

# RECRUITMENT PACKAGE



## headspace Manager Rockhampton Central Queensland Medicare Local

### BACKGROUND

The establishment of Medicare Locals across Australia is a key part of the COAG Health Reform Agenda focusing on out of hospital health care services. Medicare Locals will work closely with the Local Health and Hospital Service established by Queensland Health to direct the operations of hospitals within the region. Medicare Locals have replaced Divisions of General Practice and drive the primary health reform agenda which aims to:

- Make it easier for patients to access the services they need, by facilitating linkages between primary care providers and hospital services.
- Plan and support local afterhours face-to-face GP services.
- Identify where local communities are missing out on services they might need and coordinate services to address those gaps.
- Support local primary care providers, such as GPs, practice nurses and Mental health providers, to adopt and meet quality standards.
- Be accountable to local communities to make sure that primary care services are effective and of high quality.

This means that the Medicare Locals will be involved in areas such as health planning – including the collection and analysis of health related local data - the provision or contracting of specific health services, Indigenous health, undertaking health promotion, working with other health providers to develop a coordinated approach to health care particularly services delivered in the community and supporting primary health care providers including GPs and Mental health professionals. This support can take the form of the provision of information, professional development opportunities, networks and support the development of e-health solutions.

While the Medicare Locals will focus on the provision of services to those individuals and communities who have limited access to care as a result of economic stress, distance or the need for specialist care, the Medicare Locals have been tasked with improving health services for all residents of the region working particularly in collaboration with Queensland Health and the major NGO providers.

A small number of Medicare Locals were established on the 1<sup>st</sup> July 2011 and the Central Queensland Medicare Local (CQML) was established on the 1<sup>st</sup> July 2012. In total there are 61 Medicare Locals operating across Australia.

### CENTRAL QUEENSLAND MEDICARE LOCAL

The Central Queensland Medicare Local (CQML) has been established through a cooperative process between the Capricorn Division of General Practice and the CQ Rural Division of General Practice. Divisions of General Practice were formed in 1994 with the purpose of assisting GPs in the operation of their practices and while many divisions expanded their remit to include a wider primary health care focus, the work of the divisions was centred around general practice. Medicare Locals still identify general practice as the cornerstone of primary health care, but the work of the Medicare Locals will encompass other primary health care professionals, community health service providers and service planners. All Commonwealth funding has been directed from the CQ Rural and Capricornia Division of General Practice to the CQML from the 1<sup>st</sup> July 2012 and it is anticipated that programs funded from other sources will also transfer and be sought in the future.

[www.cqmedicarelocal.com](http://www.cqmedicarelocal.com)

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Medicare Locals gratefully acknowledge the financial and other support from the Australian Government Department of Health and Ageing

CQ Medicare Local (ABN 62 150 175 205)

The geographic area covered by the CQML includes Rockhampton, Gladstone, Blackwater, Emerald, Biloela, Calliope, Woorabinda, Springsure and Duaranga. The boundaries of the CQML are essentially the same as the Fitzroy Statistical Region and cover just over 101,000 square kilometres with approximately 250,000 residents; just under 5% of the population identify as being of Aboriginal and/or Torres Strait Islander origin. Many parts of the region are involved in coal mining and associated industries.

The CQML is a not for profit company limited by guarantee and as such is eligible for health charity status. This means that all staff employed by CQML are able to claim the maximum salary sacrifice allowable by the ATO.

## **VISION**

### ***Partnering to provide innovative solutions to improve the health and wellbeing of the Central Queensland community***

We will achieve this by:

- linking and bringing together services
- identifying service gaps and working with others to find innovative solutions to fill those gaps
- delivering holistic care
- taking the role of honest broker identifying and sourcing the required service
- making sure services are not duplicated
- establishing and maintaining relationships with key stakeholders including the CQ HHS Board
- leading by example
- establishing sustainable solutions
- being involved in research and gathering evidence to determine best practice

## **Values and Principles**

Our work will be approached through a set of values and underlying principles which will underpin everything we undertake. In caring for our community we need to be:

### *Responsive*

- Our work will always be client and consumer focused and we will value and seek consumer input at all times

### *Innovative*

- We will be open to innovative models of care, cross sector collaborations and be prepared to challenge old ideas and champion new evidence based practices

