



JOB DESCRIPTION

| Key Position Information | | | Date Reviewed: March 2019 |
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| Title | Manager Ngulla Mia | Department - Location | Ngulla Mia |
| Reports to | Senior Residential Manager | Award | Richmond Wellbeing Enterprise Agreement 2016 |
| Salary Range | \$99,300 to \$103,290 plus 9.5% super and not for profit salary packaging. | Basis of Employment | Full Time |

Role Purpose

The Manager oversees the Ngulla Mia Supported Accommodation Service for Homeless Adults. The Manager's role is to provide an environment within the service that enables consumers living with serious and persistent mental illness to confidently embark on a journey of recovery and to attain the kind of life they desire.

The duties include day to day management of staff; ensuring the site is maintained, consumer records are kept according to RW P&P; and clients are assisted on their recovery journey through appropriate recovery programs. The position is reporting to the Senior Residential Manager.

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

Richmond Wellbeing Vision, Purpose and Values

Our Vision: A community where everyone has the opportunity to improve their mental health and wellbeing and live a fulfilling life.

Our Purpose: We work alongside people to support their mental health, recovery and wellbeing.

Voice of Hope

We believe hope is a cornerstone of recovery and will always speak out for support and social change for people living with mental health challenges.

Courage and Compassion

We work in a person-centred way, demonstrating empathy, authenticity, honesty, integrity and human kindness in all our relationships with individuals, families, colleagues and the community.

Inclusion and Diversity

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.

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.

| Key Result Area | Key Accountabilities and Responsibilities | Key Performance Indicators |
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| Richmond Wellbeing Values | <ul style="list-style-type: none"> • Acts consistently in accordance with the RW Values and Key Principles – challenges practice inconsistent with these values and uses values as a basis for managing relationships and decision making • Actively engage in self-reflection and develop own practice | <ul style="list-style-type: none"> • Reflect RW values in daily interactions and within scope of role. • Demonstrate this in supervision and Critical reflection groups |
| Employee Contribution | <ul style="list-style-type: none"> • Positive and constructive work environment is promoted where employees are valued. • Employees adhere to the RW Code of Conduct and Ethics and Policy and Procedures • Attends Core Training and maintains all compliance requirements relevant to their role and employment with RW • To carry out other duties which may be required, requested or directed and which are within the person’s capability and training to perform | <ul style="list-style-type: none"> • Show respect and helpfulness in all interactions • Read, understand and seek clarification of Policy and procedure documents. • Enrol in and complete required Core Training within required time frame. • Duties are completed to expected standard as outlined by manager. |
| Consumers and Services | <ul style="list-style-type: none"> • Promote holistic services that focus on total wellbeing, including physical health • Ensure compliance contractual obligations and all legislative requirements including but not limited to LARU, Office of the Chief Psychiatrist, MHAS, and local council by-laws. • Employee rosters are adhered to and any approved variations are covered according to the Policies of Richmond Wellbeing and current Enterprise Bargaining Agreement. • Services being provided are subject to review and continuous improvement. • All documentation and reporting is completed as required according to RW standards. • Service is run within the allocated budget. • Participates in a continuous process to monitor, evaluate and develop the service and performance | <ul style="list-style-type: none"> • Annually refresh yourself on your contractual obligations and legislative requirements to ensure compliance. • Actively promote the services provided by RW to current and new clients. • Ensure that all documentation is done to the standard required by the RW policy and procedures and is accurate, legible, and concise. • Keep a detailed record of expenses to ensure spending is within budget. • Employee rostering is frequently checked to ensure compliance with RW policy and procedures. |
| People Accessing Our Services | <ul style="list-style-type: none"> • Promote and encourage contemporary attitude and understanding of recovery and person centred principles. • All referrals to the site are dealt with in a timely fashion as outlined in the Service Level Agreement. • Recovery Plans are developed and reviewed on a weekly basis. • Family members, carers and people of significance to the consumer are identified and included as directed by the individual | <ul style="list-style-type: none"> • Ensure that all documentation is done to the standard required by the RW policy and procedures and is accurate, legible, and concise; and is completed in a timely manner. |

