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flourish AUSTRALIA

Supporting Mental Health & Wellbeing

Position Description – Program Manager
Resolve Program

"Flourish Australia, Supporting Mental Health & Wellbeing"

Position Details

Position Title:	Program Manager, Resolve Program
Award:	Social, Community, Home Care and Disability Services Industry Award 2010
Classification:	Level 8
Employment Type:	Full-time
Hours of Work:	38-hours per week

Position Summary

The Program Manager with the Resolve program is responsible for the establishment and overall management of Flourish Australia's Resolve Centres. They will ensure the effective operation of the day-to-day operations for each Centre, including human resources, clinical records management, incident reporting, and standardised procedures.

The Program Manager with the Resolve program will be required to ensure strong governance and risk management processes are in place to maximise the outcomes of the program and ensure the safety and wellbeing of people engaged in the program, as well as staff.

To succeed in this role, the Program Manager with the Resolve program will ensure that systems and procedures are in place to identify people who are showing increasing signs of a mental health issue and who would benefit from early intervention in an effort to prevent the need to access immediate clinical support or crisis intervention.

The Program Manager with the Resolve program will ensure: -
- The provision of personalised, flexible support is in place for people and is reviewed regularly
- All aspects of care coordination and navigation is facilitated across services
- Resolve Peer Workers provide the majority of support through the program
- Residential support is in place that enables step-up and step-down intensity flexibility in care as needs change
- The provision of non-clinical mental health outreach is in place with flexibility to increase or decrease intensity as needs change
- Ensure agreed pathways to accessing clinical supports through the LHD and private clinicians are in place, including access to alcohol and other drug services.

Relationships and Authority

Reports to:	General Manager, Operations
Direct reports:	Peer Workers/Mental Health Workers, Senior Peer Workers/Senior Mental Health Workers.

Key stakeholder groups: Person engaged in the Resolve program, Local Health District, Local NGOs, Alcohol and Other Drug Services, Private Clinicians.

About Flourish Australia

Flourish Australia's fundamental and enduring commitment is to people's mental health and wellbeing, supporting them to thrive and live a contributing life. For over 60 years Flourish Australia has supported, assisted and encouraged people's mental recovery and wellbeing. Over this time many thousands of people's lives have changed for the better.

Flourish Australia works in local communities to help people on their mental health recovery journey. Our services are designed to support people in the way that suits them best.

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.

About the Resolve Program

The Resolve program supports people with complex support needs, and a range of services and sectors involved in their care. The program is a unique mental health program that will provide alternative support for people with a mental health issue who present frequently to Emergency Departments and who spend long periods admitted to a mental health inpatient facility.

The Resolve program is first and foremost an early intervention program, that aims to reduce the likelihood of people being admitted to a mental health inpatient unit.

The Program Manager with the Resolve program will ensure that the following program seven (7) principles are applied: -

Principle 1: Strengths based approach

The Resolve program supports people to identify their strengths and pursue their goals. This is demonstrated through the highly individualised approach to care planning, based on the needs and goals of each person engaged in the program.

Principle 2: Respect

Valuing and respecting the contribution of people with a lived experience of a mental health issue is central to the Resolve program, where people are active partners in planning and managing their care and the design and evaluation of the program. People with a lived experience are employed as Peer Workers in recognition of the value this adds to the interaction with, support provided and outcomes of the people in the program.

Principle 3: Recovery

Resolve is grounded on the concepts of recovery. This is reflected in the program's engagement and collaboration with people to identify strengths and resources, reflect on experiences, identify priorities, and support them to develop and enact a plan for recovery.

Principle 4: Person-centred care / Multidisciplinary care

Access to appropriate clinical supports is key to address mental health, physical health, sexual and reproductive health and alcohol and other drug issues. This will be achieved through integrated service partnerships established in the Resolve program.

Principle 5: Partnerships

Partnerships are essential for quality, integrated care for people with chronic and/or complex needs, where care crosses service, organisational or sectoral boundaries. Partnerships are crucial to the success of the Resolve program, with needs of people with a lived experience of mental health spanning numerous services and sectors.

Principle 6: Carer and family support and education

Carers and family members can play an important role in the recovery, resilience and wellbeing for people with a lived experience. Carers have a right to participate in planning and care for those they support. There are opportunities to support and educate families and carers.

Principle 7: Community development and capacity building

Community development makes use of existing resources and strengths in the community to enhance self-help and social support systems, facilitate opportunities for economic participation and promote social inclusion. It involves principles of self-determination and democracy, social justice and equity, and community ownership. These principles strongly assert the notion of delivering services with people with a lived experience, rather than to them, and using strengths for recovery.

