

Position Information

Position Title	Executive Manager - Services
Program	Business Services
Reports to	Chief Executive Officer
Direct reports	Program Managers, Team Leaders and Coordinators
Award	Social, Community, Home Care and Disability Services Industry Award 2010
Award classification	Executive Management Salary Equivalent

Organisation Information

TeamHEALTH has been providing services to people with mental illness in the Northern Territory for over 30 years. TeamHEALTH was established by a group of relatives and service providers of people with a mental illness who wished to provide stable, safe, accommodation for their family members.

Over time TeamHEALTH has developed and now provides a range of supports focusing on prevention, early intervention and recovery including residential services for people with severe and persistent mental illness, a community housing service, individual recovery and group-based support, together with early intervention support, home based aged care support, mental health promotion and education.

TeamHEALTH's vision is that all people should lead a full and valued life. This is articulated through our purpose and operational philosophy of creating community capacity for good mental health, to enable people to live a full and valued life through the provision of supports, advocacy and education. Success in achieving our purpose requires consolidation of existing work, the use of evidence-based approaches and an adaptable skilled organisation.

With accreditation to the National Standards for Mental Health Services, NDIS Quality and Safeguarding Framework, National Regulatory System for Community Housing and the Aged Care Quality Standards, TeamHEALTH continues to focus on ensuring quality service provision and the pursuit of goals with participants.

Position Summary

Reporting to the Chief Executive Officer, the Executive Manager - Services provides strategic and operational leadership and management to ensure that the services that they are responsible for are managed efficiently and effectively. The Executive Manager - Services will provide strategic advice to the Chief Executive Officer as required. The Executive Manager - Services is responsible supporting their teams, ensuring program sustainability and viability, and that they adhere to their corresponding legislative requirements and accreditation standards.

The range of supports are provided in people's homes, residential, centre based and in the community. Utilising a strengths-based approach and providing intensive one to one or group support, the services delivered include capacity building, increased social and community participation, individual skills development and community access.

The Executive Manager, Support Services will develop and implement strategic and operational plans stemming from the organisation-wide strategic plan. The focus of the role is to evaluate the effectiveness of services provided and ensure the services are compliant with all regulatory requirements within the community services, community housing, NDIS and Home Care sector.

The Executive Manager - Services will provide leadership to large and varied teams to ensure that TeamHEALTH is an employer of choice for staff and a sustainable organisation.

To facilitate the development of strong community relationships and support for participants, the Executive Manager - Services will take a lead role in fostering effective and collaborative professional partnerships and relationships, including engagement with participants, consented family members, and access and referral to appropriate services. Demonstrating an understanding of the relationship between existing funding streams but also cognisant of future changes and the potential impact, the Executive Manager - Services will also be responsible for identifying gaps in services and making recommendations on methods or new services by which these gaps and system improvements can be addressed.

The Executive Manager, as part of TeamHEALTH's Executive Leadership Team, will be required to work at a strategic level demonstrating leadership behaviours that:

- inspire and communicate the vision and values of TeamHEALTH in all actions;
- influence, motivate and mentor to support changed behaviours and achievement of goals;
- innovate, demonstrating comfort with ambiguity and prudent taking of risk;
- communicate effectively, encouraging collaboration internally and with our stakeholders; and
- ensure accountability for outcomes, celebrate successes and proactively address shortcomings.

At times the Executive Manager may be required to provide support or assistance to other areas of TeamHEALTH, which may involve travel and overnight absences.

Key Result Areas

1. Business & Services Development

- 1.1. Identify and contribute to assessment of strategic opportunities to enhance and/or extend current NDIS, Home Care Packages and mental health supports as deemed appropriate.
- 1.2. Provide leadership in developing, delivering and evaluating a viable, person-centred, strengths-based approach which is reflective of relevant national standards including Aged Care Quality Standards, NDIS Practice Standards, National Mental Health Standards for NGO's and National Regulatory System for Community Housing (NRSCH).
- 1.3. Develop TeamHEALTH policies, handbooks and tools for approval.
- 1.4. In conjunction with all staff ensure services reflect principles of the relevant national accreditation framework with reportable evidence of adherence gathered on a regular basis.
- 1.5. Conduct relevant research, formulate submissions and tender responses in support of identified strategic directions.
- 1.6. In conjunction with the Leadership Group, lead TeamHEALTH through the process of maintaining accreditation, by ensuring a continuous improvement culture is embedded within the organisation and supported by all staff.
- 1.7. Work collaboratively in the analysis and preparation of business cases and submissions for approval by the Chief Executive.

