Position description

Service Manager – Street to Home

Section A: position details

Position title: Service Manager  
Employment Status: Full Time  
Classification and Salary: CSD Level 5 from $88,419 - $92,324 p.a. dependent on skills and experience  
Location: Neami Street to Home, Light Square, Adelaide  
Hours: Monday to Friday 8:30am – 5:00pm (some work outside regular hours may be required)  
Contract details: 6 months (1 January 2020 to 30 June 2020)

Organisational context

Neami National is a community-based recovery and rehabilitation service supporting people living with mental illness and complex needs to improve their health, live independently and pursue a life based on their own strengths, values and goals.

We provide services in over 50 locations, ranging from the inner-city and suburbs to regional and remote parts of Australia.

Our vision is for full citizenship for all people living with a mental illness in Australian society. Our mission is to improve mental health and wellbeing in local communities across the country.

We believe that recovery is an individual process and that with the right kind of support everyone can live a life based on their own strengths, values and goals for the future.

We use an approach called the Collaborative Recovery Model (CRM) to support people through our services. The CRM assists individuals to identify their personal strengths and values, to set goals and then helps them make progress towards achieving them.

We are a smoke free organisation.
Position overview

The Service Manager is responsible for leading a team to implement, deliver and evaluate high-quality *Street to Home* services, as well as ongoing development of the service. The Service Manager reports to the Regional Manager Complex Needs, is a member of the Neami State Leadership Team and demonstrates leadership in effective relationships with funders, partners and within the broader Neami organisation.

Funded by South Australian Housing Authority (SAHA), the Street to Home service takes a housing first approach to the delivery of assertive street outreach, case management, primary health, service hub and post-crisis housing support for people sleeping rough in the Adelaide CBD. Neami Street to Home service is underpinned by a collaborative recovery model, lived experience, trauma informed practice and a quality and safety framework.

The Service Manager leads a culturally diverse and multi-disciplinary team including service coordinators, Community Rehabilitation and Support Workers, Peer Support Workers, Aboriginal Rehabilitation Support Workers, Registered Nurse, General Practitioner and an Operational Support Officer. The Service Manager leads a positive and high performing team culture, diverse and inclusive practice, safe and quality practice and develops individual and team capabilities to ensure rough sleepers are offered high quality and safe support.

Neami National is a key partner in the innovative and ground-breaking Adelaide Zero Project. The Service Manager will demonstrate leadership and work collectively with partners to contribute, improve and develop the overall service response to rough sleepers. The Service Manager will represent Neami and Street to Home service with a high level of professionalism and behaviour that consistently reflects Neami values, purpose and attitudes.

Period of employment

6 month – Maximum Term contract – 1 January 2020 to 30 June 2020

Accountability

The Service Manager reports to the Regional Manager Complex Needs. The position is full-time with hours of work from 8.30am - 5.00pm, Monday - Friday. The Service Manager will be expected to participate in meetings and have some on call responsibilities outside of the designated hours. Provision for after-hours work time will be met through time in lieu arrangements and on-call allowances, as per the Neami National Employment Agreement.

Conditions of employment

- The terms and conditions of employment will be in accordance with the Neami National Employment Agreement – Consumer Service Delivery Level 5 from $88,419 - $92,324 p.a. dependent on skills and experience pa dependent on skills and expertise.
- Criminal record checks are mandatory for all new appointments. Neami National will cover the cost of an Australian check. Where a new employee has lived outside of Australia for 12 months or more within the last 10 years, the cost of an International check will be borne by the applicant (~$129.00).
- Working with Children checks are required before commencement of work (employee responsibility)
- A number of benefits are available to all staff, including generous salary packaging, increasing the take home wage by more than $7,000 pa.

