

# Position Description



<b>Facility/Service</b>	South Eastern Sydney Local Health District, Mental Health Services
<b>Department</b>	Child and Adolescent Mental Health Services (CAMHS)
<b>Manager</b>	General Manager, Mental Health Service
<b>Position Number</b>	TBC
<b>Cost Centre</b>	TBC

## Section 1 – Role Details

Contains key information about the role. Fields marked with asterisk (\*) are mandatory

<b>Does this role require Job Demand Check List?</b>	YES	<i>All positions require a Job Demand Checklist to be completed</i>
<b>Position Description Title *</b>	SESLHD CAMHS Clinical Operations Manager	
<b>Does this role require Multiple Awards? Specific classifications (if applicable):</b>	Choose an item.	<i>If Yes, Please list each Classification and grade below</i>
<b>Award*</b>	Health Managers (State) Award	
<b>Position Classification*</b>	Health Manager Level 4	
<b>Job Category Coding (ROB)*</b>	Mental Health, Drug & Alcohol	
<b>Job Classification Coding (ROB)*</b>	MHDA Manager	
<b>Speciality Coding (ROB)</b>	N/A	
<b>Does this require Senior Executive Level Standards?</b>	NO	
<b>Does this role manage or supervise others?*</b>	YES	
<b>Primary Purpose of the role*</b> A concise summary of the primary purpose of the role, answering the question: "Why does this role exist?"	<i>(Mandatory)</i>	<p>The vision for South Eastern Sydney Local Health District (SESLHD) is 'exceptional care, healthier lives'. SESLHD is committed to enabling our community to be healthy and well, and to providing the best possible compassionate care when people need it.</p> <p>Child &amp; Adolescent Mental Health Services (CAMHS) provide a range of services in the local community to children and young people and their families/caregivers who are experiencing a range of mental health difficulties. This role has a specific focus on ensuring the provision of integrated, holistic, trauma informed, developmentally appropriate, recovery oriented, family focused, evidence based care to children, adolescents and their caregivers.</p> <p>The CAMHS Clinical Operations Manager will provide strong leadership and senior management of CAMHS services based at all sites in SESLHD, whilst developing and overseeing the operations of CAMHS to ensure delivery of an integrated and effective service.</p> <p>The CAMHS Clinical Operations Manager will plan, coordinate, lead and manage human, financial, material and capital resources to provide a cost effective, quality service that meets key performance indicators and financial accountabilities of the community-based teams providing treatment and care close to people's homes.</p>
	<i>(Free Text)</i>	

## Section 2 – Key Accountabilities

Describe what is expected of the position and express the end results required of the position. Each accountability statement should comprise a responsibility and an expected outcome. This part of the position description describes "what" is performed and "why" it is performed.