### *Respectful*

- We will embed cultural practice into all the work of CQML respecting diversity and ensuring access and equity to all the citizens of CQ

### *Accountable*

- We will be honest, transparent and open in our communication both internally and to our community

### *Professional*

- We will have a high level of corporate governance in all our activities, positively representing CQML in our community and with our stakeholders

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## ABOUT HEADSPACE

headspace – The National Youth Mental Health Foundation

headspace is funded by the Australian Government under the Promoting Better Mental Health – Youth Mental Health Initiative.

headspace, established in 2006, is making a difference to the lives of thousands of young Australians by:

- Giving young Australians the opportunity to seek help early: Thousands of young people have been assisted through our headspace centres Australia wide.
- Bringing together local health services under the one roof: Reform of local mental health and substance use service systems are being driven by the funding that headspace has provided to local communities. Services such as mental health, vocational and alcohol and other drug services come together in our headspace centres.
- Making it easier for young people and their families to find the information they need: Designed to be youth-friendly and easy to navigate, headspace's website is fast becoming the first port of call for people seeking information about youth mental health and wellbeing issues and services within Australia.
- Reviewing evidence and interventions to provide Australians with the most up-to-date information on youth health: headspace's Centre of Excellence is undertaking a systematic review of Australian and international evidence on interventions for mental health and substance use disorders in young people aged 12-25 years.
- Providing opportunities for young people to have input into the development and delivery of headspace services.
- Creating awareness and educating young people about how to get help: A successful ongoing social marketing strategy has resulted in headspace having a distinct identity and profile in the Australian community.
- Training professionals how to work with young people: Professionals from a variety of settings across different headspace communities are provided with training in youth-specific psychosocial assessments and strategies for the effective engagement of young people.

CQML has collaborated with the other local services to form headspace Rockhampton. headspace Rockhampton is based on a commitment by all agencies involved to work in partnership to improve outcomes for young people aged 12-25 years (and their families) affected by mental health and/or alcohol and other drug (AOD) issues. The shared principles of a client centred, community orientated approach will deliver sensitive, accessible and quality services for the target group.

headspace Rockhampton is a youth friendly Centre that provides services across four core streams; primary health care, mental health, alcohol and other drug (AOD), and social/vocational services. The clear intention is to significantly increase the number of young people that are identified and responded to with evidence based interventions, at a much earlier stage.

### headspace Manager Rockhampton

The headspace Manager Rockhampton will be responsible for all operational management of the Centre including organisation of appointments, scheduling events, management of infrastructure requirements, liaising with all stakeholders and ensuring a sustainable operation through revenue generating opportunities.

## WHAT WE ARE LOOKING FOR

### Qualifications/Experience:

The successful candidate will possess a Bachelor level tertiary qualifications in Psychology, Social Work, Youth Work, Mental Health Nursing, Occupational Therapy or other Allied Health, or Behavioural/Social Sciences or demonstrated equivalent experience.

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You will also have demonstrated experience in direct service provision to young people and/or providing mental health services or programs, including being able to respond effectively to crisis and high risk situations, when required.

Your sound understanding of the Australian health care system, key issues in primary health care, the mental health service system, including the range of professionals that work within, or come into contact with, the mental health sector, as well as knowledge and understanding of relevant legislation, policies and strategic directions of mental health services for young people experiencing (or at risk of) a serious mental illness will be highly regarded.

**Innovation and Improvement:**

Your experience will also demonstrate your ability to anticipate and respond to business opportunities and risks and understand the principles of accountability systems, and continuous quality improvement processes, including the utilisation of data systems, the development and implementation of policies and procedures, and the use of evaluation and risk management tools.

**Strategic / Finance Management:**

As the Manager of this Centre, you will have demonstrated experience and ability to effectively lead and report on complex planning and service development processes, including the utilisation of project management and organisational development methodologies. You will also be able to develop, implement and evaluate financial programs or initiatives, according to timelines, desired outcomes and within budget.

**Relationship Management:**

You will have demonstrated capacity to effectively engage in leadership and management processes, including multidisciplinary and/or cross sector initiatives, and partnerships with a wide range of professionals, organisations and stakeholders.

**Participative People Management:**

Your employment history will demonstrate your ability to managing all aspects of a team and individual staff members, including recruitment, staff orientation, supervision, performance reviews, staff disciplinary action, performance development and team building.

