



JOB DESCRIPTION

Key Position Information			Date Reviewed: August 2019
Title	Step-Up Step-Down Manager	Department - Location	Step Up Step Down South West
Reports to	Program Manager South West	Award	Individual Employment Contract (or as updated)
Level	8	Basis of Employment	Full Time

Role Purpose

- Manages all aspects of the SUSD service and works with all employees and all stakeholders to achieve the following outcomes:
- Provide an environment within the services that enables individuals who have acquired a mental ill health label to confidently embark on a journey of recovery and to attain the kind of life they desire.
- Play a key role in service development, including ongoing evaluation and review of service outcomes
- Lead coach and mentor your team
- Responsible for the administration of the SUSD service, reporting to the Program Manager South West.
- Conduct daily mental health state assessments and facilitate appropriate clinical intervention
- Apply understanding of relevant mental health legislation
- Contributes as a part of the management team to the constant improvement of Richmond Wellbeing services.
- Undertake assigned projects, complete reports, assist with planning, budgeting and developing new services.

The duties may vary in line with operational and business requirements.

Richmond Wellbeing Vision, Purpose and Values

Our Vision: A community where people are able to recover and live a valued and fulfilling life.

Our Purpose: We work alongside people, employing leading practice, to support recovery and wellbeing.

Hope We believe that people can and do recover from mental illness, and we strive to promote hope, control, choice and opportunity.	Inclusion We embrace diversity, respect and value people's differences, and consistently seek to support people to realise their full potential as connected and contributing members in the community.	Service Excellence We consistently aspire to exceed customer expectations, pursue opportunities for continuous improvement and quality, and take a proactive approach to seeking, identifying and leveraging current and future opportunities.	Compassion We work in a person-centered way, demonstrating empathy, authenticity, honesty, integrity and human kindness in all our relationships with, families, individuals, colleagues and the community.
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Statement of Diversity

The staff at RW are committed to creating a safe and comfortable environment for all staff and consumers. To view our diversity statement in full please visit the Richmond Wellbeing intranet.

<https://www.rw.org.au/diversity-statement/>

Key Result Area	Key Accountabilities and Responsibilities	
Richmond Wellbeing Values	<ul style="list-style-type: none"> Acts consistently in accordance with the RW Values and Key Principles – challenges practices inconsistent with these values and uses values as a basis for managing relationships and decision making Be an honest and transparent individual. 	<ul style="list-style-type: none"> Reflect on RW values within scope of role, as observed by peers and managers. Demonstrate in every interaction with RW clients, staff and external stakeholders.
Partnerships and Alliances	<ul style="list-style-type: none"> Links RW SUSD to a ‘greater community’ that actively promotes the inclusion of other professional groups to work with RW toward the provision of ‘best-practice’ outcomes that serve Consumers and Carers. Builds strong relationships with participants and their various supports, WACHS, and other community and clinical organisations. Attend regular meetings with networks and stakeholders to build external partnerships, especially WACHS and GPs. 	<ul style="list-style-type: none"> Demonstrated partnerships and alliances in relation to SUSD on behalf of RW. Documented evidence of collaborative practise.
Staff	<ul style="list-style-type: none"> Contribute to a learning environment that values and supports RW staff energy, motivation, innovation and opportunity. Contribute to a work environment that values and appreciates staff. Willingness to work effectively as part of a team, to meet program goals and objectives together 	<ul style="list-style-type: none"> Demonstrated promotion of RW as an employer of choice within a safe working environment.
Services	<ul style="list-style-type: none"> Work with internal and external services to ensure client’s quality outcomes. Implement strategies to ensure seamless communication across the organization and externally. Contributes to the constant improvement of RW services. Supports strategic objectives through the delivery of comprehensive services in provision of SUSD Services. Represent RW at meetings related to the provision of SUSD. Assists with communications relevant to SUSD. Work with the RW Executive to develop business options in areas identified as new business opportunities in SUSD. To work closely with the RW Intake Officer to ensure all referrals, inquiries and requests for SUSD services and information are captured and actioned in a timely and professional manner. Organisational policies and procedures are adhered to. 	<ul style="list-style-type: none"> Beneficial individual outcomes are achieved, and success is reported. All documentation /audits are completed as required according to RW requirements. Relevant Standards are always maintained. Service occupancy is maintained as per RW allocated budget All referrals to the site are dealt with in a timely fashion as outlined in the Service Level Agreement All documentation /audits are completed as required according to RW requirements. Employee rosters are adhered to and any approved variations are covered according to the Policies of Richmond Wellbeing.

