Position Description – Senior Cluster Manager

'Where mental wellbeing thrives'

Position Details

Position Title:	Senior Cluster Manager
Position Level:	Level 8
Industrial Instrument:	Flourish Australia Enterprise Agreement (2018)
Employment Type:	Full-time
Hours of Work:	38-hours per week

Position Summary

Senior Cluster Managers with Flourish Australia's Mental Health Services are responsible for the active and effective delivery of services for people with a lived experience of a mental health issue. They have responsibility for the leadership and management of a group of sites and/or programs within a defined service grouping of significant size, scope and budget.

Reporting directly to the General Manager, Operations, Senior Cluster Managers will oversee the development and growth in the service group, be responsible for continuous improvement initiatives, and be committed to developing and maintaining partnerships with internal and external stakeholders in the service group. Your combination of experience, expertise and competence attained through previous appointments will be essential to this role.

The Senior Cluster Manager's 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. Ultimately, they work with people who access Flourish Australia to achieve their full potential by getting the best out of all teams. 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

Flourish Australia is one of the largest providers of psychosocial mental health support services in Australia. We bring program diversity, a commitment to quality and intent to enable personal recovery for all who utilise Flourish Australia's services.

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.
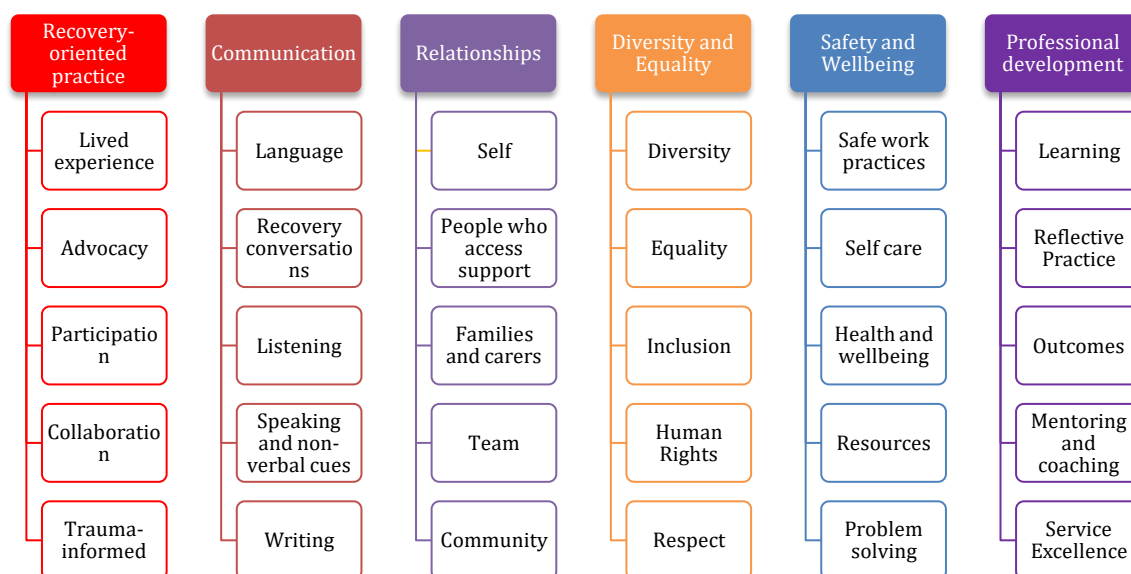
Relationships and Authority

Reports to:	General Manager, Operations.
Direct reports:	MHS Managers Level 1, 2, (and Level 3 by exception). Other senior specialist positions as required.
External:	Primary Health Networks, Local Health Districts, Housing, Medicare Locals, other NFPs and community organisations, funding bodies, and other mental health service providers.

Organisational Accountabilities

- Abide by 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.
- Actively promote a 'no wrong door' approach.
- Provide day-to-day supervision and support of frontline staff and frontline managers.
- 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 to support and promote 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. All Flourish Australia employees are required to work towards gaining the competencies set out in Flourish Australia's Capability Framework (below).