Qualifications

- Qualified in one of the following disciplines and eligible for membership to an associated professional body; Social Work, Community Services, Occupational Therapy, or Nursing
- Current and full registration with the appropriate registration authority (AASW, AHPRA)
- Social Workers – Registered member of the AASW and have AASW accreditation.
Service Manager

Section B: application procedure

To discuss the position, please contact: Kim Holmes, State Manager - 0434 332 718

Applications should include a current resume and a Cover Letter explaining your interest in the position and your reasons for wanting to work at Neami National. You do NOT need to provide a written response to the selection criteria.

To apply, please sent your application through https://neami-national.workable.com/
- Include three current referees.
- Ensure the files are in Word (.doc) or Adobe Reader (.pdf) format.

Closing date for applications: Sunday, 1 December 2019

Please visit www.neaminational.org.au for more information on our organisation, services and other employment opportunities around Australia.

Section C: key responsibilities

Management: Strategic partnerships and service development
- Lead the assessment, planning, implementation and evaluation of the Street to Home service
- Ensure Street Outreach, Case Management, Primary Health, Post Crisis Support and Hub-based services are high quality, safe, contract compliant and accessible
- Embed consumer participation and a strong lived experience workforce
- Achieve specific targets for the inclusion of people from culturally and linguistically diverse backgrounds and people of Aboriginal and Torres Strait Islander origin
- Assess and manage service risks
- Initiate and lead partnerships, including with SAHA, other providers and within the Adelaide Zero Project
- Identify needs, improvements, opportunities, innovation, projects and responses to continuously manage and develop the service.

Management: Leadership and Staffing
- Lead, guide, coach and motivate a high performing multi-disciplinary team
- Develop, lead and maintain a positive, high performing team culture
- Coordinate recruitment, selection, induction and probation with team members
- Identify early and assertively manage poor performance
- Ensure all team members are engaged with Neami National’s mission, values, policies and procedures
- Ensure all staff participate in supervision, team meetings, development and annual performance review
- Provide direct support to consumers and participate in street outreach where required
- Actively participate and contribute to the SA State Leadership Team, state and national plans, projects and activities.
- Mediate and negotiate conflict and industrial dispute in collaboration with the Regional or State Manager and People, Culture and Capability team.

Management: Administration and finance
- Manage financial resources: progress against financial targets and ensuring priorities are established and met
- Ensure physical, technological and staffing needs are in place to meet service and contract requirements
- Implement Neami National Risk Management Framework at the service
• Identify, prevent and assertively manage critical incidents within a continuous improvement framework
• Respond to all WH&S issues, regularly monitor and review of all service related accidents and/or incidents
• Ensure high quality consumer data is collected and maintained
• Ensure accurate and timely compliance and financial reporting to funders and within Neami expectations.

Service and health promotion

• Promote a better understanding of the needs of people who sleep rough, living with mental illness, physical health, trauma and complex psychosocial needs
• In conjunction with, and on behalf of consumers, advocate for improved services to meet people’s needs
• Neami National services, and the vision behind the organisation, are regularly promoted.

Section D: key competencies

Creating diverse staff teams

The values, skills, attributes and commitment of our staff are key to our success and reputation as a national organisation that provides high quality services with people living with a mental illness and with complex needs.

We are strongly committed to further developing and diversifying our work force as part of our strategic directions.

We celebrate multidisciplinary teams and value the rich skills and experiences brought by applicants from a range of sectors and professional backgrounds.

Further depth is brought by those from diverse cultural backgrounds, Aboriginal staff, and those with lived experiences of recovery, all of whom are strongly encouraged to apply for any roles that match their skills and interest.

