

Position Information

Position Title	Program Manager, Complex and Long Stay Residential Services
Program	Residential Services
Reports to	Executive Manager, Mental Health Promotion
Direct reports	Coordinators; Mental Health Recovery Workers; Wellbeing Workers
Award	Social, Community, Home Care and Disability Services Industry Award 2010
Award classification	Level 6

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

The Residential Services Program aims to provide increased opportunities for recovery for people whose lives are severely affected by mental illness. The aim is to support recovery, reduce social isolation and improve independent living and employment outcomes. The Residential Services Program uses a strengths-based approach and provides intensive one-to-one support.

The aim of the Residential Services Program is to support people with mental illness into independent living in the Community. This support is provided by TeamHEALTH through a number of recovery focussed mental health programs and settings –

- Step Up Step Down – Provides a sub-acute support service for either four weeks or up to 12 weeks, including step up from community and step down from inpatient care. The service supports participants to gain confidence and skills to return to living independently in the community.
- Prevention and Recovery Care (PARC) - Provides sub-acute residential care for up to 28 days. The PARC service provides integrated psychosocial and clinical services, in partnership with TEMHS as either a step up or step down, as ongoing support following a hospital admission or preventative support to avoid an admission.
- Medium-Longer Term Psychosocial Rehabilitation - A specialist longer-term residential program designed to support people with severe and persistent mental illness who are unable to live independently in the community. The program focuses on relearning or learning living skills within a psychosocial rehabilitation framework in the areas of living, learning, socialising and working. The service aims to support participants to achieve independent living in the Community upon exit or transition to a NDIS Home and Living Package.
- Complex Support Residence – Medium-long term psychosocial rehabilitation for people who are impacted by severe mental illness and cannot live safely in the community. The service supports participants to regain confidence and skills to transition back into living independently in the community.
- Home and Living – Psychosocial rehabilitation in residential homes designed to support people with psychiatric disability who are unable to live independently in the community and require help with and/or supervision of daily tasks to develop the skills and achieve personal goals. Participants are funded through NDIS.

Reporting to the Executive Manager, the Program Manager provides overall management and leadership of the designated Residential facility/facilities. The Program Manager will play a key role in supporting and coaching the Mental Health Recovery Workers and Wellbeing Workers within the Program to deliver recovery focused, strengths-based support and timely, culturally appropriate case management.

A significant part of the role will be providing regular and timely management and supervision of all staff based at the Residential facility. The Program Manager will provide advice and consultancy with regard to how the staff support participants in line with best practice and the complex residential support model. This will include the provision of responsive clinical and incident risk management, ensuring compliance with the clinical governance requirements and NDIS reporting requirements for home and living participants.

The Program Manager will be key in establishing professional and supportive relationships with clinical services such as Royal Darwin Hospital and Top End Mental Health Service (TEMHS). The Program Manager will be responsible for identifying gaps in services for participants and making recommendations on methods or new services by which these gaps and system improvements can be addressed.

At times the Program Manager may be required to provide support or assistance in other areas of TeamHEALTH and will be required to participate in an on-call roster.

Key Result Areas

1. Residential Support

- 1.1. Provide leadership in delivering a coordinated mental health recovery service that focuses on recovery and a strengths based approach.
- 1.2. Establish and monitor protocols around intake, assessments and exit of participants referred to the program to enable timely decision making and in accordance with the existing guidelines.
- 1.3. Assist staff and participants to develop, monitor and implement Individual Recovery Plans (IRP's) and/or Shared Care Plans with TEMHS staff.
- 1.4. Ensure that services provided reflect principles of psychosocial rehabilitation that focus on recovery and relapse prevention.

2. Relationship Management

- 2.1. Develop and maintain working relationships within TeamHEALTH, with key stakeholders and clinical service providers including organisations with which there is a service agreement or operational protocol.
- 2.2. Work effectively with all people including those of Aboriginal, Torres Strait Islander descent, and those with Culturally and Linguistically Diverse (CALD) backgrounds.
- 2.3. Uphold the TeamHEALTH values of Integrity, Accountability, Wellbeing and Respect in all engagement with staff, participants, carers and external contacts.

3. Team Management

- 3.1. Provide leadership, mentoring and assist in day to day management of designated Residential Facility/Facilities.
- 3.2. Oversee staffing rosters together with other Residential Facility Coordinators, ensuring legislative requirements for each facility are met.
- 3.3. Ensure that all staff are trained to complete all shift duties as required and ensure that a process is established for effective shift changes including participant handover.
- 3.4. Regularly complete audits of case notes and data entry to ensure accuracy and relevance in line with funding reporting requirements.
- 3.5. Conduct and facilitate Team meetings and group supervision on a regular basis with Staff.
- 3.6. Ensure all clinical governance aspects of the service, including staff supervision and support, performance reviews with staff, quality and risk management to ensure safe and effective service delivery.
- 3.7. Regularly review service and support standards identifying and recommending areas of improvement within Policies, Instructions and ways of working.

4. Reporting and Administration

- 4.1. In consultation with the Executive Manager, develop and manage the Residential facility budget, assets and expenditure, ensuring appropriate Policy, Procedures and Reports are completed within established timeframes and delegation levels.
- 4.2. Manage NDIS reporting requirements and funding with Finance and housing teams.
- 4.3. Ensure participant case notes are updated daily and that all relevant participant data and consent forms are updated as outlined in TeamHEALTH's Policies and Instructions.
- 4.4. Assist the Executive Manager in proposals to expand/enhance the existing residential services and supports.
- 4.5. Ensure that support related data gathering and all internal and external reporting is accurate and completed within timeframes required by any external providers and TeamHEALTH.

- 4.6. Participate in the development and use of evaluation tools and processes.
- 4.7. Actively participate in regular support and supervision with the Executive Manager, including continued professional development and performance reviews.

Key Selection Criteria

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. NDIS Worker Screening Clearance.
- 4. NDIS Worker Orientation Module.

Essential for Position

- 5. Relevant tertiary qualification in mental health or related area.
- 6. Minimum of three years experience in the management and delivery of strength based case management strategies to people with acute mental illness.
- 7. Demonstrated understanding of person-centred, recovery orientated framework, psychosocial rehabilitation and goal setting.
- 8. Demonstrated ability to build professional relationships and communicate effectively with key stakeholders including clinical services, participants, carers, community services and government departments.
- 9. Demonstrated ability to manage NDIS funding and reporting requirements.
- 10. Proven leadership skills and experience with the capacity to manage and support a team of staff.
- 11. Demonstrated ability to manage workload in a busy environment and prioritise to ensure deadlines are met, including ability to analyse and exercise good judgment in problem solving and decision making.
- 12. Demonstrated commitment to strive for continuous quality improvement.
- 13. Demonstrate a high level of communication skills, including written, interpersonal and negotiation.
- 14. Demonstrated computer literacy.
- 15. Action orientated, flexible and innovative, with ability to work under general direction and collaboratively as part of a wider team.
- 16. Demonstrated ethical work practices including the limits of confidentiality and the use of appropriate personal boundaries.

Desirable for Position

- 17. Diploma of Management or willingness to obtain.
- 18. Accreditation or registration with the appropriate professional body.

Position Description Approval

Approved by	Kylie Ella, Deputy CEO, Mental Health Promotion
Date approved	25 October 2024
Signature	