

## Position description

<b>Position</b>	Service Navigation Team Leader   Mental Health Reform		
<b>Purpose</b>	Provide operational leadership to the Service Navigation team to assist people to connect to the mental health services they need, by assessing individual need, referring to appropriate services and assisting with service navigation, within a stepped care approach.		
<b>Approval date</b>	16 May 2023	<b>Approved by</b>	Paul Martin

### 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 km<sup>2</sup> 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.

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 twice a year formally and on an ongoing basis informally with team members and managers.



[www.brisbanenorthphn.org.au](http://www.brisbanenorthphn.org.au)

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### **Role-specific**

- develop and lead the Service Navigation team by providing effective mentoring and professional development opportunities; and apply appropriate recruitment, induction and performance management principles which comply with our policies and procedures
- lead, develop and deliver projects and activities that support mental health service navigation functions across the PHN including the Head to Health Phone Service.
- develop and implement training and development and quality assurance frameworks that support the service navigation team to perform their role within scope of practice
- build partnerships and maintain collaborative working relationships with relevant stakeholders to support the integration and enhancement of service navigation functions across the PHN region
- with support from the Communications team, lead the development and ongoing maintenance of the digital resource ([www.mymentalhealth.org.au](http://www.mymentalhealth.org.au)) to promote service navigation to consumers, carers and service providers
- develop and undertake appropriate data and reporting activities to maintain high quality service navigation and data entry and reporting of the service navigation activities and functions
- represent the organisation on relevant committees, advisory groups, and events as they relate to the role and organisational objectives.
- provide leave relief to the Head to Health Phone Service functions as required
- support the Manager | Mental Health Reform with other tasks as required

### **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: Service Navigation Officers (up to 8)

### **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

- AHPRA-registered or AASW-registered/eligible health professional, and valid Queensland's Working with Children Check (Blue Card) or ability to obtain one upon commencement of employment
- relevant clinical experience in primary care or the community sector, ideally working with people with mental illness
- lived experience of mental illness and recovery, or of caring for someone with mental illness is highly desirable
- working knowledge of referral pathways and eligibility criteria for mental health psychosocial service providers
- working knowledge of social media and digital technology
- knowledge of the primary health care sector, local public and private health care services and resources, with a focus on mental health and related issues
- experience of problem solving, decision making and advocacy in order to prioritise and coordinate support for clients, including those with complex needs
- minimum of intermediate skills in Microsoft Word, Outlook, Excel, SharePoint and PowerPoint
- professional phone manner and exemplary customer service skills.
- Based upon future service demand, you may be required to work flexible hours. This may include evening/weekend shifts for which penalty rates would apply.

### 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 the PHN offices. 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.)