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| POSITION TITLE | CYMHS Service Manager  |
| STAFFLINK Position No. | 574239 and 754552 |
| Cost centre | 251130 |
| classification | Health Service Manager Level 3 |
| award | Health Managers (State) Award |
| registration/licence requirements |  |
| VACCINATION CATEGORY | Category A |
| pre-employment screening CHECKS | Working With Children and National Criminal Record Check |
| RESPONSIBLE TO | Service Director CYMHS |
| RESPONSIBLE FOR | List the direct reports of this position  |
| Primary purpose OF THE ROLE | This position is responsible for the day to day clinical and administrative functioning of the sector within Child and Youth Mental Health Service (CYMHS). This person is also expected to take a leadership role in the planning of CYMHS in the sectors in conjunction with the Service Director CYMHS and the Clinical Director CYMHS.The position will have delegated to it leadership and management of particular priority areas or projects for service provision according to the portfolio management structure of Child and Youth Mental Health Services. The position is responsible for representing CYMHS on a number of cross area and multidisciplinary committees and working parties. |
| KEY Accountabilities *(Maximum of 8)* | The Service Manager is responsible for the provision of operational leadership and clear reporting structures/systems to ensure effective, high quality multi-disciplinary models of care for the CYMHS service. The position is accountable for allocating resources and ensuring budgets are effectively met in line with stated objectives of the service. |
| Communicate, promote and progress the vision and strategic plan of NSLHD CYMHS and MHDA. Develop and implement local business plans to reflect the goals of the NSLHD Strategic Plan. Provide leadership in the development, delivery and integration of high quality care within local CYMHS. |
| In conjunction with the Clinical Lead, manage and supervise staff, monitor staff performance and development, and address staff performance issues in accordance with NSLHD policies and procedures. This includes but is not limited to annual performance development reviews, performance management, training, supervision, and rostering to ensure quality of services and compliance with NSLHD policies. |
| Effectively monitor, deliver and provide solutions to achieving KPIs/mandatory training as set by the Ministry of Health, NSLHD and MHDA. |
| The Service Manager will coordinate in conjunction with the CYMHS Quality and Risk Manager and management, the development, implementation and review of quality improvement initiatives in the Australian Council on Healthcare Standards (ACHS) accreditation process. The incumbent will develop and implement a local work plan to achieve delegated responsibilities and provide regular feedback and reports to management on local issues, problems and achievements. The incumbent will demonstrate development of work plans and action plans to address any identified risks. |
| The Service Manager will be responsible for all Work, Health and Safety requirements, reporting and recording compliance in relevant data bases and develop and evaluate management plans to ensure identified targets are met.  |
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| key challenges*(Maximum of 3)* | This position operates under limited direction and supervision in a complex corporate and clinical environment with competing demands and is expected to make independent judgements. |
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| KEY INTERNAL RELATIONSHIPS*(Maximum of 3)* | WHO | WHY |
| CYMHS Service Director  | To report on day to day tasks and any issues. |
| MHDA CYMHS and Adult MH Services  | To share information |

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| KEY EXTERNAL RELATIONSHIPS *(Maximum of 2)* | WHO | WHY |
| NSPHN, DCJ, Education and other relevant stakeholders | To share information |
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| Selection criteria*(Minimum of 3 maximum of 8)* | 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. |
| Relevant experience in the management and leadership of child and /or youth mental health services, particularly within a community mental health setting. |
| Excellent organisational skills with the ability to prioritise, meet deadlines, work well under pressure and manage communications and information in a professional manner |
| Excellent interpersonal and communications skills (written and verbal) with the capacity to manage and negotiate complex systems and service relationships |
| Demonstrated knowledge and experience in quality and clinical practice improvement, safety improvement programs and risk management strategies in a mental health context or capacity to develop this. |
| Relevant post-graduate qualification, working towards and/or equivalent relevant experience including demonstrated commitment to professional development |
| Demonstrated skills and capacity to monitor and manage financial cost centres |
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| **JOB DEMANDS CHECKLIST** |