<p><b>Standard Key Accountabilities*</b></p>	<p><i>(Free Text)</i></p>	<ul style="list-style-type: none"> <li>• Provide sound leadership, senior management, and ensure operational effectiveness of the Child and Adolescent Mental Health Services (CAMHS) through the identification, development and implementation of effective strategies to ensure the provision of excellent client focused services.</li> <li>• Develop, maintain, and identify opportunities to forge productive strategic relationships with staff and other key stakeholders, industry, sponsors and relevant agencies, through fostering collaborative partnerships in order to ensure CAMHS objective are met</li> <li>• Evaluate existing service practices, policy, and operational procedures by applying practical and innovative risk management approach to ensure compliance with all obligatory requirements and to maximise organisational safety</li> <li>• Establish and implement effectual strategic directions and business plans through fostering a consultative framework with staff, consumers, external service providers and related Government Agencies to ensure the highest standards of care are achieved</li> <li>• Manage a key mental health workstream, delivering change management, business process improvement and benefits realization through effective stakeholder and resource management within agreed deadlines.</li> <li>• Provide timely, expert and professional specialist advice in the development, implementation and maintenance of services with particular focus on consistent, cohesive district-wide operations to ensure equitable community access to excellent clinical mental health support.</li> <li>• Manage and drive the effective, accurate and timely reporting of clinical and operational performance data by consulting with various stakeholder groups to ensure consistent data standards and collaborating with system vendors to facilitate the data extracts and to ensure Health Service reporting requirements are met</li> <li>• Act as an appropriate and effective role model and promote a culture and supporting practices that reflect the organisational values through demonstrated behaviours and interactions with consumers and employees</li> <li>• Maintain responsibilities for personal and professional development by participating in training/education activities, and performance reviews in order to continuously improve the level and quality of service</li> <li>• All staff are expected to take reasonable care that their actions do not adversely affect the health and safety of others, that they comply with any reasonable instruction that is given them and with any reasonable policies/procedures relating to health or safety in the workplace, as well as notifying any hazards/risks or incidents to their managers.</li> <li>• Manage delegated financial responsibilities, through the development and maintenance of appropriate strategies and effective allocation of resources, to ensure optimal health outcomes are managed within budget.</li> <li>• Recruit, coach, mentor, and initiate performance agreements for CAMHS staff to develop the capabilities of the team to undertake changing roles, responsibilities and accountabilities and to provide for succession within the unit</li> </ul>
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		<ul style="list-style-type: none"> <li>• Manage resources, budgets, assets, projects, and staffing to maximise achievement of goals and required level of skills and performance</li> <li>• Comply with and implement the NSW Health Work Health and Safety Better Practice Procedures by identifying, assessing, eliminating/controlling and monitoring hazards and risks within the workplace, to the extent of delegated authority for the role.</li> </ul>
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### Section 3 – Key Challenges

This section describes the complexity of the job, the influences on it, and the influence that it has. The Key Challenges should not restate the Key Accountabilities. We recommend not to have more than 2-3 "Key Challenges" in total. Write two or three sentences concise statements

<b>Challenges</b>	<ul style="list-style-type: none"> <li>▪ Anticipating projected future financial, personnel and physical resource challenges and addressing these using appropriate strategies</li> <li>▪ Maintain awareness of trends, developments and information in child and adolescent mental health</li> <li>▪ Fostering a learning environment which encourages creative ideas and innovative thinking with a view to delivering high quality service</li> </ul>
<b>Decision Making</b>	<ul style="list-style-type: none"> <li>▪ The CAMHS Clinical Operations Manager has substantial autonomy in the management of staff and other resources of the CAMHS services including managing the performance for others to achieve work objectives.</li> <li>▪ Undertakes negotiations around timelines for delivery of services.</li> <li>▪ Ability to make complex judgements and take initiative developing and sustaining services and, allocating resources to changing needs of customers and stakeholders and working in partnership to ensure service needs are met</li> </ul>
<b>Communication</b>	<ul style="list-style-type: none"> <li>▪ Internally, the CAMHS Clinical Operations Manager is required to communicate regularly with the CAMHS Executive team (SESLHD CAMHS Clinical Director and SESLHD CAMHS Clinical Coordinator) on promoting shared goals and direction and to ensure mechanisms are in place to facilitate open communication, as well as providing advice to the General Manager, Mental Health.</li> <li>▪ Externally, the CAMHS Service Manager will develop and maintain effective relationships with government and non-government agencies, such as Department of Education and Department of Communities and Justice and headspace, that provide services to children, adolescents and their families/caregivers.</li> <li>▪ Providing leadership in supporting workforce reform using effective communication strategies</li> </ul>

### Section 4 – Key Relationships

The key Internal/External stakeholders and customers the role is expected to interact with routinely, rather than periodically. Concentrating on those communication requirements that are critical to the achievement of the role's primary objective(s).

