

Position Information

Position Title	Regional Manager, Katherine
Program	Child and Family Wellbeing Service
Reports to	Program Manager
Direct reports	Range from Child and Family Wellbeing Workers; Mental Health Recovery Workers; Wellbeing Workers
Award	Social, Community, Home Care and Disability Services Industry Award 2010
Award classification	Level 5

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

Within the Katherine and Big Rivers region TeamHEALTH deliver programs to Children, Families and Adults.

The Child and Family Wellbeing Service provides early intervention support to vulnerable families with children and young people who are showing early signs of, or are at risk of developing a mental illness, to improve their wellbeing and enable them to better participate in their communities and reach their full potential. The key outcomes are:

- Children and young people have improved emotional health and wellbeing
- Children and young people can better manage the different aspects of their lives
- Families and carers are helped to support their children and young people
- Communities have a better understanding of and response to mental health issues that affect children and young people.

The Child and Family Intensive Service (CaFIS) in partnership with Kalano Community Association, integrate culturally safe, strength-based and whole-of-family approaches to work alongside the family unit as well as individual family members. The program aims to enhance family and community functioning, individual wellbeing, strengthen and heal inter-family relationships and address complex risk factors relating to various life domains including mental health, education, housing and food insecurity. CaFIS families benefit from high levels of contact with support workers, multiple supports each week and have access to TeamHEALTH group activities including women's cultural sessions led by a First Nations team member.

Resilient Childrens Mental Health Awareness Program (RC-MHAP) is a school based early intervention mental health education program delivered throughout both town and remote community schools in the Katherine and Big Rivers Region in the Northern Territory. Providing early intervention mental health education and support during the school years equips children and young people with the tools, understanding, and resilience to overcome challenges throughout their lives

TeamHEALTH's Adult Supports 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 provide practical supports to increase independence in the community. Using a strengths-based approach, and providing intensive one-to-one support, individuals are:

- provided access to appropriate support services at the right time;
- enabled to build upon personal capacity, confidence and self-reliance;
- supported in community participation, and;
- provided practical assistance to manage daily activities.

The Regional Manager, under the direction of the Program Manager, is responsible for the overall management and leadership of services in the Katherine and Big Rivers Region, including any new initiatives that may be introduced in the Big Rivers region. They will work alongside the Program Manager to develop, implement and deliver the service in the target areas.

The Regional Manager will be required to work collaboratively with relevant Team Leaders, based in Darwin, in the provision of early intervention and/or recovery focussed, strengths based and culturally appropriate support, in accordance with relevant guidelines.

To facilitate the development of strong community relationships and support for participants in the Regions, the Regional Manager will be responsible for developing collaborative partnerships and formal links with other

services to establish good referral pathways in order to reach vulnerable people, who may not otherwise engage with the mental health sector.

To be effective in the role the Regional Manager will be required to travel on a regular basis to other areas, including Darwin and remote communities, which may involve overnight or weekly absences.

Demonstrating an understanding of the relationship between existing funding streams but also cognisant of future changes and the potential impact the Regional Manager will also be responsible for identifying gaps in services and making recommendations on how these gaps can be addressed to the Program Manager.

Key Result Areas

1. Participant Support Services

- 1.1. Provide leadership and mentoring in delivering coordinated child-centred, family-focused, holistic and strengths-based support that focuses on early intervention and prevention or coordinated recovery focussed, strength-based support that focuses on prevention and recovery for adults.
- 1.2. Lead the development, establishment and monitoring of protocols around functional assessments and intake of participants referred to the program, ensuring that the services are tailored to the participant, including their cultural needs and circumstances and in accordance with relevant guidelines.
- 1.3. Support team members in the use of tools including Kessler 10/5, SCORE and development and monitoring of Family Action Plans with participants.
- 1.4. Develop and monitor Individual Recovery Plans and Schedule of Supports with adult participants.
- 1.5. Monitor caseloads of team members to ensure appropriate distribution of participants and ensure participants on waitlists are managed effectively.

