

Position Information

Position Title	Program Manager Child and Family Wellbeing
Program	Child and Family Wellbeing Service
Reports to	Executive Manager, Mental Health Supports
Direct reports	Team Leaders & Coordinators
Award	Social, Community, Home Care and Disability Services Industry Award 2010
Award classification	Level 6

Organisation Information

TeamHEALTH has been providing services to people with mental illness in the Northern Territory for over 30 years. TeamHEALTH was established by a group of relatives and service providers of people with a mental illness who wished to provide stable, safe, accommodation for their family members.

Over time TeamHEALTH has developed and now provides a range of supports focusing on prevention, early intervention and recovery including residential services for people with severe and persistent mental illness, a community housing service, individual recovery and group-based support, together with early intervention support, home based aged care support, mental health promotion and education.

TeamHEALTH's vision is that all people should lead a full and valued life. This is articulated through our purpose and operational philosophy of creating community capacity for good mental health, to enable people to live a full and valued life through the provision of supports, advocacy and education. Success in achieving our purpose requires consolidation of existing work, the use of evidence-based approaches and an adaptable skilled organisation.

The range of supports provided by TeamHEALTH are grouped into the following four main categories:

- Early Intervention, Suicide Prevention and Mental Health Education
- Adult (inclusive of Aged)
- Residential
- Housing

With accreditation to the National Standards for Mental Health Services, NDIS Quality and Safeguarding Framework, National Regulatory System for Community Housing and the Aged Care Quality Standards, TeamHEALTH continues to focus on ensuring quality service provision and the pursuit of goals with participants.

Position Summary

Reporting to the Executive Manager Mental Health, the Program Manager Child and Family Wellbeing will oversee the operations of TeamHEALTH's Child and Family Wellbeing portfolio across Palmerston/ Litchfield, Gunbalanya and the Big Rivers Region.

The Program Manager will work closely with relevant Team Leaders, Coordinators and staff to ensure that planning informs, streamlines and communicates the establishment and maintenance of efficient systems and processes to enable a range of early intervention, trauma informed, strengths-based and culturally appropriate supports across the organisation.

The Program Manager, Child and Family Wellbeing role is to ensure that the services that they are responsible for are managed efficiently and effectively, supporting their teams, ensuring program sustainability and viability, and that they adhere to their corresponding legislative requirements, reporting requirements and accreditation standards.

A significant part of the role will be providing regular and timely management and supervision of all staff. The Program Manager will provide advice and consultancy regarding how the staff support participants and deliver services in line with evidence best practice and within the service models or relevant Policy and Procedure. This will include incident risk management and ensuring compliance with the governance requirements.

To facilitate the development of strong community relationships and support for participants, the Program Manager will take a lead role in fostering effective and collaborative professional partnerships and relationships, including engagement with participants, consented family members, and access and referral to appropriate services. Demonstrating an understanding of the relationship between existing funding streams but also cognisant of future changes and the potential impact, the Program Manager will also be responsible for identifying gaps in services and making recommendations on methods or new services by which these gaps and system improvements can be addressed.

The Program Manager, as part of TeamHEALTH's leadership team, will be required to work at a strategic level, demonstrating leadership and role modelling to support the organisation and promote accountability and success.

This position requires regular travel to Katherine and Gunbalanya and at times the Program Manager may be required to provide support or assistance to other areas of TeamHEALTH, which may entail overnight or weekly absences.

Key Result Areas

1. Operational Management & Service Delivery

- 1.1. Provide leadership in developing, delivering and evaluating viable, coordinated early intervention, recovery focused, strength-based service delivery models that focus on prevention and recovery and are reflective of relevant national standards.
- 1.2. Identify and provide written analysis, program model planning and implementation advice to TeamHEALTH on appropriate direction relating to service delivery models and quality and systems improvements.
- 1.3. Oversee the establishment and monitoring of protocols around intake, assessments and exit of participants referred in a timely manner and in accordance with relevant guidelines and Service Agreements.
- 1.4. Identify opportunities for improvement or gaps in service delivery and implement strategies by which these gaps and systems or new services can be addressed.
- 1.5. Identify, recommend and implement engagement strategies that enable participant, family and carer input into the establishment of future service provision in alignment with TeamHEALTH's vision.
- 1.6. Facilitate training and information sessions for Team Leader, Coordinators and Staff to increase their understanding of recovery focused, strength-based service delivery model that focuses on prevention and recovery and assist with their understanding of how to effectively support participants.
- 1.7. Ensure that services provided reflect principles of the Accreditation framework and National Child Safe Principles.
- 1.8. Assist staff and participants to develop, monitor and implement appropriate measurement tools for monitoring outcomes.