The following competency criteria will inform our selection decision:

Adhering to principles and values

• Upholds ethical behaviour, consistent with values as characterised by honesty, fairness responsibility and hope
• Demonstrates integrity and credibility, and fosters open honest communication
• Demonstrates commitment to the organisation and its values

Deciding and initiating action

• Makes prompt, clear decisions which may involve tough choices of considered risks
• Takes responsibility for actions, projects and people
• Takes initiative, acts with confidence, and works under own direction
• Leads and supports continuous improvement through new ideas and change initiatives
• Identifies and initiates strategic partnerships of mutual benefit

Working with people and building relationship

• Adapts to the team and builds team spirit
• Listens, consults others and communicates clearly and proactively in an open and honest manner
• Adapts communication style to meet the needs of others, using tools to enhance relationships
• Openly communicates and demonstrates self-insight through an awareness of own strengths and areas for development, and seeks and accepts feedback
• Demonstrates an interest and understanding of others, and relates well to people at all levels
• Establishes respectful professional relationships that have clear boundaries with consumers, staff and partner organisations
• Gains agreement and commitment from others by engaging and gaining respect
• Promotes ideas on behalf of self or others, and supports others to self-advocate
• Manages conflict in a fair and transparent manner
• Clearly conveys organisational knowledge (collects, classifies, and disseminates), providing others with a clear direction.

**Leading, coaching and mentoring**

• Recognises staff member strengths and values their contributions
• Communicates high expectations to the team and holds staff members to account
• Motivates and empowers staff members through coaching and mentoring to identify development goals and strategies for achieving them
• Validates the achievements of staff, and regularly gives clear, honest feedback and guidance in a timely manner
• Role-models the behaviour that is expected of the staff team
• Provides others with a clear direction and delegates work appropriately and fairly
• Demonstrates confidence and maturity in broaching challenging conversations
• Takes initiative, acts with confidence and works well under own direction
• Responds quickly to the needs, reactions and feedback of staff.

**Planning, implementing, analysing and problem solving**

• Manages time effectively, and prioritises appropriately
• Sets clearly defined objectives, and is accountable and proactive about reviewing progress and outcomes with the team
• Exercises common sense, considers all available information, and takes account of broader circumstances in decision making
• Produces workable solutions to a range of problems
• Supports the implementation of organisational goals, while seeking opportunity for organisational improvement
• Purposefully analyses numerical data, verbal data, and all other sources of information
• Demonstrates an understanding of how site-specific practices fit into larger organisational structures.

**Adapting and responding to change and coping with challenges**

• Adapts to changing circumstances and responds to the reactions and feedback of others
• Shows respect and sensitivity towards diversity
• Deals with ambiguity, making positive use of the opportunities it presents
• Maintains hope, and role models a positive outlook during challenging times at work
• Demonstrates self-awareness and the ability to self-regulate during difficult situations
• Reflects and accepts feedback, and learns from it

In addition, you will need:
• Computer literacy
• Current Australian driver’s licence
• Working with Children check required before commencement of work (employee responsibility)

Section E: about Neami National

Neami National’s mission and vision

“Full citizenship for all people living with a mental illness in Australian society”

Improving mental health and well-being in local communities captures what Neami is about and defines the context in which the organisation operates. Neami takes a holistic view of individuals’ mental health and ensures that the services it provides are done so in partnership with local community services, area mental health services, and local government. Neami believes that its partnerships must deliver pathways to participation in community life for consumers.

Neami believes that better outcomes for consumers can be achieved by:

• Assisting consumers to build resilience and strength to make their own choices about their recovery
• Working with consumers to build their confidence while participating in their community
• Assisting consumers to plan their own program and build their connections with their community
• Assisting consumers to develop the skills and competence necessary to enjoy a full and rich quality of life

Neami’s values

Consumers, staff and board members have defined the values which drive Neami’s vision and mission below:

• Self determination
• Respect
• Empowerment
• Partnerships
• Hope
• Growth
• Wellbeing
• Acceptance of diversity
• Change
• Choice
• Learning
• Quality

A brief history of Neami National

Neami National began its journey in Melbourne’s northern suburbs in 1986 with a group of people wanting to improve the lives of their family members, friends and neighbours living with mental illness. From 1990 to 1996 major changes to mental health services in Victoria led to large growth and development for Neami and by 2000 we had transitioned from a small community agency to the primary rehabilitation and support services provider for people with a mental illness in the northern region of Melbourne. In 2003 Neami expanded its services to New South Wales (NSW) as part of the Housing Accommodation and Support Initiative (HASI) and the following year was successful in obtaining funding to expand services to South Australia.

