

Position description

Position	Lead Severe and Complex Mental Illness		
Purpose	Lead implementation of regional planning and commissioning activities relating to integrated adult mental health services, safe spaces and carers and family supports including overseeing service delivery, facilitating working and advisory groups, and the monitoring and evaluation of these activities.		
Approval date	4 September 2023	Approved by	Amanda Queen

Brisbane North PHN

Our vision is a community where good health is available for everyone.

Brisbane North PHN supports clinicians and communities in Brisbane's northern suburbs, Moreton Bay Regional Council and parts of Somerset Regional Council. It covers approximately 4,100 km² of urban, regional and rural areas, with a population of over one million.

We are one of 31 Primary Health Networks across Australia.

We work with local communities, consumers, carers, health professionals, hospitals and community providers to understand our community and their needs. We then engage stakeholders to design and commission programs and services to meet those needs.

Our PHN's goals:

- Be informed and led by community voice
- Re-orient the health system toward care close to home
- Build capacity of providers to meet health needs of our region
- An accountable, high performing organisation.

The PHN's values:

- Collaboration: We build strong and enduring relationships to achieve our shared goals
- Diversity: We are inclusive, fair and responsive to different needs
- Integrity: We are transparent, respectful and work to the highest standards
- Courage: We lead new approaches, learn and improve
- Impact: We deliver outcomes for our community.

Key outcome areas

To ensure the organisation works effectively to achieve its annual business plan, each team member has responsibility for a range of activities and outcomes. These activities and outcomes are reviewed once a year formally and on an ongoing basis informally with team members and managers.

Role-specific



- Lead and contribute to the creation, development, and facilitation of regional mechanisms for planning and service delivery including leading relevant regional partnership groups and other collaborative activities (with a focus on people with severe mental illness, crisis support and carers/families).
- Codesign and deliver the procurement of services in at least one PHN mental health or alcohol and other drug treatment funding stream in line with the organisation's commissioning framework
- Lead the development and transition of existing integrated mental health hubs and safe spaces to Head to Health adult mental health centres
- Provide day-to-day co-ordination and support to the Program Development Coordinator, Integrated Services and Crisis Support
- Operate strategically with all stakeholders in the health system to ensure these initiatives are integrated, meet high priority needs and result in better outcomes for customers
- Monitor, support and improve the quality of services delivered by partner agencies
- Ensure consumers and carers have opportunities to influence and direct the outcomes of service delivery
- Actively participate in and inform monitoring and evaluation of activities
- Support and progress strong linkages with PHNs and relevant national organisations in other states and territories as well as other local services
- Represent the organisation on relevant committees, advisory groups, and events as they relate to the role and organisational objectives.

General

- Regularly attend team and staff meetings
- Contribute to the pursuit of excellence through promoting and maintaining positive team spirit and organisational values, abiding by the organisation's Code of Conduct and Leadership Capability Framework, implementing all policies and procedures correctly and recommending quality improvements
- Communicate effectively and respectfully with all members of the organisation and external stakeholders
- Record all interactions in ChilliDB and other program and project databases on time, ensuring that information is relevant, accurate, up-to-date and accessible by other team members
- Comply with reporting requirements as directed by your manager
- Deal with sensitive information in a confidential and professional manner
- Complete other reasonable duties and projects as required to meet organisational objectives

Reporting relationships

Relationships

Reports to: Manager | Mental Health Reform

Direct reports: None

Level of delegation

(Per Delegation Matrix – CEO to staff)

Level 3 – All other staff

Key selection criteria

Within the context of the key outcome areas described above, the ideal applicant will demonstrate the following:

Qualifications and experience

- Tertiary qualifications in a health-related field and significant experience in mental health, including knowledge of local, state, and national policies and directions for mental health services.
- Demonstrated knowledge of, and experience in, mental health service delivery, collaboratives and working groups and the mental health service sector within the region including the ability to identify gaps, prioritise needs and commission/co-commission supports and services with a focus on early intervention.
- Experience in working collaboratively with individuals and groups including consumers, carers, local health services, allied health professionals and other stakeholders and with people with a lived experience, and representatives from priority groups, including LGBTIQ+, Aboriginal & Torres Strait Islander people, veterans, culturally and linguistically diverse people.
- Proven track record in stakeholder engagement, ongoing coordination including an ability to build relationships and supportive partnerships with community leaders, and other stakeholders including government and non-government organisations.
- Project management experience in a health or wellbeing-related project/program, coordinating resources and meeting reporting requirements to ensure project outcomes are achieved.
- Proven ability to work both independently and as part of an on-site and remote team.
- Exceptional written and verbal communication skills with the ability to communicate effectively across a variety of mediums with a range of stakeholders
- Well-developed data analytical and problem-solving skills, including good data collection, analytical and reporting skills to monitor and review service activities, measure outcomes and identify trends.

Capabilities

The Brisbane North PHN Leadership Capability Framework applies to all roles within the organisation. Applicants must address these capabilities.

- leads self – self-aware, proactive and adaptable; takes personal development opportunities and is resilient
- engages others at all levels with respect, collaboration and cultural sensitivity
- achieves outcomes in a high demand work environment with judgment and initiative
- drives innovation - contributes to our culture of continuous quality improvement
- shapes systems - works productively within internal and external systems and networks
- bases decisions on available evidence.

Other

A current driver's licence is desirable and use of a personal vehicle may be required, including travel between workplaces. Work-related mileage will be reimbursed at relevant rates.

You may be required to work flexible hours. The role may include evening/weekend commitments for which time off in lieu is provided.

(Please note: This position description is subject to adjustment within reason and in consultation with your manager to meet the deliverables of the organisation.)