2. Relationship Management

- 2.1. Develop and maintain professional working relationships within TeamHEALTH, key stakeholders and other service providers including organisations with which there is a service agreement or operational protocol, to ensure participant support is provided in a coordinated and integrated manner.
- 2.2. Work effectively with all people including those of Aboriginal, Torres Strait Islander descent, and those with Culturally and Linguistically Diverse (CALD) backgrounds.
- 2.3. Uphold the TeamHEALTH values of Integrity, Accountability, Wellbeing and Respect in all engagement with staff, participants, carers, and external contacts.

3. Team Management

- 3.1. Manage the recruitment and retention of staff. Ensure that all staff are trained to complete all duties as required and ensure that a process is established for effective participant management and based on best practice in accordance with the service models.
- 3.2. Provide leadership, mentoring and assist in day-to-day management of each Service, including supporting staff to adjust to changed ways of working.
- 3.3. Regularly complete internal audits of case notes and data entry to ensure accuracy and relevance in line with funding reporting requirements.
- 3.4. Conduct and facilitate Team meetings and group supervision on a regular basis with Staff.
- 3.5. Ensure all governance aspects of the service, including staff supervision and support, performance reviews with staff, quality and risk management reviews to ensure safe and effective service delivery.
- 3.6. Regularly review service and support standards identifying and recommending areas of improvement within policies, procedures and ways of working.
- 3.7. Ensure all staff meet their legislative requirements enforced by TeamHEALTH or other authority bodies relevant to their job.

4. Reporting and Administration

- 4.1. In consultation with the Executive Manager, develop and manage budgets, assets, and expenditure, ensuring appropriate Policy, Procedures and Reports are completed within established timeframes and delegation levels.
- 4.2. Prepare Management and Board ready briefing papers and analysis as required.
- 4.3. Undertake research and investigations into identified projects as required.
- 4.4. Ensure participant case notes are updated daily, and that all relevant participant data and consent forms are updated as outlined in TeamHEALTH's Policies and Instructions.
- 4.5. Assist the Executive Manager in proposals and tenders to expand/enhance the existing Services and supports.
- 4.6. Ensure that support related data gathering, and all internal and external reporting is accurate and completed within timeframes required by any external providers and TeamHEALTH.
- 4.7. Participate in the development and use of evaluation tools and processes.
- 4.8. Ensure regular internal audits and participants surveys are completed, to ensure accuracy and relevance, and ensure quality of service.
- 4.9. Actively participate in regular support and supervision with the Executive Manager, including continued professional development and performance reviews.

Key Selection Criteria

All TeamHEALTH Staff

1. A National Police Certificate that was issued less than two years ago or proof of an application for a National Police Certificate.
2. A Working with Children Check.
3. A current Driver's Licence.
4. NDIS Worker Screening Clearance.
5. NDIS Worker Orientation Module.

Essential for Position

6. The minimum qualification required is an approved tertiary qualification and minimum 2 years' experience of leadership in a health-related discipline.
7. Demonstrate a high level of negotiation and communication skills, including written and verbal, and demonstrated computer literacy.
8. Proven ability to develop and build relationships with key stakeholders including participants, carers, community services and government departments, that add value to the organisations purpose.
9. Proven leadership skills by achieving outcomes through influence and by coaching and developing staff to ensure they perform and reach their full potential.
10. Proven ability to manage workload in a busy environment and prioritise ensuring deadlines are met.
11. Demonstrated capability to analyse and exercise good judgment in problem solving and decision making with a commitment to striving for continuous quality improvement.
12. Demonstrated understanding and knowledge of service and business models.
13. Action orientated, flexible and innovative with the proven ability to work under limited direction and collaboratively as part of a wider team.

Desirable for Position

14. Post graduate qualifications in Child and Family Interventions are desirable.
15. Deep understanding of the community mental health services sector.
16. Experience in the Top End of the Northern Territory and/or other remote areas of Australia.
17. A working knowledge of Australia's human services system.
18. Accredited trainer in Mental Health First Aid, ASIST or SafeTALK

Position Description Approval

Approved by	Julia Wormer, Executive Manager Mental Health
Date approved	11 June 2025
Signature	