Federal funding in 2007 for the Day to Day Living in the Community Program and the Personal Helpers and Mentors Program saw expansions to services in NSW and Victoria and the establishment of services in Western Australia (WA) as well as in Brisbane in 2009. In 2011 Neami’s Victorian services continued to expand following the merger with Inner East Mental Health Service Association (IEMHSA) with services in Sydney also broadening to include an Aboriginal Assertive Outreach Service. Services in WA experienced growth in 2012 with the introduction of Individual Community Living and Support Packages and expanded further in 2013 with the sub-acute Service in Joondalup. Two more sub-acute services were set up in Dubbo and Broken Hill with 5 services now operating across Perth, Melbourne, and NSW.

Most recently 2014 saw growth in South Australia with Neami selected as service provider for the Local Health Network Residential and Home-based Crisis Respite Services. There was also considerable expansion of Neami’s Victorian outreach services and the addition of Youth Residential Rehabilitation services as a result of the recommissioning of mental health community support services in Victoria. Today, Neami is one of Australia’s
largest and most innovative specialist community mental health services supporting over 3,000 people across the country.

Five reasons to join Neami National

1. A quality organisation

Neami National has a passionate commitment and 25 years’ experience providing quality rehabilitation services to people with a severe and enduring mental illness. Great emphasis is placed on taking seriously the consumers’ view about their recovery. As a result, Neami National has introduced the Collaborative Recovery Model of service delivery. The development of policy and practice that describes the level of consumer participation within the organisation consolidates Neami National’s belief that consumer participation should influence all levels of decision making. In keeping with this, Neami National has a diverse representation including carers, local service providers, community members, and consumers that make up its Board of Directors.

2. A growing organisation

Neami National has an exciting growth rate – with increasing federal and state government funding, we have expanded in size from 500 to 2500 consumers accessing our service within the past ten years, resulting in employee numbers growing from 50 to over 650 staff. This growth has increased our operating budget to more than $40 million. This has allowed Neami National to grow to 13 Services in NSW, 6 in SA, 3 in WA, 2 in QLD, and 12 in Victoria, and we foster ambitious growth plans for the future.

3. A learning organisation

Neami National has had a long-standing commitment to continuous improvement, training and development across the organisation, and was accredited by the Quality Improvement Council of Australia in 2004, 2007, 2010 and 2013. Neami National achieved high ratings in the three core standards of: Incorporating and Contribution to Good Practice, Human Resources, and Finance. As part of its commitment to ongoing learning and development, Neami National has reviewed and improved its Induction and Orientation program for new staff, developed targeted training, and further developed its Leadership Development Program. Alongside this, the Service Development team has supported the implementation of the Collaborative Recovery Model across all services. The Research Committee is hard at work developing a range of activities, from outcome measures, to consumer participation, to checking our fidelity with the Collaborative Recovery Model.

4. A well regarded organisation

Neami National has a distinguished reputation and is highly regarded nationally by the NGO Mental Health, the clinical, and the community and housing sectors. The organisation is a member of the Mental Health Council of Australia, VICSERV Committee of Management in Victoria, the Mental Health Coordinating Council of NSW, and the Mental Health Coalition of South Australia. The CEO is currently the Chair, Audit and Compliance Committee of the Mental Health Council of Australia (MHCA) and a Director of Housing Choices Australia and Crisis Support Services in Victoria.

5. An organisation that values its staff

Teamwork is vibrant, reflective and challenging at service delivery, management and Board level. The culture at Neami National fosters a supportive and welcoming work environment, and a passion for its core work of providing support and rehabilitation services to people with a severe and enduring mental illness. As well as providing an attractive work environment, Neami National provides a range of exceptional employment conditions, from paid maternity/parental leave, to gratis and long service leave, to very generous salary packaging options for every staff member.