Recovery-oriented practice	Communication	Relationships	Diversity and Equality	Safety and Wellbeing	Professional development
Lived experience	Language	Self	Diversity	Safe work practices	Learning
Advocacy	Recovery conversations	People who access support	Equality	Self care	Reflective Practice
Participation	Listening	Families and carers	Inclusion	Health and wellbeing	Outcomes
Collaboration	Speaking and non-verbal cues	Team	Human Rights	Resources	Mentoring and coaching
Trauma-informed	Writing	Community	Respect	Problem solving	Service Excellence

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

Key Tasks and Responsibilities

- Managing, developing and leading service provision and providing leadership in all aspects of the operation of the cluster.
- Managing the fiscal, people and property resources of the service within the scope of the position and under the direction of the relevant General Manager, Operations and the organisation's philosophies.
- 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.

- Providing your teams 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 resources management skills so people accessing our services receive a quality service.
- Developing a good understanding of Flourish Australia's philosophy, recovery orientated services/culture, Disability Standards, National Standards for Mental Health Services, NDIS, 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 your service grouping.
- Managing and expanding the services of the organisation in the defined region.
- Take an active role in the identification of current and future options for innovation, business development/expansion/growth.
- Provide financial, specialised, technical, professional and/or administrative advice on policy matters within the organisation and/or about external parameters such as government policy.
- Develop and implement techniques, work practices and procedures in all relevant facets of the work area.
- Demonstrate a high level of proficiency in the search of optimal solutions to new problems and opportunities, which may be outside an original field of specialisation.
- Take responsibility for decision-making within appropriate delegations.
- Lead the implementation of policies and programs and have the ability to formulate, implement, monitor and evaluate projects and programs.
- Undertake work of significant scope and complexity, including specific projects and work as required by the organisation.
- Successfully undertake duties of an innovative and/or critical nature with little or no professional direction.
- Undertake functions across a range of administrative, specialist or operational areas, which include specific programs or activities, management of services delivery and the provision of high-level advice.
- Manage extensive programs or projects in accordance with organisational goals.
- Be committed to data informed decision-making.
- Administer complex policy and program matters.
- Have detailed knowledge of policy, programs, guidelines, procedures and   practices of the organisation and external bodies.
- Have detailed knowledge of Flourish Australia's statutory requirements.

Performance Indicators

Timely recruitment and selection of new staff

1.1   Oversee and ensure requests to recruit replacement staff provided within 1-week of a resignation being accepted.
1.2   Oversee and ensure the commencement of new staff within 8-weeks of acceptance of a staff resignation.

Implement Embracing Inclusion Policy and targets

1.3   Oversee and ensure Peer Worker numbers increase.
1.4   Oversee and ensure the percentage of staff with lived experience stays above 50%.

Implement the Diversity Strategy

1.5   Oversee and ensure the diversity strategy is adhered to.

Orientation, induction, and retention of staff

1.6   Oversee and ensure monthly support and reflective practice is provided by Managers in the cluster.
1.7   Oversee and ensure new staff in the cluster area receive a formal review at 3-months and 5-months after commencement.
1.8   Oversee and ensure all staff in the cluster area have access to learning and development opportunities in accordance with the learning and development policy.
1.9   Oversee and ensure all staff in the cluster area participate in mandatory training annually.
1.10 Oversee and ensure that Managers undertake annual staff appraisals within one month of staff anniversary dates.
1.11 Oversee and ensure that staff in the cluster area are provided with the opportunity to develop a Personal Situation Plan.

Being an employer of choice

1.12 Ensure flexible working arrangements for staff are available when operationally possible.

1.13 Oversee staff turnover and work with managers in the cluster area to reduce regretted turnover.

1.14 Ensure succession plans are in place for staff and ensure talent is developed within our workforce.

Work Health and Safety (injury prevention, management and rehabilitation)

1.15 Oversee and ensure WHS inspections and audits are completed according to policy.

1.16 Oversee and ensure incident follow-up and resolution within policy parameters.

1.17 Oversee and ensure WHS is an agenda item and discussed at team meetings.

1.18 Support managers to promote employee wellbeing quarterly.

Operating in line with service/s budget

2.1 Ensure staffing in line with staff profile in the cluster area.

2.2 Oversee and ensure budget variance is achieved.

2.3 Oversee and ensure approvals are generally aligned with delegated authority as outlined in the delegations manual.

Meet financial reporting timelines

2.4 Oversee and ensure corporate cards/petty cash finalised within 5-working days of the end of each month.

Effective management and security of physical resources

2.5 Oversee and ensure Managers have a system in place for both fleet and personal vehicle usage and logs and servicing are completed monthly for fleet vehicles.

