

POSITION DETAILS

Program / Unit:	Lifestyle Support	Employment Status:	Full-Time
Location:	Central QLD	Reports To:	Manager: Lifestyle Support
Classification:	Level 6 - <i>Social, Community, Home Care and Disability Services Industry Award 2010</i>		

PURPOSE OF THE POSITION

The Coordinator is responsible for the overall management of the Mental Health programs. The role provides leadership and direction for service delivery to persons accessing services, the provision of skilled, capable staff with developmental opportunities, and support and consultation for key stakeholders. The Coordinator manages a geographically diverse team and is required to ensure that all accreditation is met, and continuous improvement activities appropriately progressed.

POSITION RESPONSIBILITIES

Key Accountabilities	Key Activities
Enabling service delivery	<ul style="list-style-type: none"> • Build and maintain close liaison with stakeholders including funding providers in order to sustain effective and collaborative working relationships and to afford opportunities to contribute to the improvement of interventions in response to community needs and in the interest of the best possible participant outcomes. • Assists with the establishment and development of a strong and positive team environment to ensure excellent communication between team members. • Advise and guide program staff to gain and maintain a sound understanding of scope and outcomes anticipated for each service agreement/s. • Develop processes to build consistent practice standards across the team based on the organisational strength-based framework • Has an awareness of the importance of information management in relation to confidentiality and privacy provisions. • Contribute to the development of an organisational, integrated approach to service delivery.
Information & Record Keeping	<ul style="list-style-type: none"> • Ensure a high standard of quality for participant records are maintained and compliant with statutory obligations and AnglicareCQ policies. • Provide access to information in a manner which respects the privacy and dignity of participants involved in the program. • Develop and maintain a system for recording and reporting on program activities. • Provides regular and ongoing progress reports of program activities to funding bodies and senior management. • Monitor and evaluate participant information provided by program staff. • Ensure all duties are performed to high quality standards reflecting

Key Accountabilities	Key Activities
	<p>organisational values, practice framework, policy, procedure and practice standards.</p> <ul style="list-style-type: none"> • Maintain current knowledge of relevant legislation, sector developments, issues and standards.
<p>Marketing, Communication and Partnerships/ Networks</p>	<ul style="list-style-type: none"> • Seeks opportunities to build community networks to ensure that services are promoted, understood and accessible across the relevant geographical landscape. • Assist the team in the development and implementation of activities and events to profile the portfolio in the community and in the sector. • Initiate and maintain relevant government, community and inter-agency networks to promote the program, identify partnership opportunities and advocate for and facilitate quality outcomes. • Ensure the promotion of services performed within the program through the development of marketing and communications products.
<p>Learning & Professional Development</p>	<ul style="list-style-type: none"> • Ensure that practices are compliant with standards of care and sector standards. • Attend and participate in regional workshops and forums. • Ensure ongoing professional development by attending and participating in training opportunities as identified within the performance development and review process. • Ensure staff are supported and grow and learn through debriefing and planned support discussions. • Participate in regular supervision with line manager. • Conduct performance, learning and development reviews of program staff. • Induct and mentor new staff to understand the complexities of the program. • Provide regular supervision (individual and group) to all program staff identifying developmental needs with relevant training opportunities sought.
<p>Resource Management</p>	<ul style="list-style-type: none"> • In consultation with the line manager, ensure staffing requirements are closely monitored in line with program budgets. • Manage program resource allocation, utilising cost-effective means. • Manage work scheduling/rostering. • Conduct regular audits to identify any resources requirements. • Plan and negotiate the use of existing resources.

Key Accountabilities	Key Activities
Organisational Development	<ul style="list-style-type: none"> • Contribute to the development and implementation of flexible, responsive, cost effective and high quality services. • Contribute to the development, implementation and review of program policies and processes to enable continuous improvement of service delivery and to meet best practice, licensing and accreditation standards. • Train and mentor staff in the application of program policies, procedures and best practice approaches. • Maintain program statistics for local or organisational use in planning. • Prepare reports (monthly, quarterly & annually) for use in supervision and by management, including the Extended Leadership Team and funding bodies • Contribute to develop and maintain a healthy, creative and supportive working environment. • Demonstrate high regard for workplace health & safety issues and the physical and emotional well being of clients, co-workers and all visitors of the workplace.
Reporting/ Financial Management	<ul style="list-style-type: none"> • Ensure that program finances are responsibly and efficiently managed to meet program needs within the organisational policy framework and also adhering to budget allocations. • Maintain a current knowledge of government and non-government funding opportunities and seeks additional sources of funding wherever possible. • Has an detailed awareness of contractual arrangements and manages accordingly. • Ensure that records and statistics are kept up to date and all accountability requirements of AnglicareCQ and sector requirements are met in a timely manner.

SELECTION CRITERIA

Mandatory Requirement/s:

- A Bachelor's Degree in social or Behavioural Sciences, Social Work or Psychology (or related discipline) or an equivalent combination of education, training and a minimum of 3-years relevant experience.
- As Anglicare Central Queensland is a Child Safe Organisation and NDIS registered service provider, preferred applicants will be required to hold a Blue Card as well as a Yellow Card/exemption notice prior to commencement. Further information is available online at [Blue Card Services](#) and [Yellow Card Online](#)

Selection Criteria:

1. Demonstrated experience at a management level in mental health and counselling related services, government relations, funding and growth across a geographically diverse portfolio.
2. A sound knowledge and understanding of Commonwealth, State and Local Government policies, programs, legal and compliance frameworks relevant to the mental health sector.
3. Contemporary knowledge of principles, practices, theory and philosophies that underpin service delivery approaches towards participant outcomes in the mental health sector.
4. A high degree of drive, initiative, motivation and outcome orientation.
5. Effective written and verbal communication skills with the ability to build and maintain effective internal/external relationships and to share specialist knowledge and technical skills within a team environment
6. Strong financial capability, including a commitment to producing consistently good financial results within the framework of program and achieving program growth.
7. The ability to build and lead a cohesive team to develop the program in line with the organisation's vision and strategic direction.

OTHER REQUIREMENTS

- Must hold a current Queensland Open Driver's licence or licence recognised by Australian laws
- Must have proof of current eligibility to work in Australia (visa holders)
- Successful completion of a six (6) month minimum employment period (probation) in accordance with AnglicareCQ's policies and procedures
- Any employment 'suitability checks' (as required for the position).
- Ability to travel.
- This Position Description should be read in conjunction with the AnglicareCQ Personal Attributes Matrix (Appendix 1).