

POSITION DESCRIPTION

Director Allied Health - Mental Health, Alcohol and Other Drugs - NNSWLHD

Our CORE values
Collaboration Openness Respect Empowerment



Organisation	NSW Health
Local Health District / Agency	Northern NSW Local Health District
Position Classification	Counsellor Lvl 6 ,Dietitian Lvl 6, Diversional Therapist Lvl 6, Exercise Physiologist Lvl 6, Occupational Therapist Lvl 6, Physiotherapist Lvl 6, Social Worker Lvl 6, Speech Pathologist Lvl 6, Welfare Off Lvl 6
State Award	NSW Health Service Health Professionals (State) Award
Category	Mental Health, Drug & Alcohol MHDA Manager
Vaccination Category	Category A
ANZSCO Code	251999 Health Diagnostic and Promotion Professionals nec
Website	www.nnswlhd.health.nsw.gov.au/

PRIMARY PURPOSE

Providing professional leadership in the development of the highest standards of allied health clinical practice to ensure the Mental Health, Alcohol and Other Drugs (MHAOD) services meet the needs of its patient, carer's and community.

Providing leadership, supervision and operational management to direct reports to achieve a client focused work culture and efficient work environment.

COVID-19 VACCINATION COMPLIANCY

All NSW Health workers are required to have completed a primary course of a COVID-19 vaccine which has been approved or recognised by the Therapeutics Goods Administration (TGA). Additionally, Category A workers are required to receive a booster dose three months after completing the primary course of COVID-19 vaccinations. New applicants must have completed the vaccination course prior to commencement with NSW Health, or provide an approved medical contraindication certificate (IM011 immunisation medical exemption form) certifying the worker cannot have any approved COVID-19 vaccines available in NSW.

Acceptable proof of vaccination is the Australian Immunisation Register (AIR) Immunisation History Statement or AIR COVID-19 Digital Certificate. Booster doses are highly recommended for all health care workers who have completed the primary course of COVID-19 vaccinations.

For Category A applicants, if dose 3 is not yet due they can sign the undertaking form to confirm they will receive the vaccine within 6 weeks of the dose due date.

RESPIRATOR USE

NSW Health workers may be required to use a respirator, as part of their appointment with NSW Health. Where a respirator is required for use, workers will be instructed in their safe use; including donning, doffing and fit checking. Staff may be required to complete fit testing to selected respirator/s to assess their facial fit/seal.

At all times when a health worker is required to use a respirator, the health worker must not have any facial hair present. Processes are in place to support workers that need to keep facial hair due to religious observance

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requirements and/ or health conditions.

ESSENTIAL REQUIREMENTS

Relevant qualifications and, where applicable, membership of the relevant association and registration with the Australian Health Practitioner Regulation Agency (AHPRA), in one of the following disciplines: Diversional Therapy, Dietitian, Welfare Officer, Counselling, Exercise Physiology, Physiotherapy, Speech Pathology, Occupational Therapist.

OR
Relevant qualification in Social Work with eligibility for membership to Australian Association of Social Workers.

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

Valid NSW Employee Working With Children Check.

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

Participate actively in the strategic and operational management of the service streams and decision making as part of the Mental Health, Alcohol and Other Drugs Senior Leadership Team, including participation in the executive on call roster to obtain optimal MHAOD, Northern NSW Local Health District (NNSWLHD) and client outcomes.

Collaborate with the Director of Integrated Care and Allied Health to provide professional leadership in the development, implementation and evaluation of strategic planning processes for all Allied Health disciplines.

Collaborate with the wider mental health, alcohol and other drugs teams to ensure quality consumer care and professional governance of mental health, alcohol and other drugs allied health staff

Supervise, manage and lead direct reports and workforce functions, including rostering and leave management, timely recruitment, induction, professional development, management of staff concerns, performance reviews and performance management to maintain a workforce that is available and appropriately skilled and resourced to provide the service.

Support clinical risk management approaches to ensure care delivery is safe and undertaken in accordance with professional standards and supported by the best available evidence.

Manage professional, workforce development and industrial matters relating to mental health, alcohol and other drugs allied health services and provide advice on the planning and development needs of the allied health services from an organisational and human resource perspective.

