

Position Description

Role/Department: Clinical Manager, Specialist & Advisory – Customer Service

Role reports to: Regional Customer Service Manager

Classification/Level: Health Professionals and Support Services Award, Level 4

Location: North Ryde

Our Vision and Organisation's Purpose	
Communities collaborating to create opportunity and improve quality of life. We provide innovative services which support individuals, strengthen communities and enhance physical, social and emotional wellbeing.	
Position Summary and Purpose	
Reinforce and drive the key principles of the New Horizons Clinical Governance Framework, ensuring evidence based practice filters through to meet Customer need generating positive outcomes. Provide support to a multi-disciplinary team and ensure customer needs, contractual obligations and organisational objectives are met. Support and guide the implementation of Clinical Services across the organisation.	
Reporting lines and stakeholder relationships	
This position reports the Regional Customer Service Manager. This position is supervised by and reports indirectly to the Clinical Practice Leader. This position supports and supervises a multidisciplinary team of allied health professionals. This position work's closely and collaborates with Customer Service Managers and Team Leaders. This position communicates across New Horizons business streams. This position may at times engage with funding bodies, government agencies, training partners, other service providers at a senior level, as directed by the Regional Customer Service Manager.	
Key Result Areas	5 Domains
<p>Customer Experience</p> <ul style="list-style-type: none"> - Ensure Clinical Services meet Customer need, are individualised and of a high quality. - Guide and evaluate Restrictive Practices Authorization Submissions, implementation and review with the clear objective of reducing or eliminating the need for restrictions and an increased quality of life. - Promote and incorporate Person Centred and Recovery Oriented Approach to Clinical Practice. - In partnership with the Customer Service Leadership Team and People and Culture, promote and facilitate a culture of practice reflection and learning across all Customer Service Teams. - Oversee day to day strategies, interventions used and outcome measurement. <p>Leadership</p> <ul style="list-style-type: none"> - Oversee the implementation of internal clinical processes and, procedures. Develop, and manage a high performing and motivated team who deliver quality services. - Educate and influence the broader workforce in regards to Recovery Focused and Person Centred Practices. <p>Quality Assurance and Compliance</p> <ul style="list-style-type: none"> - Ensure clinical services align with organisational practices, industry standards and legislative and compliance requirements. Promote and enforce self-checking mechanisms within the Clinical Team, harnessing experiential learning's, challenges, and Customer input to build on and improve services. - Drive the ongoing review and evaluation of the clinical components of Customer Experience. - Develop and implement key processes and guidelines to increase compliance across the organisation. - Actively participate in accreditation and benchmarking. 	

<p>Risk Management</p> <ul style="list-style-type: none"> - Predict, analyse and respond to risks with a multi-level lens (Customer, carer/family, workforce, company and community). - Identify, respond to and reduce risks associated with clinical and/or therapeutic support and service delivery. - Contribute to clinical risk management processes and guidelines that inform decision making and response strategies. <p>Business Growth</p> <ul style="list-style-type: none"> - Contribute to strategic plan to build New Horizons clinical services to offer speciality management, treatment and support to customers living with a disability, medical condition or mental ill health. - Seek out opportunities to partner with specialist services and advice in expert/niche areas to enhance customer quality of life. - Contribute to the Clinical Governance Framework and associated bodies of work. <p>Work Health and Safety</p> <ul style="list-style-type: none"> - Ensure the health, safety and welfare of self and others working in the business. Demonstrate and promote safe and healthy work practices at all times - Collaborate with the Risk and Compliance and WHS business leaders to develop a well-rounded, informed and considered approach to safety.
<p>Key Competencies</p> <p>Genuine Customer focused approach to all tasks. Motivated and ability to work through the challenges of developing and growing a service. Ability to develop positive professional relationships and strategic partnerships at a senior level. Capable of thinking analytically and promptly acting in response to challenging situations. A measured approach to balancing service demands, customer need and team capacity. Demonstrates well developed communication, negotiation and problem solving skills. Displays strong leadership, role modelling, team building and management capability.</p>
<p>Skills/Knowledge/Experience</p> <p>Demonstrated experience in a similar role providing sound guidance on clinical issues affecting people with an intellectual disability and or/ mental illness. A thorough understanding of national service standards and how they translate to individualised, person centred, recovery oriented practice. Relevant tertiary qualification e.g. psychology or social work or related field. AHPRA or relevant registration Police Check/Criminal History Check Working with Children Check Current NSW Driver's License</p>