<b>Key Internal Relationships</b>	<b>Who?</b>	General Manager, Mental Health
	<b>Why?</b>	Line Manager & Operational Reporting
	<b>Who?</b>	CAMHS Clinical Director, CAMHS Clinical Coordinator
	<b>Why?</b>	To support service development and clinical governance as part of CAMHS Executive team
	<b>Who?</b>	
	<b>Why?</b>	
<b>Does this role routinely interact with external stakeholders ?</b>		YES

<b>Key External Relationships</b>	<b>Who?</b>	Government agencies: Department of Education; Department of Communities and Justice
	<b>Why?</b>	Community engagement, service integration and development of referral pathways
	<b>Who?</b>	Non-government service provider peak bodies (interagency)
	<b>Why?</b>	Community engagement, service integration and development of referral pathways
<b>Is this a Public Senior Executive Role which manages relationship at the Ministerial level?</b>		NO

### Section 5 – Staffing/Responsible for

Number of direct and indirect reports to position.

Direct Reports	6
Indirect Reports	43.2

### Section 6 – Financial Delegation

Note either “as per delegation manual” or “other”, if selecting other specify the monetary value of the financial delegation (eg \$5,000.00).

As per delegation manual	as per delegation manual
Other \$	N/A

### Section 7 – Essential Requirements

Information (where relevant) about essential role requirements, such as: whether the role is identified, qualifications requirements, employment screening checks, licence requirements etc.

<b>Other Requirements</b>	<i>(Mandatory)</i>	<ul style="list-style-type: none"> <li>All staff are required to complete and submit a Pre-employment Health Declaration Form</li> <li>Dependant on position applied for you will need to complete/provide a Working with Children Check (WWCC), National Police Check (NPC) and/or Aged Care Check</li> <li>As a leader you are expected to actively support and demonstrate your commitment to the organisation’s safety management system; to establish and maintain a positive health and safety culture; to consult with workers and others when making decisions that may impact upon the health, safety and wellbeing of those in the workplace; acquire and keep up-to-date knowledge of work health and safety matters; ensure that all workers understand their health and safety obligations and are sufficiently trained in health and safety policy and procedures; report any safety incidents, injury, hazards, risks, concerns or unsafe behaviour in the SESLHD IMS+ safety reporting system within 24 hours, and take appropriate actions to eliminate or minimise related risk to as low as reasonably practicable.</li> </ul>
	<i>(Free Text)</i>	

### Section 8 – Selection Criteria

The selection criteria should be based on the accountabilities that have been identified for the position and are used to make sound and fair selection decisions. Please add all standard selection criteria in to separate Selection Criteria boxes.

1	Relevant tertiary qualifications in child, youth or adolescent mental health or relevant equivalent work experience, or a combination of study and work experience.
2	Demonstrated experience in senior leadership and management in a large and complex organisation providing mental health care, with evidence of influencing workplace culture and leading change.
3	Demonstrated knowledge of contemporary issues within the NSW and National health care agenda, with proven high level analytical and problem solving skills, and experience in developing mental health services and their governance.
4	Demonstrated ability in management of human resources, financial, administrative and service planning.
5	Excellent strategic planning and policy development skills, including the ability to make complex judgements and identify, and lead innovative solutions within the delegated area.
6	Excellent negotiation, decision making and influencing skills including the ability to interact constructively and collaboratively with multiple discipline stakeholders, through all organisational levels, internally and externally.
7	Highly developed and effective written and oral communication skills
8	Current drivers licence with a willingness to travel in accordance with the demands of the position.

### Section 9 – Other Requirements (Optional)

Other requirements are to be populated where audit essential requirements have been identified in the position.

<b>Other Requirements</b>	<i>(Mandatory)</i>	<ul style="list-style-type: none"> <li>Act as an appropriate and effective role model and promote a culture and supporting practices that reflect the organisational values through demonstrated behaviours and interactions with patients/clients/employees</li> <li>Recruit, coach, mentor, and performance develop staff, to develop the capabilities of the team to undertake changing roles, responsibilities and to provide for succession within the unit</li> <li>Manage delegated financial responsibilities, through the development and maintenance of appropriate strategies and effective allocation of resources, to ensure optimal health outcomes are managed within budget</li> </ul>
	<i>(Free Text)</i>	

### Section 10 – Disqualification Questions

Disqualification questions are questions that relate to mandatory requirements for a position. These are requirements that should prevent a candidate from submitting an application. Desired requirements can be added as pre-screening questions.