Salary Level is SS 6.1 - \$82,070

Full salary sacrifice - \$30,000 grossed up value per FBT year

Professional development allowance - \$750 per year

Professional development leave - 3 days per year

Superannuation 9%

**APPLICATIONS**

Applicants will be required to provide an up to date CV and a maximum of 2 pages outlining the skills and experience they would bring to the role with particular emphasis on those identified in this document and the attached position description. Applications close at 5pm on Monday 25th March 2013.

*The CQ Medicare Local promotes Equal Employment Opportunity. All selection is based on proven experience, qualifications and / or training, and the person's potential to most effectively undertake the responsibilities of the position.*

**For further information or to discuss the position please contact:**

**Tania Manser**

**Director, Strategy and New Business**

(07) 4921 7777

[tmanser@cqmedicarelocal.com](mailto:tmanser@cqmedicarelocal.com)

Please submit applications via one of the following methods:

Post: Private & Confidential, ATTENTION: CQ Medicare Local Recruitment, PO Box 242, Rockhampton, QLD, 4700

Email: [recruitment@cqmedicarelocal.com](mailto:recruitment@cqmedicarelocal.com)

Fax: 07 4921 7721

[www.cqmedicarelocal.com](http://www.cqmedicarelocal.com)

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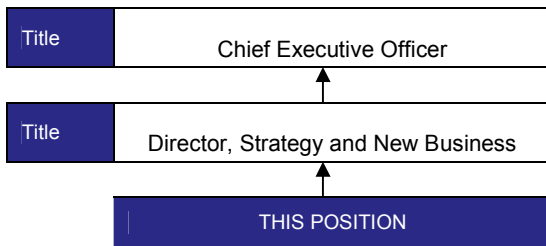
# POSITION DESCRIPTION FORM



## POSITION IDENTIFICATION

Position Title	Headspace Rockhampton Centre Manager
Organisation	Central Queensland Medicare Local
Business Unit	Strategy and New Business
Effective date of document	14 March 2013
Position status	Contract ( 1 FTE)
Duration	This appointment is until 30 June 2014

## REPORTING RELATIONSHIPS



Positions under direct responsibility:

Title	No. of FTE's Supervised
	To be determined
Total FTE:	

## OUR VISION

*Partnering to provide innovative solutions to improve the health and wellbeing of the Central Queensland community.*  
We will achieve this by:

- linking and bringing together services
- identifying service gaps and working with others to find innovative solutions to fill those gaps
- delivering holistic care
- taking the role of honest broker identifying and sourcing the required service
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- establishing and maintaining relationships with key stakeholders including the CQ HHS Board
- leading by example
- establishing sustainable solutions
- being involved in research and gathering evidence to determine best practice

## KEY RESPONSIBILITIES

The Headspace Rockhampton Centre Manager will be responsible for:

- Operational management of the Centre including organisation of appointments, scheduling events, management of infrastructure requirements
- Liaison with relevant clinicians, Consortium members and key stakeholders
- Maximising revenue generating opportunities including Medicare rebates, identifying sources of funding and sponsorship
- Reporting to the Consortium and the preparation of required Headspace reports
- Implementing strategies to ensure youth engagement in all aspects of the operation of the Centre
- Operational risk management
- WH&S management
- Adhere to the CQML's Confidentiality policy by respecting in confidence any patient, employee or otherwise sensitive information which becomes available to them during the course of their duties
- Support and comply with workplace health and safety, anti-discrimination and equal employment opportunity principles and practices
- Operate within the CQML's Quality Management System Framework, policies and procedures, including the CQML Clinical Governance Framework, other DOHA Operational Guidelines relevant to headspace

