growth of Flourish Australia services, quality improvement, and be committed to developing and maintaining partnerships with internal and external stakeholders.

Ultimately, you will work with people who access Flourish Australia to achieve their full potential and positive outcomes by getting the best out of your team. You will achieve this by working with integrity and in a professional manner with the people who access Flourish Australia, your team, and interested stakeholders

### About Flourish Australia

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Our name reflects our fundamental and enduring commitment to people's mental health and wellbeing, supporting them to thrive and live a contributing life.

#### Vision

Flourish Australia's vision is to enable full participation within a diverse and inclusive community.

#### Mission

Working together for optimal mental health and wellbeing.

#### Values

Flourish Australia values hope, inclusion, partnership, diversity, integrity, respect, trust.

### Relationships and Authority

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<b>Reports to:</b>	Senior Managers, Senior/Cluster Manager
<b>Direct reports:</b>	Lower or similar classified employees.
<b>External:</b>	Key external relationships may be with families and carers, Local Health District professionals, clinicians/GP's, agents for Housing, NDIA, Primary Health Networks, Community Mental Health Service providers, commercial customers and the broader community.

Managers at this level work under limited direction from senior managers and exercise a degree of autonomy. They have significant autonomy in accordance with their delegations and are responsible for decision-making and providing expert advice in the service area. Managers are required to set outcomes for the service area for which they are

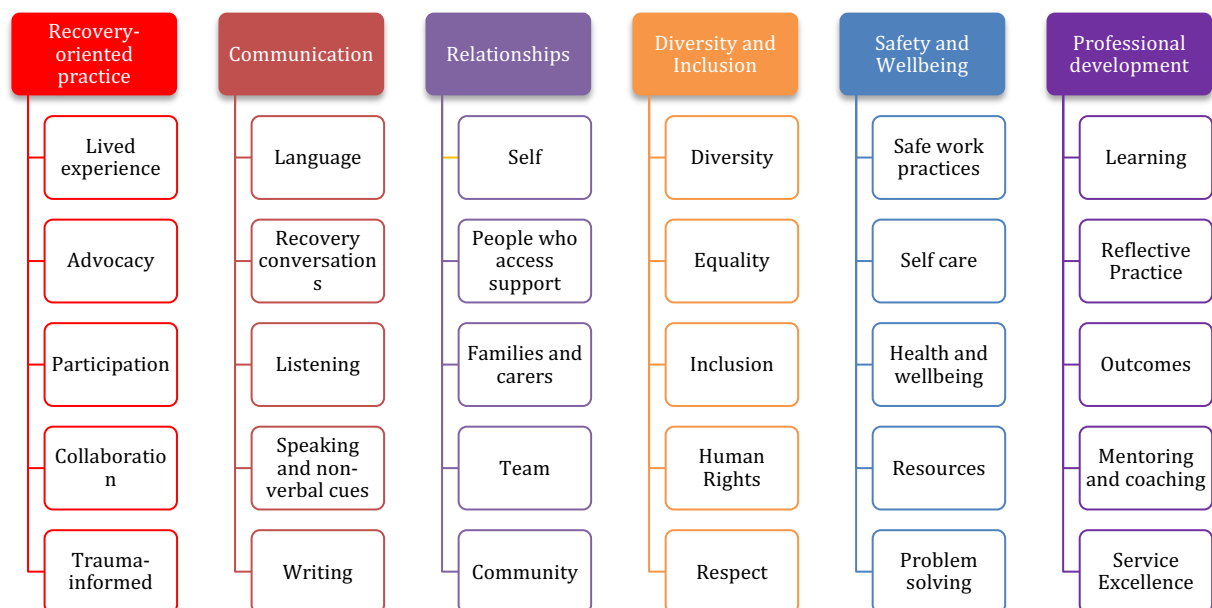
responsible so as to achieve the objectives of the organisation. They are required to undertake the control and co-ordination of programs in the service area and have a good understanding of the long term goals of the organisation.

## Organisational Accountabilities

- Abide by and have comprehensive knowledge of all Flourish Australia procedures and policies.
- Actively ensure the health, safety and wellbeing of yourself and others at work in accordance with your delegated authority and in accordance with the Work Health and Safety Act 2011.
- Understand and abide by the Flourish Australia Code of Conduct and Ethics, and maintain a professional level of behaviour and conduct in the workplace at all times.
- Be responsible for engaging in discussion about, and helping to create and sustain a culture of, continuous quality improvement.
- Timely adherence to reporting and ensuring all policies and procedures are adhered to.
- Support a 'no wrong door' approach.
- Provide day-to-day supervision and support of staff.
- Provide overall management and support the recovery of people who access our services.
- Administer rosters and timesheets, as required
- Develop and grow the service on a strategic level and in accordance with local needs.
- Commit to the detection and prevention of fraud.
- Identify possible organisational risks and adhere to the risk management framework.
- Work within the vision, mission, and values of Flourish Australia.

## Key capabilities

Flourish Australia's Capability Framework enables staff to develop their career with Flourish Australia. The Capability Framework consists of six core Capability Domains, which are core to the work we do.



A seventh (7th) domain is provided for position-specific competency.

## Position demands/frequency

The following tables provide an overview of some of the common physical and psychosocial demands placed on all employees working in mental health.

### Physical demands/frequency

Position demand	Frequency	Comments
Standing	Frequent	Continuous and repetitive throughout the work day.
Sitting	Frequent	Continuous and repetitive throughout the work day.