<b>Disqualification Questions</b>	<i>Currently Unavailable</i>
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**Section 11 – Capabilities for the Role – Currently NOT being utilised for HM roles in Health**

The capabilities (i.e. the knowledge, skills and abilities) for the role are obtained from the NSW Public Sector Capability Framework and any relevant occupation specific capability set.

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role’s key accountabilities.

Select at least one Focus Capability from each Capability Group. A minimum of 4 and a maximum of 10 Focus Capabilities should apply to a role. If the role contains People Management capabilities, a minimum of 5 Focus Capabilities should apply.

Capability Group	Focus?	Capability	Level
Personal Attributes	<input type="checkbox"/>	Display Resilience and Courage	Choose an item.
	<input type="checkbox"/>	Act with Integrity	Choose an item.
	<input type="checkbox"/>	Manage Self	Choose an item.
	<input type="checkbox"/>	Value Diversity	Choose an item.
Relationships	<input type="checkbox"/>	Communicate Effectively	Choose an item.
	<input type="checkbox"/>	Commitment to Customer Service	Choose an item.
	<input type="checkbox"/>	Work Collaboratively	Choose an item.
	<input type="checkbox"/>	Influence and Negotiate	Choose an item.
Results	<input type="checkbox"/>	Deliver Results	Choose an item.
	<input type="checkbox"/>	Plan and Prioritise	Choose an item.
	<input type="checkbox"/>	Think and Solve Problems	Choose an item.
	<input type="checkbox"/>	Demonstrate Accountability	Choose an item.
Business Enablers	<input type="checkbox"/>	Finance	Choose an item.
	<input type="checkbox"/>	Technology	Choose an item.
	<input type="checkbox"/>	Procurement and Contract Management	Choose an item.
	<input type="checkbox"/>	Project Management	Choose an item.
People Management	<input type="checkbox"/>	Manage and Develop People	Choose an item.
	<input type="checkbox"/>	Inspire Direction and Purpose	Choose an item.
	<input type="checkbox"/>	Optimise Business Outcomes	Choose an item.
	<input type="checkbox"/>	Manage Reform and Change	Choose an item.

**Section 12 – Job Demands Checklist – MUST be completed as relevant to the role**

The purpose of this checklist is to manage the risk associated with the position in relation to the occupant. It may be used to provide information about the position to a Health Professional required to perform a pre-employment medical assessment.