## DUTIES

Key Result Areas	Major Activities	Performance Indicators
Governance and Strategic Leadership	<p>Communicate, promote and progress the vision and strategic plan of headspace Rockhampton amongst consortium partners, other key stakeholders and the broader community.</p> <p>Engage relevant sectors and partners in an integrated model of care, promoting multidisciplinary team work and participation in the headspace program at a local level.</p> <p>In conjunction with CQML senior management, manage the contracts and funding agreements and all their deliverables including:</p> <ul style="list-style-type: none"> <li>• acting as the key contact point of all matters concerning the contract/s and delivery of the headspace program,</li> <li>• managing the headspace budget,</li> <li>• overseeing the completion and submission of all reporting in relation to the contract/s.</li> </ul> <p>Actively progress the growth and development of the service, in line with the Strategic Plan and client demand</p> <p>Convene various committees associated with the headspace program, organise and participate in committee meetings, including preparation of meeting agendas, papers and correspondence, taking and/or reviewing minutes of meetings.</p>	<p>Community awareness building, by attending and actively participating in stakeholder meetings and / or events.</p> <p>Deliverables are achieved within specified timeframes.</p> <p>Reporting obligations as outlined in the funding contracts are met. Reports are accepted by the funding body.</p> <p>Provide regular reports to the Director, Strategy and New Business on the progress of the headspace program and its deliverables.</p> <p>Undertake agreed actions from stakeholder meetings and / or events as required.</p>

TITLE	Headspace Rockhampton Centre Manager	EFFECTIVE DATE OF DOCUMENT	14 March 2013
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Key Result Areas	Major Activities	Performance Indicators
Human Resource Management of headspace Rockhampton	<p>Lead and oversee the recruitment, and establishment of any new staff (including private practitioners) and ensure they are orientated to the procedures and operations of the service.</p> <p>Manage and supervise staff, monitor staff performance and development, and address staff performance issues as required according to documented policies and procedures.</p> <p>Support operation and communication between private practitioners, clinical and administration staff.</p> <p>Work collaboratively with private practitioners to ensure that any difficulties are identified and problem solved to ensure the long term ongoing satisfaction of private practitioners.</p>	<p>Ensures recruitment and orientation of all headspace Rockhampton staff as per CQML Policies.</p> <p>Communicates a common purpose and direction.</p> <p>Actively involves teams in setting realistic and challenging goals to achieve desired business outcomes.</p> <p>Empowers, motivates and develops the diverse talents of the workforce including private practitioners.</p>
Business Management of headspace Rockhampton	<p>Establish appropriate processes and structures and develop, document and implement policies and procedures that ensure the efficient and effective operations of the headspace Centre.</p> <p>Manage all aspects of the business administration of the service, maintaining a financially viable practice and an efficient, effective, safe, and productive working environment, working toward a self-sustaining practice beyond the life of the headspace grant.</p> <p>In conjunction with the CQML finance department, oversee the maintenance of the systems for accounting for monies earned and expended through service provision, including the provision of private providers payroll information to [lead agency], and reconciling Medicare payments to [lead agency] bank accounts.</p> <p>Oversee compliance with any statutory and Medicare requirements.</p> <p>Update forecasts of revenue generation as practice changes over time</p>	<p>Aligns the efforts of the teams and mobilises and directs resources to achieve business outcomes.</p> <p>A methodology developed and implemented for a financially viable operation.</p> <p>Financial transactions are undertaken in accordance with CQML financial policy and procedures and auditing requirements.</p> <p>No non compliances occur.</p>
Service Delivery of headspace Rockhampton	<p>In accordance with headspace (National Youth Mental Health Foundation) Grant Agreement, lead, develop, oversee implementation &amp; evaluate delivery of services to young people (12-25 years) and their families, including:</p> <ul style="list-style-type: none"> <li>• Early detection and intervention of mental health problems and substance use disorders;</li> <li>• Community Awareness programs,</li> <li>• Education and training activities;</li> <li>• Programs for social recovery and economic participation;</li> </ul> <p>Work with the headspace Rockhampton team to create a system and quality environment that promotes excellence in youth health &amp; support services and a community of practice where sole practitioners can function in a supportive team environment.</p> <p>Oversee the day to day operation of the service.</p> <p>Develop and implement strategies to ensure youth engagement in all aspects of the operation of the Centre.</p>	<p>A strong team environment is developed within headspace Rockhampton through team processes, communication and supportive arrangements.</p> <p>Operational issues and needs within the Centre are identified and proactive and/or interventional steps are undertaken.</p> <p>Youth engagement processes are established and embedded within the operations of the Centre.</p>