| The purpose of this checklist is to manage the risk associated with the position in relation to the occupant. It may be used to provide information about the position to a Health Professional required to perform a pre-employment medical assessment. Identification of possible risk can also assist with the development of a training plan for the occupant to ensure the risks are minimised.Each position should be assessed at the site as to the incumbent’s (or future incumbent’s) OHS responsibilities specific to the position. This form is to be completed in consultation with the manager/supervisor of the position being recruited for.Infrequent: intermittent activity exists for a short time on a very infrequent basisOccasional: activity exists up to 1/3 of the time when performing the jobFrequent: activity exists between 1/3 and 2/3 of the time when performing the jobConstant: activity exists for more than 2/3 or the time when performing the jobRepetitive: activity involved repetitive movementsNot Applicable: activity is not required to perform the job |
| **Physical Demands**  | **Frequency** |
| **Sitting** - remaining in a seated position to perform tasks  | Frequent |
| **Standing** - remaining standing without moving about to perform tasks  | Frequent |
| **Walking** - Floor type: even / uneven / slippery, indoors / outdoors, slopes  | Occasional |
| **Running** - Floor type: even / uneven / slippery, indoors / outdoors, slopes  | Not applicable |
| **Bend/Lean Forward from Waist** - Forward bending from the waist to perform tasks  | Infrequent |
| **Trunk Twisting** - Turning from the waist while sitting or standing to perform tasks  | Infrequent |
| **Kneeling** - remaining in a kneeling posture to perform tasks  | Not applicable |
| **Squatting / Crouching** - Adopting a squatting or crouching posture to perform tasks  | Not applicable |
| **Leg / Foot Movement** - Use of leg and / or foot to operate machinery  | Not applicable |
| **Climbing (stairs/ladders)** - Ascend / descend stairs, ladders, steps  | Occasional |
| **Lifting / Carrying** - Light lifting & carrying: 0 - 9 kg  | Occasional |
| **Lifting / Carrying** - Moderate lifting & carrying: 10 - 15 kg  | Infrequent |
| **Lifting / Carrying** - Heavy lifting & carrying: 16kg & above  | Not applicable |
| **Reaching** - Arms fully extended forward or raised above shoulder  | Not applicable |
| **Pushing / Pulling / Restraining** - Using force to hold / restrain or move objects toward or away from the body  | Not applicable |
| **Head / Neck Postures** - Holding head in a position other than neutral (facing forward)  | Infrequent |
| **Hand & Arm Movements** - Repetitive movements of hands and arms  | Occasional |
| **Grasping / Fine Manipulation** - Gripping, holding, clasping with fingers or hands  | Infrequent |
| **Work At Heights** - Using ladders, footstools, scaffolding, or other objects to perform work  | Not applicable |
| **Driving** - Operating any motor powered vehicle  | Occasional |
| **Sensory Demands** | **Frequency** |
| **Sight** - Use of sight is an integral part of work performance e.g. Viewing of X-Rays, computer screens  | Frequent |
| **Hearing** - Use of hearing is an integral part of work performance e.g. Telephone enquiries  | Frequent |
| **Smell** - Use of smell is an integral part of work performance e.g. Working with chemicals | Not applicable |
| **Taste** - Use of taste is an integral part of work performance e.g. Food preparation | Not applicable |
| **Touch** - Use of touch is an integral part of work performance | Not applicable |
| **Psychosocial Demands** | **Frequency** |
| **Distressed People** - e.g. Emergency or grief situations  | Occasional |
| **Aggressive & Uncooperative People** - e.g. drug / alcohol, dementia, mental illness  | Occasional |
| **Unpredictable People** – eg dementia, mental illness, head injuries | Occasional |
| **Restraining** - involvement in physical containment of patients / clients | Not applicable |
| **Exposure to Distressing Situations** - e.g. Child abuse, viewing dead / mutilated bodies | Occasional |
| **Environmental Demands** | **Frequency** |
| **Dust -** Exposure to atmospheric dust  | Infrequent |
| **Gases -** Working with explosive or flammable gases requiring precautionary measures  | Not applicable |
| **Fumes -** Exposure to noxious or toxic fumes  | Not applicable |
| **Liquids -** Working with corrosive, toxic or poisonous liquids or chemicals requiring PPE  | Not applicable |
| **Hazardous substances -** e.g. Dry chemicals, glues  | Not applicable |
| **Noise -** Environmental / background noise necessitates people raise their voice to be heard | Infrequent |
| **Inadequate Lighting -** Risk of trips, falls or eyestrain | Infrequent |
| **Sunlight -** Risk of sunburn exists from spending more than 10 minutes per day in sunlight  | Infrequent |
| **Extreme Temperatures -** Environmental temperatures are less than 15C or more than 35C  | Not applicable |
| **Confined Spaces -** areas where only one egress (escape route) exists | Infrequent |
| **Slippery or Uneven Surfaces -** Greasy or wet floor surfaces, ramps, uneven ground  | Infrequent |
| **Inadequate Housekeeping -** Obstructions to walkways and work areas cause trips and falls | Infrequent |
| **Working At Heights -** Ladders / stepladders / scaffolding are required to perform tasks  | Not applicable |
| **Biological Hazards - e.g. exposure to body fluids, bacteria, infectious diseases** | Infrequent |