Organisational Accountabilities

As the Program Manager for the Resolve program, you agree to: -
- Abide by all Flourish Australia procedures and policies.
- Abide by and ensure the Resolve Program Model of Care is followed at all times.
- Willingness to travel to Resolve program locations as required (Penrith and Orange).
- 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.
- Support a 'no wrong door' approach.
- Provide day-to-day supervision and support of staff, including rostering.
- Provide overall management and support the recovery of people who access our services.
- 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 Tasks and Responsibilities

In the course of performing your role as the Program Manager with the Resolve program, you will be responsible for ensuring: -
- The establishment of two Flourish Australia Resolve Centres and associated Resolve outreach services.
- Effective communication systems are established between key stakeholders.
- The appropriate tools are in place to be used in the Resolve program to support protocols and processes, assessment proforma's, governance models, outcome measures, clinical pathways and prioritisation systems.
- Effective partnerships are developed and/or strengthened to support collaboration to maximise outcomes for people with lived experience.
- Service monitoring and evaluation procedures are established and adhered to for purposes of service development and reporting.
- The establishment of appropriate processes and structures and develop, document and implement policies and procedures that ensure the efficient and effective operations of the Resolve Centres.
- The engagement of relevant sectors and partners in an integrated model of care, promoting multidisciplinary teamwork and participation in the Resolve program at a local level.

- The growth and development of the service, in line with the Strategic Plan and participant demand.
- Convene various committees associated with the Resolve program, organise and participate in committee meetings, including preparation of meeting agendas, papers and correspondence, taking and/or reviewing minutes of meetings.
- Lead the development, implementation, monitoring and evaluation of strategies and processes to improve system integration, and co-ordination between relevant services.
- In conjunction with Flourish Australia senior management, manage the contracts and funding agreements and all their deliverables including:
  a. acting as the key contact point of all matters concerning the contract/s and delivery of the Resolve program;
  b. managing the Resolve program budget; and
  c. overseeing the completion and submission of all reporting in relation to the contract/s.

The Program Manager with the Resolve program will also be responsible for (but not limited to): -
- Managing, developing and leading day-to-day service provision and providing leadership in all aspects of the operation of the service.
- Managing the fiscal, human and property resources of the service within the scope of the position and under the direction of the relevant General Manager, Operations and the organisations philosophies.
- Ensuring the timely recruitment and selection of new staff.
- Managing the day-to-day interactions and partnership between key stakeholders.
- Ensuring all policies and procedures are followed.
- Develop local procedures and review effectiveness of procedures every 6-months.
- Ensuring services are of a high standard and comply with standards of quality practice.
- 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, when required.
- 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.
- Utilising excellent professional staff supervisory skills and effectively utilise staff and resources so people accessing our services receive a quality service.
- Developing 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 operations of the program.
- Ensuring reports are forwarded to General Managers 1-week before reporting timeframes are due.
- Ensuring the service meets and exceeds the relevant service standards (e.g. NMHS, DSS, ISO/AS/NZS).
- Undertaking regular auditing of records (CIMS) for CANSAS, RAS, BOTH, and any other assessment required by the organisation at a minimum every 6-months.
- Understanding and implement effective staff management and personnel practices.
- Negotiating matters on behalf of the service.

Required Skills and Personal Attributes

To be successful in this role, all Flourish Australia Managers are required to: -
- Have a thorough understanding of the application of clinical and non-clinical practice within a recovery framework.
- Be proficient with technology, including computers, and have a workable knowledge of databases.
- Obtain working knowledge of all Flourish Australia programs.
- Think creatively to solve problems.
- Have excellent time management and delegation skills.

- Have excellent report writing skills.
- Apply sound working knowledge of recovery-oriented practice.
- Have excellent interpersonal skills, be non-judgemental, be fair, patient, have a willingness to listen, and display empathy.
- Be people focused and work in partnership.
- Value diversity and be respectful at all times.
- Be committed to professional and ethical conduct.

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. Tertiary qualifications in Psychology, Social Work, Nursing, Occupational Therapy or other Allied Health discipline.
2. A minimum 3-year's experience in a supervisory capacity in the mental health sector at a senior level.
3. Understanding of the Australian health care system, key issues in primary health care, the mental health service system, including the range of professionals that work within, or come into contact with, the mental health sector.
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 a mental health issue 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. Registered or eligible to register with AHPRA.
2. A carer role or having a lived experience of a mental health issue.
3. Demonstrated Experience working in CALD and/or Aboriginal communities.
4. Demonstrated experience working in a community mental health residential setting.
5. Relevant qualifications in frontline management.

Appointments will be subject to satisfactory Australian residency, work reference checks, and National Criminal Record checks.

Agreement

I, _____, have read and understand my obligations as the Program Manager with the Resolve program 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.

Program Manager, Resolve Program

Name		
Signature		Date:

Nb: A signed copy of this position description must be returned to Human Resources.