

POSITION DESCRIPTION

NSLHD – Rehabilitation Program Manager

COLLABORATION
OPENNESS
RESPECT
EMPOWERMENT

SPEAKING UP FOR SAFETY

Organisation	NSW Health
Local Health District / Agency	Northern Sydney Local Health District
Position Classification	Occupational Therapist/Social Worker Lvl 5 (Unit Head), Clinical Psychologist, Nurse Unit Manager Level 2,
State Award	Public Health System Nurses & Midwives (State) Award NSW Health Service Health Professionals (State) Award Health and Community Employees Psychologists (State) Award
Category	Nursing & Midwifery Nurse Unit Manager Mental Health, Drug and Alcohol MHDA Team Leader
Website	www.nslhd.health.nsw.gov.au/

PRIMARY PURPOSE

MHDA Declaration

Each person's unique journey of recovery will be supported by mental health drug and alcohol services in a way that fosters hope, purpose and resilience.

MHDA Statement of Intention

The intention of the NSLHD MHDA is to provide recovery-orientated, trauma informed services that are guided by evidence-based practices and collaboration

The Manager will be responsible for the creation of a discreet multidisciplinary rehabilitation program team and for providing strong operational leadership, to deliver a recovery-focused mental health rehabilitation service based on best practice. The Manager will ensure the rehabilitation program supports a holistic program of care and achieves community integration and effective communication and collaboration between all team members and key stakeholders.

Whilst in the role the incumbent will work with the consumers and staff to define the Vona Du Toit Model of Creative Ability (MoCA) so that all participants understand their role in the program delivery and participation. This will mean that:

- Consumers understand how their individual program was developed and received regular feedback on their progress.
- Training needs analysis conducted for the rehabilitation program staff and a plan to provide any training required is agreed to.

ESSENTIAL REQUIREMENTS

As a leader you are expected to support the organisation achieve the aims of the safety management system, to establish and maintain a positive health and safety culture in the workplace and to consult with workers and others when making decisions that may impact upon the health, safety and welfare of those in the workplace.

KEY ACCOUNTABILITIES

Management and Leadership

- Overall responsibility for establishment and ongoing management of the Rehabilitation Program, including operational management of all Rehabilitation Program Team staff.
- Ensuring the Rehabilitation Program model has recovery focus and adheres to the principles underpinning recovery-oriented rehabilitation service provision.

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- Provide leadership to the Team including role modelling contemporary leadership practices, high level of communication and relationships, CORE values and development of local processes/ procedures and accountability.
- Ensure the human, physical and financial resources of the unit are managed to deliver safe and efficient health care within available resources.
- Promote the Rehabilitation Program and ensure /facilitate effective communication and collaboration between the Rehabilitation Program and all MQH services and units. Actively participate in planning for further development and consolidation of services within the hospital through serving on committees.

Clinical

- Actively promote, encourage and support the participation of consumers in the planning, implementation and evaluation of mental health service delivery and in determining and influencing their own care.
- Ensure effective and efficient provision of advanced level of psychosocial assessment, counselling, information and advocacy to consumers and their carer utilising a consumer centred framework whilst adhering to departmental clinical procedure and guidelines, professional, organisational, legal and ethical boundaries.
- Coordinate all aspects of clinical activity including allocation of workload, team clinical reviews, case reviews, care coordination and team reporting to achieve safe practice and expected key performance indicators.
- Ensure up to date performance reviews for staff, nurture talent and enable participation and maintain an awareness of broader professional and health care issues and activities. Inspire and support others to achieve their potential and enable others to achieve a shared vision.

Education and Training and Research

- Foster a culture of ongoing quality improvement, to monitor and review activity and outcomes; Respond to feedback from key stakeholders including consumers, families, carers, Official Visitors, Peer Workers and provide monthly feedback to the team in relation to the efficiency and effectiveness of the service and experience of service users.
- Guide the review and evaluation of the current MQH Rehabilitation Model of Care, using a co-design process which will involve and engage consumers, carers, peer workers and MQH staff, to create a more recovery-oriented rehabilitation program model.
- Ensure completion of mandatory training and other professional development and training needs for all team members as appropriate.

Work Health and Safety

- Monitor and maintain a safe environment for consumers, staff and visitors.
- Ensure a safe working environment and safe working practices for all staff in the department, ensuring it is included on the monthly employee meeting agenda. This will be achieved by reporting all hazards, near misses, incidents and accidents in ims+ and consult with the Operations Manager as required.
- Participate in monthly workplace inspections and WH&S training and education programs, and ensure the implementation of corrective actions as required.

KEY CHALLENGES

- Working respectfully and collaboratively in establishing and maintaining relationships with consumers, families, carers and staff.
- To improve understanding of the Centralised Rehabilitation Program and what it means for consumers and staff.
- Fostering a culture of learning including opportunities for professional development of staff.

