



Position Description

headspace Centre Manager

Location	headspace Gladstone
Department	headspace
Award	Social, Community, Homecare & Disability Services Industry Award
Classification	Level 6.0 or commiserate with experience
Employment Status	Full-time Contract

POSITION SUMMARY

The Centre Manager is responsible for the effective management of all aspects of the headspace Gladstone Centre. This includes the provision of leadership and governance guided by the RQ Clinical Governance Framework and headspace Model of Integrity Framework.

The focus of this role is the scoping, development, and delivery of excellence in quality care provision, ensuring all clinical governance and compliance targets are met. This role will drive proactive and positive clinical and operational change within the headspace Gladstone program.

A primary focus of this role is the management and professional development of the headspace Gladstone team and the pursuit of excellence in quality care and clinical practice.

Key Responsibilities/Outcomes:

- Provide operational management and leadership to the headspace Gladstone centre and staff through effective performance management and workforce development.
- Act as a key link between Roseberry, the Consortium, Primary Health Network and headspace National.
- Ensure adherence to the headspace trademark license deed, contractual requirements and headspace centre model fidelity through quality assurance and review practices
- Engage relevant sectors and partners in an integrated model of care, promoting multidisciplinary teamwork and participation in the headspace program at a local level
- Monitor and lead the ongoing growth and development of headspace services including clinical and enhanced models of service including proactive quality improvement initiatives
- Develop, review, and oversee clinical governance and practice, and risk management practice to align with best practice in youth mental health

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- Ensure the collection of relevant data to measure and report on deliverables and continuously improve and evaluate service performance.
- Build and maintain effective relationships with key stakeholders involved in the provision of health, mental health, and psychosocial services to young people
- Support clinical research and/or project opportunities through headspace National and Roseberry Qld
- Lead the development and implementation of the community engagement plan identifying collaboration, participation, and partnership opportunities
- Prepare all reporting and acquittal documentation as per contractual and governance standards

RELATIONSHIPS

The position holder will be required to develop and maintain positive and effective working relationships with a broad range of people and organisations. They must positively represent Roseberry Qld to the public, community, government, and other organisations.

Reports To	General Manager, Roseberry Qld
Direct Reports	Headspace Gladstone Staff
Internal Relationships	Roseberry Qld staff RQ Management Team
External Relationships	headspace National staff Consortium partner organisations and staff Local youth, health and community service providers and staff Government departments, Ministers, and staff Other external partners, vendors, providers, and key stakeholders

SELECTION CRITERIA

Qualifications and Registrations

Essential

- Tertiary qualifications in a relevant field or extensive experience in a relevant field
- Experience managing a multidisciplinary team environment within a clinical or healthcare setting
- Highly developed verbal and written communication skills.
- Excellent organisational and time management skills, including the ability to prioritise and manage multiple and competing work tasks and deliver to agreed deadlines.
- Ability to work both independently and collaboratively as a productive team member.

Desirable

- Previous experience working in a headspace centre setting
- Experience in the youth and/or mental health sector and a broad understanding of the challenges and experiences of young people in Australia, including specific community factors.
- Knowledge and understanding of mental health, including related evidence-based interventions and clinical practice

Personal Attributes

- High levels of professionalism, confidentiality, and discretion.
- Ability to connect with young people.
- Exceptional organisation.
- Positive and collaborative team player.
- Demonstrated client-centric focus, with the ability to analyse, problem solve and collaborate on solutions with clients and stakeholders
- Ability to think laterally to identify opportunities for improvement to streamline and manage business and client needs
- Adaptability and flexibility to changing work environments and requirements.
- Demonstrated experience and suitability for working directly with vulnerable people
- Display empathy and a sense of calm whilst being proactive and responsive when communicating with diverse client groups

WORKPLACE POLICIES AND PRACTICES

All employees and contractors are required to familiarise themselves with the organisation’s policies and procedures, and to always abide by them.

The position holder must also:

- Maintain a current check for working with young people, as per the relevant state legislation.
- Undergo a current and satisfactory Police Check.
- Maintain a current driver’s licence.
- Participate in annual individual performance reviews and professional development planning.
- Have some flexibility to travel, and to work after hours (including weekends and evenings).

Approved By

M Coats

Date Approved

24/8/2022
