

Position Description

Position Title:	Senior Manager, Service Implementation - Mental Health & AOD		
Reports to	Executive Director Mental Health & AOD		
Directorate:	Mental Health & AOD		
Business Unit	Mental Health & AOD		
Number of Direct Reports	4	Budget Responsibilities	MH & AOD Directorate
EMPHN Classification	5		

Reviewed by:	Anne Lyon	Date:	30/08/2018
Approved by:	Anne Lyon, Executive Director, MH & AOD	Date:	18/05/2018

About EMPHN

With our partners, we will facilitate health system improvement for people in eastern and north eastern Melbourne. In doing this, our five key strategic priorities will be:

1. **Addressing health gaps and inequalities**
2. **Enhancing primary care**
3. **Leveraging digital health, data and technology**
4. **Working in partnership to enable an integrated service system**
5. **A high performing organisation**

Our four organisational values will underpin all work undertaken by EMPHN and our employees.



Leadership	<i>We champion innovation and embrace change which improves our work. We celebrate and build upon our achievements in health care.</i>
Understanding	<i>We listen and respect all perspectives and seek evidence for a deep understanding of each other and our community.</i>
Outcomes	<i>We are accountable for ensuring value for money for our communities, stakeholders and funding bodies. We focus on high impact, equitable health care solutions that increase efficiency and reduce waste</i>
Collaboration	<i>We enable those who touch the system to design the system through sharing knowledge, evidence and expertise. We work together across teams for shared outcomes.</i>

Purpose of Position

The Senior Manager, Service Implementation, Mental Health & AOD Manager role is to provide leadership and strategically engage with critical stakeholders to implement the Stepped Model of Care and other relevant reform initiatives. This role will drive the commissioning of integrated mental health, AOD and suicide prevention services/initiatives that are responsive to community needs and transition to new models of care.

Key Relationships and Stakeholders

- EMPHN CEO, Board, Executives & Staff
- EMPHN Collaborative, Clinical Council & Community Advisory Committee
- GPs within the EMPHN catchment
- Key strategic relationships with external stakeholders within the MH, AOD & Suicide Prevention sectors

Accountabilities

Stakeholder & Relationship Strategy and Management

- Support the implementation of the strategic commissioning plan that will deliver on the agreed goals for consumers with Mental Health, AOD, suicide prevention and co-occurring concerns.
- Working with staff and stakeholders to promote and advocate for mental health, AOD and suicide prevention consumers across the catchment.
- Work with other partners to maximise EMPHN's delivery of its strategic plan.

Improvement and Innovation

- Actively support the organisation to engage and integrate Mental Health, AOD and suicide prevention programs into the broader health system.
- Ensure the MH & AOD Directorate follow EMPHN's commissioning framework and documentation to facilitate and deliver complex system redesign and service transition within the areas of mental health, AOD and suicide prevention, with a focus on community based service delivery interventions.
- Ensure co-design principles and stakeholder consultation are built into all initiatives within the MH & AOD Directorate.
- Work collaboratively with MH & AOD Directorate portfolios, including scope, and quality, risk and performance, work plans and ensuring agreed timelines are met for all initiatives.
- Apply sound administrative skills and maintain all records to ensure all administrative aspects of the initiatives are met.
- Track, document and communicate performance, deliverables and outcomes of initiatives within MH & AOD Directorate portfolios.
- Prepare high quality reports, project management documentation and well informed options and recommendations papers in an accurate and timely manner.
- Ensure conformity and consistency across the Mental Health & AOD directorate, in relation to directorate-wide guidelines, policies and procedures.
- Actively support quality and safety processes within the organisation, and drive associated quality improvement.
- Establish and maintain continuous improvement processes within the MH & AOD Directorate.

Procurement & Contract Management

- Ensure procurement and contract management of services/initiatives within the MH & AOD Directorate portfolios are undertaken in accordance with EMPHN policies and procedures.
- Monitor and evaluate performance in accordance with contractual arrangements.
- Ensure contracted providers comply with EMPHN's clinical governance, quality and safety requirements.

Leadership and management

- As part of the leadership team, actively contribute to broader organisational issues and ensure that a Mental Health and AOD Directorate perspective is provided on important matters.
- As manager exhibit desired values and behaviours.
- Ensure delivery of the Annual Work Plan within budget.
- Lead organisational awareness and development of policies and procedures regarding clinical governance, risk and other related topics.
- Ensure commissioned services meet requirements of safety and quality.
- Provide supervision and support to staff within the MH & AOD Directorate.

Position Description

- Ensure financial responsibility and accountability for all portfolios within the MH & AOD Directorate.

Team

- Participate in regular reviews of performance and demonstrate a willingness to close learning and capability gaps.
- Participate in regular team meetings and other organizational and stakeholder meetings as required.

Organisational

- Work towards the achievement of EMPHN Mission and Vision and the attainment of our key Strategic Priorities.
- Comply with all EMPHN's policies and procedures.
- Work in a manner which upholds EMPHN Values of **Leadership, Collaboration, Outcomes** and **Understanding**.
- Maintain strict confidentiality while employed at EMPHN, and at times thereafter, as to the organisation's membership list, data, operating procedures, financial and employee information.

Health and Safety

- Adhere to all EMPHN Health and Safety policies and procedures and any relevant legislation regarding health, safety and environment.
- Take all reasonable care for your own and other's Health and Safety.
- Take a proactive approach to EMPHN health and safety initiatives.

Qualifications

- Relevant qualifications in health care, management or related field.
- Relevant tertiary qualifications in a mental health, aged care or community services related discipline.

Knowledge, Skills & Experience

- Demonstrated experience in leading and implementing change.
- Demonstrated experience in management of health/aged/community services.
- Capability and experience in leading and implementing change to drive system integration.
- Experience in operational and financial management, demonstrated capacity to plan, implement and evaluate health programs and meet agreed performance indicators.
- Demonstrated experience in data analysis and the ability to identify the key factors needed to enhance service delivery.
- Demonstrated experience and knowledge of the different sectors of health, community and local services.
- Demonstrated understanding of the Mental Health system and the broader needs of Mental Health, AOD and suicide prevention services and their target group.
- Demonstrated understanding of medical and psychosocial models of health and individual recovery principles.
- Significant project management experience.