Provide leadership for education and career development of Allied Health staff, including the safe clinical practice of undergraduate students, new graduates and inexperienced Allied Health staff through adequate supervision.

Monitor Key Performance Indicators (KPIs), benchmark, case mix and performance data for Allied Health to identify improvement opportunities and/or potential risks, to enhance the quality and safety of consumer care and optimise consumer outcomes.

Establish and maintain strong linkages, partnerships and relationships with services and facilities internal to the NNSWLHD, other government agencies, non government organisations (NGOs) and other relevant partners. Be the central point of contact for stakeholders such as the Ministry of Health and the Primary Health Network to maintain consistency and ensure that all information is exchanged, acted upon as required and disseminated in a timely manner.

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Provide leadership and advice to the MHAOD senior leadership team regarding the promotion of consumer and carer participation at all levels of service delivery, including co-design of training for clinicians to enhance consumer engagement and factor in ideas that will help improve the consumer experience.

KEY CHALLENGES

- Developing and implementing an allied health workforce structure across mental health, alcohol and other drugs services that works in collaboration with nursing and medical workforce.
- Managing high volumes of work in a dynamic environment whilst meeting critical deadlines.
- Building a positive professional culture that facilitates effective health service delivery outcomes in a constantly changing environment.

KEY RELATIONSHIPS

Who	Why
Director, Mental Health, Alcohol and Other Drugs Services	For operational management, professional leadership and support.
Director, Integrated Care and Allied Health Services, NNSWLHD	For professional leadership regarding clinical/professional governance and strategic planning of allied health services in NNSWLHD.
Mental Health, Alcohol and Other Drugs Senior Leadership Team	To build positive relationships and effective collaboration to support effective operational management and strategic planning for Mental Health, Alcohol and Other Drugs Services.
Key internal stakeholders	Collaboration to achieve the goals of service reform within Mental Health, Alcohol and Other Drug Service allied health services.
Key external stakeholders	Work with key partners to progress strategic service reform and promote optimal health outcomes in line with NNSWLHD and Mental Health, Alcohol and Other Drug Service standards.

SELECTION CRITERIA

1. Relevant qualifications and, where applicable, membership of the relevant association and registration with the Australian Health Practitioner Regulation Agency (AHPRA), and broad clinical experience in mental health and/or alcohol and other drugs services in one of the following disciplines: Diversional Therapy, Dietitian, Welfare Officer, Counselling, Exercise Physiology, Physiotherapy, Speech Pathology, Occupational Therapist OR Relevant qualification in Social Work with eligibility for membership to Australian Association of Social Workers
2. Demonstrated relevant senior management experience working in a complex health environment, including financial, contractual and human resource management
3. Demonstrated leadership with the ability to empower, motivate and support employees to achieve service and professional goals through quality improvement and change management principles
4. Demonstrated knowledge of clinical redesign methodologies and their application in mental health,

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alcohol and other drugs service delivery with the ability to lead the implementation of evidence based, best practice models of care within a complex multidisciplinary team environment

5. Highly developed interpersonal, negotiation, advocacy and communication skills that support the development of a positive workplace culture
6. Comprehensive knowledge of and commitment to patient safety, quality & risk management, innovation, professional practice development and research
7. Understanding of and commitment to the effective and meaningful engagement of clinicians in the decision making process to drive positive patient outcomes
8. Valid unrestricted drivers license for use in NSW/Australia and willingness to travel in the course of employment and willingness to participate in an on call roster

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

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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:

- 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

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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	Advanced
	Act with Integrity	Advanced
	Manage Self	Advanced
	Value Diversity	Advanced
	Communicate Effectively	Advanced
	Commit to Customer Service	Advanced
	Work Collaboratively	Advanced
	Influence and Negotiate	Advanced
	Deliver Results	Advanced
	Plan and Prioritise	Advanced
	Think and Solve Problems	Advanced
	Demonstrate Accountability	Advanced
	Finance	Advanced
	Technology	Advanced
	Procurement and Contract Management	Adept
	Project Management	Advanced
	Manage and Develop People	Advanced
	Inspire Direction and Purpose	Advanced
	Optimise Business Outcomes	Advanced
	Manage Reform and Change	Advanced

