

Position Information

Position Title	Program Manager, Step Up, Step Down Residential Services
Program	Residential Services
Reports to	Executive Manager, Psychosocial Rehabilitation
Direct reports	Coordinators; Mental Health Recovery Workers
Award	Social, Community, Home Care and Disability Services Industry Award 2010
Award classification	Level 6

Organisation Information

TeamHEALTH has supported people living with mental illness across the Northern Territory for more than 30 years. Established by family members and service providers, TeamHEALTH was initially created to provide stable and safe accommodation and support for people living with mental illness. Since then, TeamHEALTH has grown into a leading provider of mental health and wellbeing supports across the Top End, delivering services spanning prevention and early intervention, psychosocial rehabilitation, housing, community mental health, aged care and NDIS.

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. We see success in achieving our purpose as consolidating what we do well, using evidence-based approaches, listening to our participants, community and workforce and remaining an adaptable, skilled organisation.

TeamHEALTH’s supports are grouped into the following categories:

- Early Intervention, telehealth and low intensity mental health groups
- Child and Family Wellbeing Services
- Psychosocial Community mental health
- Residential Psychosocial Rehabilitation
- Community Housing, transitional accommodation and brokerage
- NDIS psychosocial disability support
- Aged Care

Accredited to the National Standards for Mental Health Services, the NDIS Quality and Safeguarding Framework, the National Regulatory System for Community Housing and the Aged Care Quality Standards, TeamHEALTH is committed to quality service delivery and supporting participants to pursue their goals.

Position Summary

TeamHEALTH's Psychosocial Rehabilitation Residential Services are a suite of programs that provide intensive, strengths-based support for people whose lives are significantly impacted by mental illness. The services support recovery, reduce social isolation, and support participants to build skills for independent living, community participation and employment. TeamHEALTH delivers the following psychosocial rehabilitation programs:

- **Prevention and Recovery Care (PARC):** The PARC service provides integrated psychosocial and clinical services for adults for periods of up to 28 days, in partnership with TEMHS. Participants are referred as either a step up from community or a or step down from an inpatient setting.
- **Papaya- short-medium term sub-acute:** Provides support for up to 12 weeks, either as a step up from community or step down from inpatient care. The service supports participants to gain confidence and skills to return to living independently in the community.
- **Jacaranda – med-long term psychosocial rehabilitation:** Provides recovery-oriented residential psychosocial rehabilitation for adults living with severe and enduring mental illness. The program supports participants to stabilise during relapse or deterioration, strengthen self-management and relapse prevention strategies, and maintain continuity of care to reduce the risk of hospital readmission and support functional recovery and community participation. The service aims to support participants to achieve independent living in the Community upon exit or transition to a NDIS Home and Living Package.
- **Complex Support Residence – medium-long term psychosocial rehabilitation:** Is for people who are impacted by severe mental illness and cannot live safely in the community. The service supports participants to regain confidence and skills to transition back into living independently in the community.
- **Supported Independent Living (SIL) - NDIS Home and Living:** Psychosocial rehabilitation in residential homes designed to support people with psychiatric disability who are unable to live independently in the community and require help with and/or supervision of daily tasks to develop the skills and achieve personal goals. Participants are funded through NDIS.

Reporting to the Executive Manager and operating under limited direction, the Program Manager will lead the establishment and ongoing development of operational practices across the designated residential facility/facilities/programs. Working closely with Coordinators and staff, the Program Manager will ensure planning translates into efficient systems and processes that support delivery of recovery-focused, strengths-based and culturally appropriate support across all residential settings. A key component of the role is the provision of regular, timely supervision and day-to-day management of staff based at the residential facility.

The Program Manager will coach and guide staff to support participants in line with best practice and within the recovery orientated model, including responsive incident risk management, and ensuring compliance with National Standards for Mental Health Standards. To strengthen community connections and support participant outcomes, the Program Manager will lead the development of effective, collaborative partnerships. This includes active engagement with participants and, where consent is provided, family members and carers, and coordinating access and referrals to appropriate clinical services such as Royal Darwin Hospital and Top End Mental Health Service (TEMHS).

The Program Manager will also maintain an understanding of current and emerging funding arrangements, identify service gaps, and provide recommendations to improve systems and develop new or enhanced service responses. As a member of TeamHEALTH's leadership team, the Program Manager will contribute to strategic planning and continuous improvement, demonstrate accountable leadership, and role model behaviours that build a positive culture and support organisational performance. The Program Manager may also be required to support other TeamHEALTH programs from time to time, which may involve travel and overnight stays, and will participate in the on-call roster as required.