Crouching	Occasionally	May be required.
Kneeling	Occasionally	May be required.
Stooping	Occasionally	May be required.
Walking	Frequent	Continuous and repetitive throughout the work day.
Stair climbing	Occasionally	May be required (but depends on workplace)
Controls/fine motor skills <ul style="list-style-type: none"> <li>Hand/arm</li> <li>Foot/leg</li> </ul>	Frequent	Essentially, fine motor skills are required to perform activities of Driving and operating computers
Reaching (overhead)	Occasionally	Continuous and repetitive throughout the work day in residential settings.
Driving	Frequent	Driving is a frequent activity performed by the staff in this role.
Lifting and carrying <ul style="list-style-type: none"> <li>2kg-5kg</li> <li>5kg-10kg</li> <li>10kg-15kg</li> <li>&gt;15kg</li> </ul>	Occasionally Rarely Rarely Rarely	All lifting and carrying at Flourish Australia needs to be performed by the employee and the chance of delegating to others is small. Other major lifts include shopping, laundry baskets and clothing.

#### *Psychosocial demands/frequency*

Position demand	Frequency	Comments
Working with distressed people	Frequent	e.g. episodic or grief situations
Working with people who may have experienced trauma	Frequent	e.g. child abuse, history of violence
Exposure to distressing situations	Occasionally	e.g. self-harm, death
Working with unpredictable or aggressive people	Occasionally	e.g. drug and alcohol induced, episodic situations, visiting people's homes

## Key Tasks and Responsibilities

- Managing, developing and leading day-to-day service provision and providing leadership in all aspects of the operation of a complex and diverse service.
- Managing a portfolio of services, and teams, with various KPIs, outputs and outcomes
- Managing the fiscal, human and property resources of the service within the scope of the position and under the direction of the relevant Cluster Manager or General Manager, Operations and the organisation's philosophies.
- Ensuring services are of a high standard and comply with standards of quality practice.
- Identifying and developing opportunities for service growth, in conjunction with Cluster Managers and General Managers.
- Ensuring all Flourish Australia policies and procedures are implemented and abided by in your area of responsibility.
- Ensuring the programs and services you are responsible for operate according to budget.
- Ensuring staff receive the support and supervision according policy.
- Ensuring all staff complete mandatory training.
- Managing, developing and maintaining key partnerships with internal and external stakeholders.
- Meeting all policy, contractual and legislative requirements and ultimately achieving good outcomes for the people who access our services.
- Be 'hands on' and involved in direct service delivery, as required, as well as the management of any complex service delivery issues.
- Providing your team 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.
- Utilise good professional staff supervisory skills and effectively utilise staff and resources so people accessing our services receive a quality service.
- Possess a good understanding of Flourish Australia's philosophy, recovery orientated services/culture, Disability Standards, Quality Assurance principles, Grievance policy, Work Health & Safety, and Privacy policy and relevant legislation.
- Achieving individual and organisational Key Performance Indicators (KPIs).
- Keeping senior management informed about the service, including resourcing and operating against budget, and alerting senior management to issues as soon as they arise.
- Managing and expanding the services of the organisation in your area of responsibility.

## Required Skills and Personal Attributes

- Be proficient with technology and have a good workable knowledge of databases.
- Obtain working knowledge of all Flourish Australia programs.

- Think creatively to solve problems and be people focused and work in partnership.
- Have advanced working knowledge of person led recovery-oriented practice.
- Financial acumen and understanding of running a program according to budget.
- Substantial management and communication skills.
- Managing time is essential so outcomes can be achieved. A high level of interpersonal skills is required to resolve organisational issues, negotiate contracts, and to develop and motivate team members.
- Understand and implement effective staff management and personnel practices.
- Value diversity and be respectful at all times.
- Be people focused and work in partnership.
- Have excellent report writing skills.
- Self-reflect and constantly review work practices.
- Be committed to professional and ethical conduct.
- Work independently (support is available if required on more complex matters) and as part of a team.
- Implement strategies to maintain personal wellness and request support (as required).

## Key Selection Criteria

*"Flourish Australia supports Affirmative Action. If two candidates present with suitability to a role, and one of those people has a lived experience, the person with the lived experience will be the preferred candidate."*

### Essential:

1. A relevant degree (as recognised by Flourish Australia).
2. At least 3-years experience in a similar role.
3. Well-developed communication, negotiation, and advocacy skills.
4. Demonstrated engagement, collaboration and negotiation skills, with the capability to build and maintain positive working relationships across multiple sectors with a range of organisations.
5. Experience fostering and sustaining partnerships as well as ability to influence stakeholders at all organisational levels.
6. Demonstrate understanding of the challenges faced by people with a lived experience of severe and persistent mental health issues and how providing a recovery oriented service is of benefit to people.
7. Ability to use Microsoft Office Suite and ability to fully utilise the client information management system.
8. Current Australian Driver's Licence.

### Desirable:

1. A personal lived experience of a mental health issue.
2. Experience working in Aboriginal and other diverse communities.
3. A current First Aid Certificate.

All appointments with Flourish Australia's Mental Health Services are subject to previous employment reference checks, Working With Children Check, satisfactory Australian residency status, National Criminal Record checks, and other background checks as required by different State legislation (e.g. Working with Disabilities *check* in QLD).

## Agreement

I, \_\_\_\_\_, have read and understand my obligations as a Manager with Flourish Australia as outlined in this position description.

I agree to abide by the Flourish Australia Code of Conduct and Ethics, and agree to read, understand, and abide by Flourish Australia's policies and procedures.

## Manager

Name		
Signature		Date:

**Nb: A signed copy of this position description must be returned to the People and Culture team.**