

Job Description

QF-37-HR v1



Job Title:	Infocus Counselling Service Manager	Reports To:	CEO, Arche Health Limited
Department/Group:	Infocus	Job Code/ Req #:	NA
Location:	Bentley	Hours of Work:	37.5 hours per week
Level/Salary Range:	Negotiable	Position Type:	Full Time
HR Contact:	Issa Mahmoud	Date posted:	
Will Train Applicant(s):		Posting Expires:	

Applications Accepted By:

FAX OR E-MAIL:

(08) 9458 8733 or 9393 0300

Attention: Issa Mahmoud

MAIL:

Issa Mahmoud
Arche Health Limited
4/1140 Albany Highway
Bentley, WA 6102
(PO Box 268 Bentley, WA 6982)

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ROLE

In this pivotal role, you will be responsible for overseeing and coordinating the strategic direction, implementation and evaluation of Arche Health's mental health program (Infocus) ensuring the delivery of locally relevant and evidence based primary health care services that improve the mental health outcomes of clients within the region.

The successful applicant will have demonstrable MBS based program management expertise as well as significant experience in mental health service provision including knowledge of current mental health strategies and interventions. Additionally, you'll have an understanding of community development and community engagement principles and the ability to analyse financial data as well as the ability to prepare business cases and annual reports.

Arche Health seeks a highly confident and assertive individual with excellent interpersonal, communication and negotiation skills and the ability to work effectively in an autonomous or team environment. You will need the ability to organise yourself and others and a proven ability to present reports and facilitate meetings with a wide range of stakeholders, both internal and external. Importantly, you'll have an understanding of the issues facing mental health and primary care providers in the health and community sectors.

Our offices are based in Bentley (free parking provided) and we provide a dynamic and enjoyable working environment which will personally and professionally stimulate you.

This is a full-time position and an attractive salary will be offered to the successful applicant dependent on skills/experience and includes access to salary packaging at full ATO Health Promotion Charity exemption and superannuation at 10%.

Position Summary

The Infocus Counselling Services Manager will ensure Arche Health's Infocus Program activities are conducted in an efficient and professional manner.

Primary Duties

- Triage and demand strategies:
 - Manage the triage of clients in a timely manner, including:
 - Assessing client eligibility

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- Processing of appropriate referrals
- Client allocation to Infocus Mental Health Professionals
- Appointment scheduling
- Collection of local and national data
 - Assist the CEO in the development and implementation of demand management strategies
- Liaising and management of mental health professional and health providers
 - Provide induction to new staff, volunteers and contractors
 - Liaise with Infocus Mental Health Professionals on a variety of matters as required
 - Liaise and promote Arche Health to General Practices and other appropriate referring organisations.
 - Respond to consumers regarding any issues they may have using emotional intelligence and empathy
- Policies, procedures and resources:
 - Assist the CEO in the development, implementation and communication of Infocus policies, procedures and clinical governance framework
 - Prepare and circulate the Infocus Insider to program staff
 - Prepare promotional program information to appear in Arche Health Bulletin
 - Oversee the regular review of the mental health resource area
- Administration and data collection:
 - Manage the prompt checking of contractor invoices and data logs and MBS billing
 - Ensure the Infocus client electronic record and management system is up to date in regards to program data requirements
 - Oversee completion of required data as per service agreements (WAGPOL, NDIS and other organisations)
- Reporting:
 - Provide fortnightly reports on program statistics and progress to the CEO to enable targets to be monitored
- **Service Promotion**
 - Develop and maintain strong working relationships with partner agencies, services and programs for clients by establishing referral pathways and local models of care
 - Work with key stakeholders to increase access to appropriate services for Better Access clients.
 - Promote the Arche Health's Mental Health Counselling program, communicate regularly with, and build and maintain collaborative working relationships with health and welfare agencies and the general community

SELECTION CRITERIA – QUALIFICATIONS, SKILLS, KNOWLEDGE, EXPERIENCE

ESSENTIAL

- Relevant experience working in a community mental health service environment;
- Demonstrated project/program management experience, including working knowledge and understanding of program administration, planning, implementation, reporting and evaluating;
- Demonstrated health promotion experience;
- Demonstrated experience implementing clinical governance frameworks within a community mental health service setting;
- Demonstrated effective interpersonal and communication skills, including proficiency in written and oral communications;
- Demonstrated experience forming and maintaining partnerships with key stakeholders;
- Demonstrated experience in service development and expansion;
- Ability to work as part of a team, as well as self-motivated to work autonomously, plus demonstrated performance management skills;
- High level of computer skills as well as experience with data entry;
- Driver's license and own vehicle;

DESIRABLE

- Tertiary qualification in health or related discipline;
- Knowledge and understanding of the National Standards for Mental Health Services (2010)
- Knowledge and understanding of the Privacy Act.

Other requirements:

- **Be in Australia** with eligibility to work in Australia.

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- 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 license and have access to their own vehicle.
- Participate in a six month probationary period.
- Participate in annual individual performance reviews and professional development planning.
- Have some flexibility to travel, and to work after hours (including weekends and evenings).

Closing Dates:

TBA

Please forward applications with a copy of your CV, response against selection criteria and the names of two recent referees to careers@archehealth.com.au.

Issa Mahmoud

Accountant / HR Manager

Phone: (08) 9458 0505

Reviewed By:	Issa Mahmoud	Date:	August 30, 2021
Last Updated By:	Sujeewe Gamagedera	Date/Time:	August 30, 2021