2. Relationship Management

- 2.1. Foster and maintain effective and professional working relationships with TeamHEALTH's programs and key stakeholders, including local schools, 'first-to-know' agencies and clinical service providers including General Practitioners and Top End Mental Health Services (TEMHS).
- 2.2. Work closely and maintain collaborations with partnering organisations to manage and facilitate programs including and not limited to Children and Family Intensive Support and Resilient Children Mental Health Awareness Program.
- 2.3. Maintain a safe and positive relationship when working with children and young people.
- 2.4. Work effectively with persons of Indigenous and Culturally and Linguistically Diverse (CALD) backgrounds.
- 2.5. 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 the designated services delivered in the Katherine and Big Rivers Region.
- 3.2. Ensure that all staff are trained to complete all duties as required and ensure that a process is established for effective participant management in accordance with Family Action or Individual Recovery Plans.
- 3.3. Conduct and facilitate team meetings on a monthly basis.
- 3.4. Develop and regularly review caseloads to ensure that staff are utilised effectively in the provision of the range of supports and services offered.
- 3.5. Regularly complete audits of case notes and data entry to ensure accuracy and relevance.
- 3.6. Provide supervision and support and undertake performance reviews with all staff.

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- 3.7. Identify, recommend and assist in the development of areas of improvement, e.g. program resources, policies, procedures and ways of working.
- 4. Mental Health Promotion & Facilitation**
- 4.1. Plan, schedule and assist with coordination and delivery of community outreach, mental health promotion/education and community development activities in Katherine and Big Rivers region to increase local capacity to identify, understand and respond to mental health needs of children and young people.
- 4.2. May be required to facilitate mental health literacy education sessions to children (typically ages 8-12) in an engaging, confident and age-appropriate way
- 4.3. Resilient Children Mental Health Awareness Program is a role play-based program. While the facilitator is not expected to be performing arts trained it is expected that they are able and willing to express delivery energetically.
- 4.4. Adapt service delivery in response to diverse and dynamic context (children's ages, learning difficulties, disability, group numbers, cultural norms, language barriers etc).
- 4.5. Complete data reporting requirements associated with the service delivery including attendance register and pre and post evaluations.
- 4.6. In collaboration with the Program Manager develop mental health promotion resources to support program delivery, reduce the stigma of mental illness in the community and make available mental health crisis information for participants and the general public.
- 5. Reporting and Administration**
- 5.1. In consultation with the Program Manager, develop and manage the designated budget/s, resources, assets and expenditure, ensuring the development of appropriate Policies, Procedures, tools and operational guidelines are established and returns are completed within established timeframes and delegation levels.
- 5.2. Develop and document outcomes of Family Action or Individual Recovery Plans on a regular basis; and assist management in relevant data collection and evaluation.
- 5.3. Ensure participant case notes are updated daily, Family Action or Individual Recovery Plans documented and measured outcomes reviewed three monthly with Information Sheets and consent forms updated annually.
- 5.4. Ensure that all internal and external reporting is accurate and completed within timeframes required by funding agreements and TeamHEALTH.
- 5.5. Participate in the development and use of evaluation tools and processes, in line with the program's funding agreement.
- 5.6. Actively participate in regular support and supervision with the Program Manager, including continued professional development and performance reviews.

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. Tertiary or Diploma level qualification in a relevant health or welfare discipline.
6. Demonstrated experience in the management and delivery of services to people with a mental illness in a rural/remote setting.
7. Demonstrated understanding and application of person/child centred and strength-based approaches, relevant to a range of life stages, including children, young people and adults.
8. Demonstrated understanding of person centred and strength-based approaches to recovery, including goal setting and planning.
9. Demonstrated ability in working with a diverse range of people including Indigenous and Culturally and Linguistically diverse (CALD) children, young people and families.
10. Demonstrated ability to build and maintain relationships and communicate effectively with key stakeholders including community services and government departments.
11. Proven leadership skills and experience with the capacity to manage, support and supervise staff.
12. Demonstrated ability to analyse and exercise good judgment in managing workload, problem solving and decision making with a commitment to strive for continuous quality improvement.
13. Demonstrate a high level of communication skills, including written and verbal, and computer literacy.
14. Action orientated, flexible and innovative with the ability to work under general direction and collaboratively as part of a wider team.
15. Demonstrated ethical work practices including the limits of confidentiality and the use of appropriate personal boundaries.

Desirable for Position

16. Diploma of Management or willingness to obtain.
17. Experience in the delivery of training and education to children, young people and adults in both individual and group settings.

Position Description Approval

Approved by	Julia Wormer, Executive Manager, Mental Health Supports
Date approved	17 February 2025

Signature

Julia Brown