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NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Personal Attributes Display Resilience and Courage	Advanced	<ul style="list-style-type: none"> Stay calm and act constructively in highly pressured and unpredictable environments Give frank, honest advice in the face of strong, contrary views Accept criticism of own ideas and respond in a thoughtful and considered way Welcome new challenges and persist in raising and working through novel and difficult issues Develop effective strategies and show decisiveness in dealing with emotionally charged situations, difficult and controversial issues
Personal Attributes Value Diversity	Advanced	<ul style="list-style-type: none"> Encourage and include diverse perspectives in the development of policies and strategies Leverage diverse views and perspectives to develop new approaches to delivery of outcomes Build and monitor a workplace culture that values fair and inclusive practices and diversity principles Implement methods and systems to ensure that individuals can participate to their fullest ability Recognise the value of individual differences to support broader organisational strategies
Relationships Influence and Negotiate	Advanced	<ul style="list-style-type: none"> Influence others with a fair and considered approach and present persuasive counter-arguments Work towards mutually beneficial win/win outcomes Show sensitivity and understanding in resolving acute and complex conflicts Identify key stakeholders and gain their support in advance Establish a clear negotiation position based on research, a firm grasp of key issues, likely arguments, points of difference and areas for compromise Pre-empt and minimise conflict within the organisation and with external stakeholders
Results Deliver Results	Advanced	<ul style="list-style-type: none"> Drive a culture of achievement and acknowledge input of others Investigate and create opportunities to enhance the achievement of organisational objectives Make sure others understand that on-time and on-budget results are required and how overall success is defined Control output of business unit to ensure government outcomes are achieved within budget Progress organisational priorities and ensure effective acquisition and use of resources

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Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> Seek and apply the expertise of key individuals to achieve organisational outcomes
Results Demonstrate Accountability	Advanced	<ul style="list-style-type: none"> Design and develop systems to establish and measure accountabilities Ensure accountabilities are exercised in line with government and business goals Exercise due diligence to ensure work health and safety risks are addressed Oversee quality assurance practices Model the highest standards of financial probity, demonstrating respect for public monies and other resources Monitor and maintain business unit knowledge of and compliance with legislative and regulatory frameworks Incorporate sound risk management principles and strategies into business planning
Business Enablers Finance	Advanced	<ul style="list-style-type: none"> Apply a thorough understanding of recurrent and capital financial terminology, policies and processes to planning, forecasting and budget preparation and management Identify and analyse trends, review data and evaluate business options to ensure business cases are financially sound Assess relative cost benefits of direct provision or purchase of services Understand and promote the role of sound financial management and its impact on organisational effectiveness Involve specialist financial advice in review and evaluation of systems and processes used to identify opportunities for improvement Respond to financial and risk management audit outcomes, addressing areas of non-compliance
Business Enablers Technology	Advanced	<ul style="list-style-type: none"> Show commitment to the use of existing and deployment of appropriate new technologies in the workplace Implement appropriate controls to ensure compliance with information and communications security and use policies Maintain a level of currency regarding emerging technologies and how they might be applied to support business outcomes Seek advice from appropriate technical experts to leverage information, communication and other technologies to achieve business outcomes Implement and monitor appropriate records, information and knowledge management systems protocols, and policies

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Group and Capability	Level	Behavioural Indicators
People Management Manage and Develop People	Advanced	<ul style="list-style-type: none">• Refine roles and responsibilities over time to achieve better business outcomes• Recognise talent, develop team capability and undertake succession planning• Coach and mentor staff and encourage professional development and continuous learning• Provide timely, constructive and objective feedback to staff• Address and resolve team and individual performance issues, including serious unsatisfactory performance, in a timely and effective way• Implement performance development frameworks to align workforce capability with the organisation's current and future priorities and objectives
People Management Inspire Direction and Purpose	Advanced	<ul style="list-style-type: none">• Promote a sense of purpose and enable others to understand the links between government policy and organisational goals• Build a shared sense of direction, clarify priorities and goals and inspire others to achieve them• Work with others to translate strategic direction into operational goals and build a shared understanding of the link to core business outcomes• Create opportunities for recognising and celebrating high performance at the individual and team level• Work to remove barriers to achievement of goals