2. Relationship Management

- 2.1. Develop and maintain strategic links and partnerships with stakeholders across the home care, community housing, mental health and disability sectors that support and inform TeamHEALTH's work.
- 2.2. Foster effective working relationships with TeamHEALTH's home care, mental health and disability sector stakeholders.
- 2.3. Uphold the TeamHEALTH values of Integrity, Accountability, Wellbeing and Respect in all engagement with staff, participants and external contacts.

3. Operational Management

- 3.1. Provide effective and inspiring leadership across teams, developing a broad and deep knowledge of supports provided.
- 3.2. Manage operational risks, escalating significant program or service issues to the Chief Executive Officer.
- 3.3. Ensure programs and supports are implemented and managed consistently and ethically in accordance with strategic and operational plans, annual budget, reporting requirements and funding agreements.
- 3.4. Work with Executive Management team in the development of the annual operational budget.
- 3.5. Responsible for financial outcomes according to the agreed budget of each delegated program.
- 3.6. Coach and mentor Program Managers and Team Leaders in the development and implementation of operational plans.
- 3.7. Provide assistance, coach and mentor in the resolution of complex participant issues.
- 3.8. As required lead or participate in relevant committees or projects, internal or external, that contribute to TeamHEALTH operations and activities.

4. Staff

- 4.1. Promote a healthy work environment and compliance with work health and safety legislation.
- 4.2. Create and maintain a high performing team by providing strong leadership on learning and development, opportunities for cross program skill development, succession planning and mentoring.

- 4.3. Manage the selection, training and development, succession planning and mentoring of staff.
- 4.4. Support, promote and performance manage staff to achieve operational plan initiatives.
- 4.5. Establish lines of control and delegate responsibilities.

5. Reporting and Evaluation

- 5.1. Prepare Board ready briefing materials and analysis on a regular basis.
- 5.2. Develop and implement efficient systems for tracking, evaluating and reporting on participant supports and outcomes.
- 5.3. Manage and adapt participant management system and relevant portals used to document participant supports.
- 5.4. Develop and implement strategy for ongoing participant feedback, including implementation of feedback for continuous quality improvement (e.g. annual YES survey and Participant Focus Groups).
- 5.5. Provide regular opportunities for all staff to give feedback on program operations.
- 5.6. Ensure that all internal and external reporting is accurate and completed within timeframes required by funding agreements and/or management.
- 5.7. Actively participate in regular supervision with the Chief Executive Officer, including continuing professional development and performance review discussions.

Key Selection Criteria

TeamHEALTH recognises the value of experience in all facets of life and work and encourages individuals with a lived experience of mental illness to apply.

All TeamHEALTH Staff

1. A National Police Certificate that was issued less than two years ago or proof of an application for a National Police Certificate.
2. A current Driver's Licence.
3. A current Ochre Card and NDIS Worker Screening Clearance.
4. NDIS Worker Orientation Module Certificate.

Essential for Position

5. Minimum of a Diploma qualification in health, community services, mental health or a relevant discipline plus five (5) years management experience.
6. Demonstrated capability to operate and think strategically displaying strong business acumen and a high level of initiative.
7. Demonstrated ability to work with multiple accountabilities and a record of successfully managing competing priorities under pressure and within tight timeframes.
8. Demonstrated high level of communication skills (written and verbal), with the ability to interact and engage with a diverse range of people and build professional relationships that add value to TeamHEALTH's purpose.
9. Demonstrated experience in the management and delivery of community services, community housing, home care packages and NDIS services.
10. Demonstrated ability to coach and develop staff to ensure they perform and reach their full potential.
- 5.8. Working knowledge of the National Mental Health Standards, NDIS Practice Standards, Aged Care Quality Standards and National Regulatory System for Community Housing (NRSCH) and demonstrated understanding of early intervention approaches, psychosocial rehabilitation and the recovery model in the mental health services field.
11. Proficient in the use of the Microsoft suite of products.

Desirable for Position

12. Qualifications in management or business.
13. Accreditation of registration with the appropriate professional body.
14. Senior management experience in a non-government mental health service.
15. Demonstrated knowledge of the mental health services sector in the Northern Territory.
16. Experience in providing timely briefings to Board and other influential groups.

Position Description Approval

Approved by	Anne Gawen, Chief Executive Officer
Date approved	4 October 2024
Signature	