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| | <ul style="list-style-type: none"> • Regular House meetings are conducted and matters raised are dealt with appropriately • Any incidents are dealt with according to the Organization's Policies and Procedures. Reportable incidents are discussed with the Senior Residential Manager and progressed accordingly. • Recovery orientated group and individual programs are prepared and implemented for people accessing our Services | <ul style="list-style-type: none"> • All recovery plans are viewed, approved, and signed off by you and are to the standard that they are able to be recalled if necessary. • Documentation from house meetings recording issues discussed and actions to be taken are kept. • Incidents are recorded and dealt with in a timely manner. Dates and actions taken are to be recorded in the documentation. • Recovery programs are to be kept up to date with the best evidence based practices and are prepared and implemented in a timely manner for people accessing our services. • Clients and their advocated support network are given information in regards to their services and care. A record of parties and the information they have access to is to be kept. |
| Line Management | <ul style="list-style-type: none"> • A positive and constructive work environment is promoted where employees are valued and team work is promoted. • New employees are inducted as per the Policies and Procedures. • On-going supervision and mentoring of all employees is conducted and documented as per organisational Policy and Procedures. • Employee Reviews are conducted as per the Organisations Policies and Procedures. • Students on Placement are supervised as required. • Employees encouraged to participate in team projects which benefit residents and improve morale and interaction. • Provides leadership and ensures that services are implemented within operational and funding requirements • Is responsible for the maintenance of relevant records and statistical data collection. | <ul style="list-style-type: none"> • Provide valuable constructive feedback to employees on a regular basis in regards to their performance, and develop an environment where teamwork is encouraged. • All necessary documentation (e.g. employee reviews, and student placement documentation) is done to the standard required by the RW policy and procedures and is accurate, legible, and concise. • Induct employees according to RW policy and procedures. Ensure that they know you are there to assist them. |

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| | | <ul style="list-style-type: none"> Actively get together with your team to create social interaction and improve team morale. Actively mentor students to ensure they meet their educational requirements and meet RW's policy and procedure requirements. Actively seek materials to improve leadership skills, and to increase understanding of operational and funding requirements. |
| .Partnerships | <ul style="list-style-type: none"> Ensure that Relationships are developed and fostered with key Service Providers. Relationships with consumers clinical team are maintained in a professional manner to ensure the best interests of the individual. Ensure that the services provided are culturally appropriate to all including Aboriginal, CALD and Youth. E.G. facilitating Looking Forward Project. | <ul style="list-style-type: none"> Actively communicate and build professional relationships with all parties to ensure RW's services are used efficiently. If unsure of the appropriateness of a particular program, seek advice or opinion from colleagues (e.g. Aboriginal Elder Consultant) |
| Liaison with Senior Managers | <ul style="list-style-type: none"> The Manager shall liaise and discuss issues and direction with the Senior Manager, Residential Services or Executive Manager of Operations when the Senior Manager is unavailable. | <ul style="list-style-type: none"> Keep in communication with necessary parties about issues or points of interest pertaining to Ngulla Mia and its residents. |
| Occupational Safety and Health | <ul style="list-style-type: none"> Promote a safe and healthy working environment that complies with OSH requirements Take a shared responsibility to ensure the safety and well-being on self and others Utilise all protective equipment provided and as instructed Work in a safe manner while exercising due care and caution | <ul style="list-style-type: none"> A "Safe work" culture operates within Richmond Wellbeing Documentation is maintained as per the Policies and Procedures and is accurate, legible and concise. |

| Employee Requirements | |
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| Skills | <ul style="list-style-type: none"> Demonstrated ability in negotiation, problem solving, analytical and conflict resolution skills. Well developed and proven planning, management and coordination skills at a management level Demonstrated high level written, verbal and interpersonal skills Extensive experience developing and maintaining internal and external relationships with stakeholders In depth understanding of Care Coordination and tensions associated with Applied advanced communication, interpersonal and leadership skills: communicate clearly, professionally and respectfully with consumers, families, colleagues, other agency personnel and external stakeholders |

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| | <ul style="list-style-type: none"> • Substantial experience in contract reporting • Demonstrated ability in conflict management <p><u>DESIRABLE</u></p> <ul style="list-style-type: none"> • Group-work skills |
| Knowledge and Qualifications | <ul style="list-style-type: none"> • Degree qualified health care professional with experience working in and alongside a range of health care settings, including primary health care and other community services. • Demonstrated knowledge of mental illness, Recovery and a Person Centred approach to mental health service delivery as well as dignity of risk. • Current National Police Clearance. • Current Driver's License <p><u>DESIRABLE</u></p> <ul style="list-style-type: none"> • Knowledge of relevant mental health agencies and services (both Government and Non-Government). • Knowledge of the National Standards for Mental Health Services 2010; Mental Health Act 2014; The Western Australian Mental Health Alcohol and Other Drug Service Plan 2015-2025; Mental Health Statements of Rights and Responsibilities; Hospital and Health Services Act 1927; Mental Health Outcome Statements. |
| Attitude | <ul style="list-style-type: none"> • Positive attitude towards people experiencing mental distress. • The ability to live RW values in all workplace tasks and interactions. • Pro-active individual who is enthusiastic and committed to upholding RW values and principles |
| Experience | <p><u>DESIRABLE</u></p> <ul style="list-style-type: none"> • Lived experience of mental health recovery or as family members of people with a lived experience of recovery |