2.6 Oversee and ensure WHS inspections are completed quarterly in the cluster area.

2.7 Oversee and ensure security and fire safety drill completed and recorded at least every 6-months.

2.8 Oversee that assets are reviewed and confirmed against the asset register annually.

Developing and maintaining partnerships with key stakeholders

3.1 Attend and participate in suitable regular forums, interagencies, and stakeholder meetings as required.

3.2 Support the service to actively market and publicise our services in the community at least quarterly.

3.3 Oversee and ensure local SLAs and MOUs are up to date and managed effectively.

3.4 Develop partnerships in accordance with our diversity strategy.

Identifying and pursuing new opportunities for service development

3.5 Identify service gaps, develop opportunities to meet need, and report on these quarterly.

3.6 Benchmark internally and externally to current best practice/industry standards.

Having person facing services responsive to individual needs

3.7 Oversee and ensure rosters are developed and displayed within 2-weeks of the next roster period.

3.8 Oversee and ensure Individual Recovery plans are completed quarterly.

3.9 Oversee and ensure BOTH plans are completed quarterly.

3.10 Oversee and ensure CANSAS & RAS plans are completed quarterly.

3.11 Oversee and ensure service customer satisfaction surveys and partner health checks are conducted annually.

Adherence to policies and procedures

3.12 Oversee and ensure at least 1 policy is discussed and reviewed at team meetings.

3.13 Support managers to develop local procedures and review effectiveness of procedures every 6-months.

3.14 Have expert knowledge of relevant legislative and funding contract requirements.

3.15 Oversee and ensure that all staff in the cluster area review Flourish Australia's Code of Conduct and Ethics annually, and that all staff sign adherence to this requirement.

Promote a 'no wrong door' approach

3.16 Oversee and ensure people's needs are met regardless of the request made at a local level.

Meet contractual service delivery and reporting requirements

4.1 Oversee and ensure reports are forwarded to General Managers 1-week before reporting timeframes are due.

4.2 Oversee and ensure services are delivered in accordance with funding contracts.

Meet organisational reporting requirements, especially in relation to Quality Assurance

4.3 Oversee and ensure auditing of records (CIMS) for CANSAS, RAS, BOTH, are undertaken every 6-months.

4.4 Oversee and ensure audits of the records of people who access our services every 6-months and ensure records are up to date.

4.5   Oversee and ensure timely responses to feedback, complaints and grievances in accordance with the relevant policy.

4.6   Oversee and ensure team meetings records are available within 3-working days after the meeting is held to meeting attendees.

4.7   Oversee and ensure incident reporting and management conducted within established timeframes.

4.8   Oversee reporting on ROSSAT in accordance with policy.

<u>Delivery of high quality services that are person facing</u>

4.9   Meet and exceed the relevant service standards (e.g. NMHS, DSS, NDIS, ISO/AS/NZS).

<u>Meet and deliver additional projects relevant to the organisation</u>

4.10 Coordinate and deliver specified projects relevant to the organisation and as directed from time to time.

Required Skills and Personal Attributes

To be successful in this role, all Flourish Australia Managers are required to:

- Be proficient with technology and have a workable knowledge of databases.
- Be able to think laterally and contribute to a significant degree at high-level meetings.
- 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.
- Be adaptable and be able to wear 'different hats'.
- Have excellent interpersonal skills, be non-judgmental, 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.
- Effectively organise and plan your workday.

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 degree in the behavioural sciences or a health related discipline.
2.   At least 5-years experience in a relevant management 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.   Demonstrated 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 illness and how providing a recovery oriented service is of benefit to people.
7.   Expert knowledge of relevant legislative and funding contract requirements.
8.   Ability to use Microsoft Office Suite and ability to fully utilise the client information management system.
9.   Current Australian Driver's Licence.

Desirable:

10. A carer role or having a lived experience will be an advantage.
11. Experience working in Aboriginal communities and diverse communities will be an advantage.

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 Senior Cluster 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.

Senior Cluster Manager

Name		
Signature		Date:

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