Key Result Areas

Residential Support

- 1.1. Lead the development, delivery and evaluation of a coordinated, viable mental health recovery service that is strengths-based, trauma informed, culturally safe and aligned with the National Standards for Mental Health Services.
- 1.2. Provide written analysis, business model planning and implementation advice to inform TeamHEALTH's residential service delivery models.
- 1.3. Establish and monitor intake, assessment and exit protocols to support timely decisions and ensure alignment with program guidelines.
- 1.4. Work with Coordinators to implement scheduling and rostering tools that use staffing resources effectively and meet all legislative and facility requirements.
- 1.5. Facilitate training and information sessions to strengthen staff capability in recovery-focused, trauma-informed and culturally safe practice, and in effectively supporting participants.
- 1.6. Identify, implement and review engagement strategies that support meaningful input from participants, families and carers and inform future service design in line with TeamHEALTH's vision.
- 1.7. Support staff and participants to develop, implement and review Individual Recovery Plans (IRPs) and, where applicable, Shared Care Plans with TEMHS.
- 1.8. Ensure service delivery reflects psychosocial rehabilitation principles, with a focus on recovery, safety and relapse prevention.

2. Relationship Management

- 2.1. Develop and maintain strong working relationships across TeamHEALTH and with key stakeholders and clinical service providers (including partners under service agreements or operational protocols) to ensure participant supports are coordinated and integrated.
- 2.2. Work respectfully and effectively with Aboriginal and Torres Strait Islander peoples and with people from culturally and linguistically diverse (CALD) backgrounds.
- 2.3. Uphold TeamHEALTH's values of Integrity, Accountability, Wellbeing and Respect in all interactions with staff, participants, carers and external contacts.

3. Team Management

- 3.1. Provide leadership, mentoring and assist in day-to-day management of designated Residential Facility/Facilities, including supporting staff to adjust to changed ways of working.
- 3.2. Ensure that all staff are trained to complete all shift duties as required and ensure that a process is established for effective shift changes including participant handover.
- 3.3. Regularly complete 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 care governance aspects of the service, including staff supervision and support, performance reviews with staff and quality and risk management are met 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.

4. Reporting and Administration

- 4.1. In consultation with the Executive Manager, develop and manage the residential facility budget, assets and expenditure, ensuring compliance with delegations and that required financial reports are completed within established timeframes.
- 4.2. Prepare clear, accurate management and Board-ready briefing papers, reports and analysis as required.
- 4.3. Undertake research and investigations for identified projects, and provide findings and recommendations as required.
- 4.4. Ensure participant case notes and records are maintained to required standards, with daily updates and current data, consents and documentation completed in line with TeamHEALTH policies and procedures.
- 4.5. Support the Executive Manager with proposals and business cases to expand or enhance residential services and supports.
- 4.6. Ensure all required internal and external data collection and reporting is accurate, timely and completed in accordance with funder requirements and TeamHEALTH timeframes.
- 4.7. Contribute to the development, implementation and use of service evaluation tools and processes, including the YES Survey.
- 4.8. Participate in regular support and supervision with the Executive Manager, including performance and development reviews and ongoing professional development.

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 current Driver's Licence.
3. NDIS Worker Screening Clearance.
4. NDIS Worker Orientation Module.

Essential for Position

5. Relevant tertiary qualification in mental health or health and welfare discipline.
6. Demonstrated experience in the management and delivery of services to people with a mental illness and an understanding of strength-based approaches, recovery model, psychosocial rehabilitation and goal setting.
7. Knowledge of the National Standards for Mental Health Services; or NDIS Quality and Safeguarding Framework; or the Aged Care Quality Standards and demonstrated understanding of early intervention approaches, psychosocial rehabilitation and the recovery model in the mental health services field.
8. Demonstrate a high level of negotiation and communication skills, including written and verbal, and demonstrated computer literacy.
9. Proven ability to develop and build relationships with key stakeholders including clinical services, participants, carers, community services and government departments, that add value to the organisations purpose.
10. Proven leadership skills with achieving outcomes through influence and by coaching and developing staff to ensure they perform and reach their full potential.
11. Proven ability to manage workload in a busy environment and prioritise to ensure deadlines are met.

- 12. Demonstrated capability to analyse and exercise good judgment in problem solving and decision making with a commitment to strive for continuous quality improvement.
- 13. Demonstrated understanding and knowledge of service and business models.
- 14. 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

- 15. Diploma of Management or willingness to obtain.
- 16. Accreditation or registration with the appropriate professional body.

Position Description Approval

Approved by	Kylie Ella, Deputy CEO
Date approved	25 March 2026
Signature	