<p>People Accessing our Services</p>	<ul style="list-style-type: none"> • Promote and encourage life skills that enable Recovery. • The SUSD Manager shall ensure that: • All referrals to RW SUSD are dealt with in a timely fashion as outlined in the Service Level Agreement. • Recovery Goal Plans are supported, implemented, reviewed and kept alive. • Family members, carer's and people of significance to the person as identified are included as directed by the individual. • Matters raised by all stakeholders are dealt with appropriately. • Any critical incidents are dealt with according to the Organisations Policies and Procedures with positive outcomes for individuals that is at the forefront of our decision-making process. 	<ul style="list-style-type: none"> • All requests for services are dealt with in a timely and professional fashion as outlined by the referrer. • Recovery Goal Plans are supported implemented and reviewed as required. Documented evidence of collaborative practise. • Demonstrate family, carer and significant others input. • Demonstrate ongoing contact with Allied Health and relevant community services as an element of service provision
<p>Line Management</p>	<p>The SUSD Manager shall ensure that:</p> <ul style="list-style-type: none"> • Work in a manner that advance the organization's purpose • Ability to form positive relationships with external organisations • A positive and constructive work environment is promoted where all employees are valued, and teamwork is promoted. • On-going employees support is conducted and documented as per organisational Policy and Procedures. • Employee My Plan Reviews are conducted as per the Organisations Policies and Procedures. • Employees encouraged to participate in team projects which benefit clients and improve morale and interaction. 	<ul style="list-style-type: none"> • Contributing to team effectiveness, as observed by peers and managers. • My Plan Reviews are conducted and documented as per the Organisations Policies and Procedures. • Ensure core training and compliance requirements are maintained and regularly reviewed • New employees are inducted as per the Policies and Procedures. • On-going supervision and mentoring of all staff is conducted and documented as per organisational Policy and Procedures. • Employee Performance Reviews are conducted as per the Organisations Policies and Procedures.
<p>Administration</p>	<ul style="list-style-type: none"> • Ensure all reporting requirements are met to a high standard. Actively supply feedback in terms of improvement regarding quality and professionalism within these services. • Practices in accordance with all legislation affecting professional practice. • Contribute to the development and review of objectives, policies and procedures relating specifically to RW SUSD Services. 	<ul style="list-style-type: none"> • Responsibility is taken to manage workload. Use internal and external client data management system reports and other tools to ensure timely delivery of services and demonstrate ability to prioritise tasks.
<p>Quality Assurance</p>	<ul style="list-style-type: none"> • Participate in Quality Assurance processes by recommending changes and communicating issues that may affect Richmond Wellbeing to your immediate supervisor. 	

Occupational Safety and Health	<ul style="list-style-type: none"> The work environment is safe and healthy and complies with all OSH requirements. Take a shared responsibility to ensure the safety and well-being of themselves and others within the workplace. Work in a safe manner while exercising due care and caution. Report any unsafe practices or equipment Wear/use all protective equipment provided and as instructed. Address breaches of OS&H policies with the individuals concerned. 	<ul style="list-style-type: none"> Submitting Riskman / Notifiable Incident report as required. Regularly following on RW OHS P&P.
Key Performance Indicators	<ul style="list-style-type: none"> Report monthly to the Program Manager South West on Key Performance Indicators to measure progress against required outcomes that communicate the effectiveness and progress of the Services within the Programs detailed in this Job Description 	<ul style="list-style-type: none"> All Reports submitted in a timely manner and to the highest standard.
Other	<ul style="list-style-type: none"> The SUSD Manager shall carry out other such duties which may be required, requested or directed and which are within the person's capability and training to perform. 	

Employee Requirements

Skills	<ul style="list-style-type: none"> Demonstrated ability in negotiation, time management, problem solving, analysing and conflict resolution. Strong understanding of mental health sector including the relevant regulatory frameworks. Demonstrative evidence of ability to understand and manage budgets. Demonstrated evidence of excellent time management and organisational skills, and ability to prioritise tasks. Computer literacy in using a range of relevant computer programs/systems. Demonstrated high level written, verbal and interpersonal skills. Demonstrated ability to prepare reports for Executive Management / Contract Reporting Effective communication skills including <ul style="list-style-type: none"> The ability to communicate clearly, professionally and respectfully with consumers, families, colleagues, other agency personnel and external stakeholders The ability to communicate one's feelings and needs Developed written skills
Knowledge and Qualifications	<ul style="list-style-type: none"> Relevant tertiary qualification in Social Work, Occupational Therapy, Psychology, Mental Health / Nursing, Counselling degree or similar. Ability to obtain the individual information relevant to the individual's circumstances and documenting discussions for the relevant accommodation planning process. Demonstrated knowledge of mental ill health, Recovery and a Person-Centred approach to mental health service delivery. Current National Police Clearance. Current Working with Children Check or ability to provide one. Current Driver's License.

Attitude	<ul style="list-style-type: none"> • Demonstrated commitment to quality outcomes. • Positive attitude towards people experiencing mental distress. • Pro-active individual who is enthusiastic and committed to upholding RW values and principles in all workplace tasks and interactions.
Experience	<ul style="list-style-type: none"> • Service quoting experience, understanding of NDIS price guide and SIL quoting process. • Relevant experience in the provision of person centred/driven supports to people with disability. • Demonstrated ability to work within a multidisciplinary team environment, promoting total wellbeing and holistic health services. • Knowledge of relevant community resources and ability to network with NDIS and community agencies.