

## POSITION DESCRIPTION

# NNSWLHD - Health Manager Level 4 - Child and Adolescent Mental Health Services (CAMHS) Manager

Our CORE values  
Collaboration Openness Respect Empowerment



<b>Organisation</b>	NSW Health
<b>Local Health District / Agency</b>	Northern NSW Local Health District
<b>Position Classification</b>	Health Mgr Lvl 4
<b>State Award</b>	Health Managers (State) Award
<b>Category</b>	Mental Health, Drug & Alcohol   MHDA Manager
<b>Website</b>	<a href="http://www.nnswlhd.health.nsw.gov.au/">www.nnswlhd.health.nsw.gov.au/</a>

## PRIMARY PURPOSE

Leading and managing clinical Child and Adolescent Mental Health Services (CAMHS) to provide excellent patient/client care within a Mental Health Service environment to provide effective delivery of evidence based mental health care.

## ESSENTIAL REQUIREMENTS

Valid unrestricted drivers' licence for use in NSW/Australia.

Responsibilities under WHS - Supervisor

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

Provide strategic direction and operational management of the CAMHS, leading and championing new research, directives and initiatives to ensure the service direction is consistent with NNSWLHD and NSW Health priorities.

Lead and manage the multidisciplinary CAMHS team within the NNSWLHD, including planning and coordination of services, and provision of expert advice to achieve both budget/ and service delivery targets whilst maximising service delivery outcomes for patients/clients and provide a safe environment for staff, consumers and visitors. Collaborating with the wider MHAOD team to identify and plan the services to ensure optimal outcomes both in the present day and into the future.

Manage workforce functions for the service including rostering and leave management, timely recruitment, induction, professional development, performance reviews and performance management to maintain a workforce that is available and appropriately skilled and resourced to provide the service.

Build and maintain relationships with key stakeholders including Government and Non-Government organisations and other network streams to provide an integrated community and inpatient service.

Coordinate, lead and monitor State and National Standards within the service to deliver quality care to all eligible and referred clients ensuring the provision of fair and equitable access across the LHD utilising appropriate resources.

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Communicate regularly to the Director and the Executive team regarding key issues that may arise to ensure that the service is working within the clinical and operational framework.

Ensure CAMHS services are provided in accordance with legislative requirements, risk management, safety and quality frameworks applicable to the organisation promoting safe work practices and ensuring that incidents are reported, investigated and acted upon as a proactive prevention mechanism.

## KEY CHALLENGES

- Monitoring clinical services and activity to enable appropriate management of human, physical and financial resources.
- Building a positive professional culture that facilitates effective health service delivery outcomes in a constantly changing environment.
- Managing high volumes of work in a dynamic environment whilst meeting critical deadlines.

## KEY RELATIONSHIPS

Who	Why
Director of MHAOD	For operational management, professional leadership and support.
CAMHS Team Members	Provide professional and operational leadership, guidance, support, direction and leadership in relation to the delivery of quality patient care engendering collaboration and teamwork.
Key Internal Stakeholders	Collaboration to achieve the goals of Child and Adolescent Mental Health Services.
Key external stakeholders	Work with key partners to progress Child and Adolescent Mental Health Services and promote optimal health outcomes.

## SELECTION CRITERIA

1. Demonstrated tertiary qualifications and/or extensive experience in staff management in a relevant organisation.
2. Demonstrated relevant senior management experience working in a complex health environment, including financial and human resource management.
3. Demonstrated exceptional level of written and verbal communication skills and computer skills.
4. Demonstrated success in and understanding of managing partnerships with consumers, carers, and health related organisations in the government and non-government sector.
5. Excellent interpersonal, communication, consultation and negotiations skills with a demonstrated ability to develop and refine strategic relationships within CAMHS, NNSWLHD and external to the organisation.
6. Demonstrated commitment to and experience in positive leadership, quality management, change management and patient safety.

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7. Valid unrestricted drivers' licence for use in NSW/Australia and willingness to travel in the course of employment.

## OTHER REQUIREMENTS

### Professional Behaviour and Communication

All employees are required to achieve, uphold and model a high standard of professional behaviour and communication.

- Any conduct on your part, whether during or outside business hours, which has the capacity to affect or damage the professional reputation of NSW Health, or your ability to uphold that reputation or image, could lead to disciplinary action, including dismissal
- Appropriate professional behaviour incorporates all levels of interpersonal behaviour, including formal and informal communication with colleagues, patients and carers

All employees are responsible for:

- Complying with all current NSW Health and NNSWLHD policies, including the NSW Health Code of Conduct
- Complying with profession-specific Code of Ethics/Code of Professional Conduct and Scope of Practice

### Workplace Culture

Your workplace behaviours and practices are expected to:

- Proactively contribute to a positive, productive and safe workplace culture
- Adhere to the CORE values of Collaboration, Openness, Respect and Empowerment identified in the NSW Health Workplace Culture Framework

### Privacy

All employees are expected to comply with personal information protection principles and health privacy principles as per the NSW Health Privacy Manual for Health Information, NSW Health and NNSWLHD privacy policies and procedures, and relevant legislation:

- Privacy and Personal Information Protection Act 1998 (NSW)
- Health Records and Information Privacy Act 2002 (NSW)

### Performance

All employees will:

- Have a performance agreement with their manager, linking individual performance objectives and role requirements to corporate objectives
- Participate in an annual performance appraisal
- Be responsible, with the support of their managers, for proactively developing their own performance to meet expectations and achieve objectives
- Actively contribute to their performance management by having open and honest conversations with managers and colleagues and providing and receiving constructive feedback

### Quality Improvement

NNSWLHD complies with the National Safety and Quality Health Service Standards. All employees are expected to:

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- Be aware of and comply with their responsibilities under the Standards
- Actively participate in quality improvement initiatives within their teams
- Participate in organisation-wide quality improvement activities as required

### Workplace Health & Safety

All employees have responsibilities under the Workplace Health & Safety Act of 2011. Signing this Position Description confirms you understand the responsibilities relevant to your role.

### Risk Management

All employees are expected to notify into the incident management system any incidents and patient complaints which occur in your own area (both clinical and corporate incidents).

Managers will:

- Systematically apply risk management policies and procedures in your area of responsibility: communication and consultation, establish the context, assess risk (identify, analyse and evaluate risk), treat risk, and monitor and review risk
- Update the NNSWLHD Risk Register (Enterprise Risk Management System), escalating risks to your manager which are beyond your capacity or authority to manage