Date: September 2013  Incumbent: Vacant
Written by: MHPM  Reports to: Mental Health Program Manager
Employed through: ESML  Hours per week: 38
Classification Definition: Health Professionals and Support Services Award 2010
Support Services employee – Level 6
Remuneration Package: Base pay + 9.25% superannuation + 17.5% Leave Loading
Salary packaging up to an amount of $16,050 per annum

JOB PURPOSE
To assist in the planning, development, implementation and evaluation of Mental Health Programs, largely focusing on Access to Allied Psychological Services (ATAPS), that will improve the provision of primary health care services for people with mental health disorders living within the ESML area through service development, education, training, networking, community development and mental health promotional activities that support the relevant programs.

KEY OUTCOMES:
• Contribute to the review, evaluation and revision of the ATAPS program within a quality framework;
• Assess service gaps to best target the ATAPS service design, promotion and delivery;
• Ensure that relevant stakeholders are aware of the ATAPS program;
• Ensure delivery of services which are high quality, effective, targeted, responsive to local needs and in accordance with funding agreements and operational guidelines.

DUTIES
Program Implementation and Evaluation
• Conduct comprehensive localised mental health service mapping and needs assessment, with support of the population health team and mental health teams, including consultation with stakeholders groups and the wider community.
• Develop alternative referral pathways for individuals requiring mental health and related services, including those for whom ATAPS is not an appropriate pathway.
• Participate in program evaluation, quality, and clinical governance activities and redesign of processes as required.
• Contribute to service review and redesign of the ATAPS program to ensure best practice, high quality services are delivered in accordance with funding agreements and operational guidelines.
• Provide secretariat support to the MH Advisory Committee and other mental health reference groups.
• Engage in commissioning activities to engage appropriate service providers for the ATAPS program, including tendering, recruitment, credentialing, professional development, contract management and performance evaluation as required dependent on service models.
• Contribute to development and/or operation of an intake system for ATAPS referrals as necessary (may be centralised or outsourced).
• Provide general advocacy and support to stakeholders and members of the public in navigating the ATAPS program.
• Contribute to the development of support structures within the ATAPS program, including clinical governance arrangements.
• Contribute to design and implementation of quality systems including feedback and complaints processes, analysis of data and ongoing review of service design and delivery.
• Liaise and collaborate with the Mental Health Program Manager to Support the development and expansion of the Mental Health Programs and to ensure the ATAPS achieves its contractual requirements.

Program Promotion and Stakeholder Engagement

• Promote the ESML Mental Health Program, including ATAPS, to key internal and external stakeholders through liaison and networking, community development and health promotion activities
• Develop, foster and maintain a range of relationships with other services, agencies and networks in the ESML catchment, to:
  ○ Develop and raise awareness of ATAPS and other MH Programs and support associated and identified alternative referral pathways;
  ○ Distribute general promotional material produced by the ESML and Department to better inform people about ATAPS and other MH Programs; and
  ○ Present at relevant forums to promote the ATAPS and other MH Programs, particularly where improved awareness is required or to enhance service capacity;
• Using best available evidence, develop, obtain or adapt resource materials such as kits, pamphlets and posters as required for the MHP, and ensure its dissemination to facilitate effective operation of the MHP
• Maintain the mental health section of the ESML website ensuring information is relevant, correct, and up to date.

Coordinate and submit reports and publications

• Contribute to the preparation of recommendations and Annual and Progress reports as necessary to meet reporting requirements.
• Contribute to the preparation the collection of data as required for contractual reports.
• Assist in the preparation of an annual work plan for the Mental Health Programs.
• Assist the Programs Manager to develop policies and procedures to support the operation of the mental health program broadly & ATAPS more specifically
• Assist the Program Manager to collate and submit regular program reports to senior management and the Board as required.

Communication

• Support the MH Programs Manager to prepare media and communication release for the purposes of programs promotion.
• Contribute to fortnightly ESML communication updates on behalf of the MH team.
• Represent the ESML and the Program at relevant internal and external meetings.
• Liaise with the Practice Support Team and other internal staff teams regarding aspects of the ATAPS program, such as GP inductions, CPD and training, or eHealth.