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KEY RELATIONSHIPS

Who	Why
Nurse Managers and Allied Health Managers	To develop a rehabilitation program that is sustainable that is resource supported by all other managers.
Consumers, Carers and Staff	To improve understanding of the Centralised Rehabilitation Program and what it means for consumers and staff.
Nurse Unit Managers	Promoting the rehabilitation program to increase referrals and keep flow of communication both ways.

SELECTION CRITERIA

1. Consistently demonstrates behaviours that reinforce the CORE Values of our organisation; Collaboration, Openness, Respect and Empowerment. Demonstrates these behaviours with all stakeholders; colleagues, direct reports, as well as our patients and consumers, and those that care for them.
2. Relevant registration with the AHPRA as an Occupational Therapist, Social Worker, Clinical Psychologist or Registered Nurse. Extensive relevant post registration experience or relevant post graduate qualifications in management or has commenced post graduate course. Current NSW driver's license.
3. Demonstrated ability to provide expert clinical supervision and successfully build/lead a cohesive multidisciplinary team to provide excellence in consumer centred care.
4. Demonstrated high level written and verbal communication skills with proven ability to liaise and negotiate with clinicians, managers, staff and relevant key stakeholders.
5. Demonstrated commitment to consumer led recovery principles of mental health in a rehabilitation service.
6. Proven leadership skills and the ability to motivate, inspire and manage staff to achieve service and organisational goals.
7. Demonstrated knowledge and experience in successful change management and initiating a new service delivery model within an established service.
8. Evidence of and commitment to consumer-focused care, clinical governance and quality improvement.

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CAPABILITIES FOR THE ROLE

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available via the [Public Service Commission website](#).

Capability Summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
	Display Resilience and Courage	Adept
	Act with Integrity	Adept
	Manage Self	Adept
	Value Diversity	Intermediate
	Communicate Effectively	Intermediate
	Commit to Customer Service	Intermediate
	Work Collaboratively	Adept
	Influence and Negotiate	Intermediate
	Deliver Results	Intermediate
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Adept
	Finance	Adept
	Technology	Intermediate
	Procurement and Contract Management	Intermediate
	Project Management	Intermediate
	Manage and Develop People	Adept
	Inspire Direction and Purpose	Intermediate
	Optimise Business Outcomes	Intermediate
	Manage Reform and Change	Adept

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Personal Attributes Act with Integrity	Adept	<ul style="list-style-type: none">• Represent the organisation in an honest, ethical and professional way and encourage others to do so• Demonstrate professionalism to support a culture of integrity within the team/unit• Set an example for others to follow and identify and explain ethical issues• Ensure that others understand the legislation and policy framework within which they operate• Act to prevent and report misconduct, illegal and inappropriate behaviour
Relationships Communicate Effectively	Intermediate	<ul style="list-style-type: none">• Focus on key points and speak in 'Plain English'• Clearly explain and present ideas and arguments• Listen to others when they are speaking and ask appropriate, respectful questions• Monitor own and others' non-verbal cues and adapt where necessary• Prepare written material that is well structured and easy to follow by the intended audience• Communicate routine technical information clearly
Results Demonstrate Accountability	Adept	<ul style="list-style-type: none">• Assess work outcomes and identify and share learnings to inform future actions• Ensure that actions of self and others are focused on achieving organisational outcomes• Exercise delegations responsibly• Understand and apply high standards of financial probity with public monies and other resources• Identify and implement safe work practices, taking a systematic risk management approach to ensure health and safety of self and others• Conduct and report on quality control audits• Identify risks to successful achievement of goals, and take appropriate steps to mitigate those risks
Business Enablers Finance	Adept	<ul style="list-style-type: none">• Understand core financial terminology, policies and processes, and display a knowledge of relevant recurrent and capital financial measures• Understand impacts of funding allocations on business planning and budgets, including value for money, choice between direct provision and purchase of services, and financial implications of decisions

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- Understand and apply financial audit, reporting and compliance obligations
- Identify discrepancies or variances in financial and budget reports, and take corrective action where appropriate
- Seek specialist advice and support where required
- Make decisions and prepare business cases paying due regard to financial considerations

People Management Adept
Manage and Develop
People

- Define and clearly communicate roles and responsibilities to achieve team/unit outcome
- Negotiate clear performance standards and monitor progress
- Develop team/unit plans that take into account team capability, strengths and opportunities for development
- Provide regular constructive feedback to build on strengths and achieve results
- Address and resolve team and individual performance issues, including unsatisfactory performance in a timely and effective way
- Monitor and report on performance of team in line with established performance development frameworks

People Management Adept
Manage Reform and
Change

- Actively promote change processes to staff and participate in the communication of change initiatives across the organisation
- Provide guidance, coaching and direction to others managing uncertainty and change
- Engage staff in change processes and provide clear guidance, coaching and support
- Identify cultural barriers to change and implement strategies to address these