<b>PHYSICAL DEMANDS - Description (Comment)</b>	<b>FREQUENCY</b>
Respirator use - Wearing of a respirator, to ensure protection against exposure to respiratory pathogens/hazardous materials – <u>note: N/A is not acceptable</u>	Infrequent
Sitting – remaining in a seated position to perform tasks	Frequent
Standing – remaining standing without moving about to perform tasks	Occasional
Walking – floor type: even/uneven/slippery, indoors/outdoors, slopes	Occasional
Running – floor type: even/uneven/slippery, indoors/outdoors, slopes	Occasional
Bend/Lean Forward from Waist – forward bending from the waist to perform tasks	Occasional
Trunk Twisting – turning from the waist while sitting or standing to perform tasks	Occasional
Kneeling – remaining in a kneeling posture to perform tasks	Infrequent
Squatting/Crouching – adopting a squatting or crouching posture to perform tasks	Occasional
Leg/Foot Movement – use of leg and/or foot to operate machinery	Infrequent
Climbing (stairs/ladders) – ascend/descend stairs, ladders, steps	Occasional
Lifting/Carrying – light lifting and carrying (0 to 9 kg)	Occasional
Lifting/Carrying – moderate lifting and carrying (10 to 15 kg)	Not Applicable
Lifting/Carrying – heavy lifting and carrying (16kg and above)	Not Applicable
Reaching – arms fully extended forward or raised above shoulder	Occasional
Pushing/Pulling/Restraining – using force to hold/restrain or move objects toward or away from the body	Infrequent
Head/Neck Postures – holding head in a position other than neutral (facing forward)	Infrequent
Hand and Arm Movements – repetitive movements of hands and arms	Frequent
Grasping/Fine Manipulation – gripping, holding, clasping with fingers or hands	Occasional
Work at Heights – using ladders, footstools, scaffolding, or other objects to perform work	Not Applicable
Driving/Riding – controlling the operation of a vehicle (e.g. car, truck, bus, motorcycle, bicycle)	Frequent
<b>SENSORY DEMANDS - Description (Comment)</b>	<b>FREQUENCY</b>
Sight – use of sight is an integral part of work performance (e.g. viewing of X-Rays, computer screens)	Frequent
Hearing – use of hearing is an integral part of work performance (e.g. phone enquiries)	Frequent
Smell – use of smell is an integral part of work performance (e.g. working with chemicals)	Frequent
Taste – use of taste is an integral part of work performance (e.g. food preparation)	Not Applicable
Touch – use of touch is an integral part of work performance	Frequent
<b>PSYCHOSOCIAL DEMANDS - Description (Comment)</b>	<b>FREQUENCY</b>
Distressed People – e.g. emergency or grief situations	Frequent
Aggressive and Uncooperative People – e.g. drug/alcohol, dementia, mental illness	Occasional
Unpredictable People – e.g. dementia, mental illness, head injuries	Occasional
Restraining – involvement in physical containment of patients/clients	Occasional
Exposure to Distressing Situations – e.g. child abuse, viewing dead/mutilated bodies	Occasional
<b>ENVIRONMENTAL DEMANDS - Description (Comment)</b>	<b>FREQUENCY</b>
Dust – exposure to atmospheric dust	Infrequent
Gases – working with explosive or flammable gases requiring precautionary measures	Infrequent
Fumes – exposure to noxious or toxic fumes	Infrequent
Liquids – working with corrosive, toxic or poisonous liquids or chemicals requiring personal protective equipment (PPE)	Not Applicable
Hazardous Substances – e.g. dry chemicals, glues	Not Applicable
Noise – environmental/background noise necessitates people raise their voice to be heard	Infrequent
Inadequate Lighting – risk of trips, falls or eyestrain	Infrequent
Sunlight – risk of sunburn exists from spending more than 10 minutes per day in sunlight	Infrequent

Extreme Temperatures – environmental temperatures are less than 15°C or more than 35°C	Infrequent
Confined Spaces – areas where only one egress (escape route) exists	Not Applicable
Slippery or Uneven Surfaces - greasy or wet floor surfaces, ramps, uneven ground	Infrequent
Inadequate Housekeeping - obstructions to walkways and work areas cause trips and falls	Infrequent
Working At Heights – ladders/stepladders/scaffolding are required to perform tasks	Not Applicable
Biological Hazards – exposure to body fluids, bacteria, infectious diseases	Occasional

### Word Counts

Section 1	<i>Position Title</i>	200 characters
	<i>Primary Purpose of the Role</i>	3400 characters
Section 2	<i>Standard Key Accountabilities</i>	3500 characters
Section 3	<i>Key Challenges – Challenges</i>	1000 characters
	<i>Key Challenges – Decision Making</i>	1000 characters
	<i>Key Challenges – Communication</i>	1000 characters
Section 4	<i>Key Relationships – Who (each)</i>	200 characters
	<i>Key Relationships – Why (each)</i>	500 characters
Section 7	<i>Essential Requirements</i>	3500 characters
Section 8	<i>Selection Criteria (each)</i>	1000 characters
Section 9	<i>Other Requirements</i>	3800 characters
Section 10	<i>Disqualification Questions</i>	200 characters