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Key Result Areas	Major Activities	Performance Indicators
Knowledge Management, Evaluation and Quality	<p>Participate in the headspace Collaborative Learning Network, involving other headspace Rockhampton staff as appropriate.</p> <p>Oversee the participation of staff in the national education and training program.</p> <p>Oversee the development and implementation of the local evaluation of headspace Rockhampton and assist with national evaluation as required.</p> <p>Oversee the implementation of relevant and innovative quality systems and contribute to research development to ensure service integrity and quality.</p> <p>Develop, implement and evaluate continuous quality improvement activities within CQML and headspace quality assurance frameworks.</p> <p>Respond to any complaints in line with the CQML Policy and Procedure and report back to the CQML Board and the headspace Rockhampton Consortium.</p> <p>Monitor, evaluate and maximise data collection and compliance with the dataset requirements from headspace National Office and any other funding body.</p>	<p>Data processes and monitoring systems are established for headspace Rockhampton to support evaluation activities.</p> <p>Dataset requirements are regularly met as requested from the headspace National Office.</p> <p>A Complaints process is well established and operational in headspace Rockhampton.</p>
Code of Conduct	<p>Workplace behaviour follows the standards set out in the CQ Medicare Local's Code of Conduct as outlined in the Quality Management System, including:</p> <ul style="list-style-type: none"> <li>• Rapport built with team members</li> <li>• Willing to support others and adjust their workload appropriately</li> <li>• Actively participating in team discussions/meetings.</li> <li>• Punctual to all work commitments</li> <li>• Undertakes forward planning and prioritisation of tasks against contractual obligations</li> <li>• Demonstrates accountability for their actions whilst consistently delivering a quality service and producing accurate work with an emphasis on attention to detail</li> <li>• Maintains strong work ethic and actively supports the organisations vision</li> <li>• Works autonomously, efficiently and demonstrates self motivation reflecting a positive attitude</li> <li>• Initiative is used to identify and resolve problems appropriately through creative/lateral thinking</li> <li>• consideration is undertaken of all aspects prior to recommending and implementing identified solutions</li> <li>• Demonstrates a working knowledge of the policies and procedures as outlined in the Quality Management System</li> <li>• Is pro-active in complying with the Quality Management System and refers to the Quality Management System when unsure of policies and procedures</li> <li>• Uses initiative to identify improvements to processes and is flexible and tolerant to change</li> <li>• Demonstrates working knowledge of health and safety responsibilities, identifies safety risks and encourages safe working practices</li> </ul> <p>Adheres to CQ Medicare Local's Confidentiality policy by respecting in confidence any patient, employee or otherwise sensitive information which becomes available to them during the course of their duties.</p>	<p>No breaches of the Code of Conduct have occurred.</p> <p>No breaches of the CQ Medicare Local's Confidentiality policy have occurred.</p>



<b>TITLE</b>	<b>Headspace Rockhampton Centre Manager</b>	<b>EFFECTIVE DATE OF DOCUMENT</b>	<b>14 March 2013</b>
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<b>Key Result Areas</b>	<b>Major Activities</b>	<b>Performance Indicators</b>
Promotion of the CQ Medicare Local	Positively promotes CQ Medicare Local and its activities to the various stakeholders.	Ensures timely responses to enquiries from GPs, allied health, stakeholders and internal team members. Promotes headspace Rockhampton to GPs and relevant stakeholders, including contributing to the headspace Rockhampton and CQ Medicare Locals regular publications (where applicable).

Other Duties as Required.

### APPOINTMENT CONDITIONS

<b>LOCATION</b>	<ul style="list-style-type: none"> <li>Rockhampton</li> </ul>
<b>SPECIAL CONDITIONS</b>	<ul style="list-style-type: none"> <li>The ability to be flexible with working hours, which reflect the need to work with a variety of stakeholders.</li> <li>There may be a requirement for occasional short-term travel.</li> <li>Current Drivers Licence</li> </ul>

### CERTIFICATION

- (i) The details contained in this document are an accurate statement of the duties, responsibilities and other requirements for the position.

**DIRECTOR, STRATEGY AND NEW BUSINESS**

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**CHIEF EXECUTIVE OFFICER/DELEGATE**

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

- (ii) As occupant of the position I have noted the statement of duties, responsibilities and other requirements as detailed in this document.

<b>NAME</b>	<b>SIGNATURE</b>	<b>DATE APPOINTED</b>	<b>DATE</b>