General

• Budgets: assist with all financial aspects of program budgets planning and administration
• Attend office meetings as required
• Contribute to the quality management system within the organisation by assisting with internal audits, quality projects and identifying any opportunities that will enhance the organisation.
• Contribute to planning of mental health CPD and training activities for primary health professionals.
• Carry out other tasks and duties commensurate with the role as required.

Privacy, confidentiality and ethics
• Ensure the confidentiality of any and all information obtained in relation to the position.

REPORTING RELATIONSHIPS

Supervisor’s Title: Mental Health Programs Manager
Position Title: Mental Health Programs Officer
Subordinates: NIL

CONSTRAINTS AND AUTHORITY

• All purchases must be signed off by the CEO or relevant supervisor
• Official correspondence: must be signed and photocopied prior to dispatch
• Phone /equipment /facilities use: authorised use during office hours only unless permission granted outside designated office hours.

RELATIONSHIPS

• MH PM, MHAO, CMHCLO and the Community Stakeholder & Relationships Office
• Local Board; CEO; Mental Health GP Advisor; Operations Staff, Administrative Staff;
• Cooperation with all staff, visitors, GPs and other persons at all levels internally and external to the ESML
• All relevant external agencies including but not limited to local and public mental health service providers, Aboriginal and Torres Strait Islander community groups, Local Health District and the Department of Health and agencies as well as non-health specific social and welfare agencies.

COMPETENCIES to be read in conjunction with the classification definitions for Support Services Employees in the Health Professionals and Support Services Award 2010 – Support Services - Level 6

POSITION SPECIFICATIONS

Essential
• Demonstrated experience in working in mental health;
• Demonstrated experience in health administration and health promotion;
• Demonstrated experience in service development, implementation and evaluation;
• Demonstrated experience in stakeholder engagement and relationship management (ie highly developed interpersonal, communication and negotiation skills and the capacity to build and maintain relationships with other Medicare Local staff, general practice staff, GPs, community programs, health consumers and other relevant stakeholders);
• A general understanding of primary care and primary mental health services including the ATAPS program;
• Self-motivated with the ability to work independently and as part of a team to prioritise the delivery of multiple tasks;
• Demonstrated business computer skills, including all office packages; and
• Current driver’s licence and access to a comprehensively insured and reliable motor vehicle for work related travel.

Desirable
• Relevant tertiary level professional health qualification (mental health, psychology, social work, occupational therapy, nursing, community development, welfare, public health).
• Localised knowledge of existing services, community programs, resources and treatment options available to manage mental health problems;
• Understanding of identification and treatment of psychological disorders;
• Understanding of mental health triage, intake and assessment processes particularly in a community/primary care setting;
• Experience working directly with, or administration of programs providing mental health services to individuals who are culturally and linguistically diverse and to Aboriginal and
Torres Strait Islander people;
• Knowledge of the Australian healthcare system or experience working with general practices, Medicare Locals or in management or delivery of relevant health services.

Special Conditions
• Some out of hours work on evenings and/or weekends may be required for which time off in lieu may be taken.
• Some intrastate and/or interstate travel may be necessary.

Appointment Pre-requisites
• Current NSW drivers licence
• National Police Certificate (successful applicants)
• Working with Children Check (successful applicants).
SELECTION CRITERIA

**Essential**

- Relevant tertiary qualifications in health
- Experience working in a multidisciplinary healthcare team
- Skills in stakeholder engagement across aspects of the health sector
- Highly developed project management, business management, evaluation and research skills
- Skills in market mapping, needs identification and service development.
- Good localised knowledge of mental health and broader health and welfare system
- Excellent interpersonal, communication and negotiation skills
- Initiative, good self-management, and ability to work well within the team
- Current driver's licence

**Preferred**

- Knowledge and practical understanding of recovery oriented practice and National Standards for mental health services
- Existing networks within local mental health system
- Experience working with CALD communities and Indigenous communities
- Certificate IV in Workplace Training & Assessment
- Your own registered and comprehensively insured car