



Position Description

Position Title	Area Manager
Location	North West Region, Tasmania
Remuneration	To be negotiated in accordance with the Social, Community Home Care and Disability Services Industry Award 2010
Relevant Award	Conditions as per Social, Community Home Care and Disability Services Industry Award 2010
Current effective date	January 2012
Next review date	January 2013
Reports to	State Manager
Accountable to	Chief Executive Officer, Aspire
Contract	Full time, on going

Background

Aspire, A Pathway to Mental Health Inc. is a Community Sector Organisation which provides community based services in the mental health sector in the Southwest (SW) of Victoria and across Tasmania. Aspire was established in 1989. In 1995, it was funded by the Department of Human Services (Victoria) to deliver a range of programs in SW Victoria under the Psychiatric Disability and Rehabilitation Service framework. The services in Victoria have been expanded to include carer support, SRS support, peer support, a volunteers program, mental health promotion and education programs and respite.

In 2005, Aspire was contracted by the Department of Health and Human Services (Tasmania) to provide Rehabilitation and Recovery services across Tasmania. The services in Tasmania have been expanded to include carer support, mental health promotion and education and early intervention programs.

In late 2010 Aspire successfully achieved accreditation through the Quality Improvement Council Standards and Accreditation (QICSA) organization.

In the SW Victoria, Aspire has offices in Warrnambool, Camperdown, Portland and Hamilton. In Tasmania, Aspire has main offices in Launceston, Hobart and Burnie with regional offices on the East and West Coasts.

Context

In Tasmania, Aspire employs approximately 30 staff across three main offices and provides:

- Rehabilitation and Recovery services to adults living in the community with a serious mental illness;
- Carer support services to adults living with or in a relationship with a person with a serious mental illness;
- Mental health promotion and education programs to children and adults in the community;
- Projects to facilitate early intervention, social connectedness and social inclusion.

These services are provided through various funding sources and contractual arrangements.



Purpose of Position

To provide all aspects of day to day management and coordination of Aspire's Rehabilitation and Recovery services in North West Tasmania.

Key Accountabilities

The North West Area Manager will be accountable for all aspects of the management and coordination of Rehabilitation and Recovery services provided including:

- Managing and co-ordinating the day to day activities of services provided;
- Ensuring all services are provided within a framework of best practice;
- Ensuring that any resource and training needs are identified and addressed with the support of the State Manager;
- Monitoring the utilisation of financial resources delegated to the role;
- Coordinating staff recruitment, retention, supervision and professional development with the support of the State Manager as required;
- Ensuring compliance with all reporting requirements delegated to the role;
- Identifying and actively pursuing business and funding opportunities to support or expand services provided in the Northern region and across Tasmania directly and as delegated to the role;
- Liaising with nominated representatives of funding bodies, relevant external service providers and peak bodies as delegated and with the support of the State Manager as required;
- Actively contributing to the management of the organisation including attainment of contractual expectations, the achievement of strategic and business objectives; and the development and review of the organisations continuous improvement framework (including policies and procedures), achievement and maintenance of and compliance with accreditation (QICSA) and other activities as required;
- Agreeing to the development of a professional development plan.

Outcomes

Satisfactory achievement of Key Performance Indicators negotiated annually, with respect to:

- Provision of Rehabilitation and Recovery services in North West Tasmania as described in relevant Funding and Service Agreement(s);
- Operation within allocated budget;
- Provision of reporting both internally and externally;
- Contribution to the effective and efficient management of the organisation;
- Partnerships with key stakeholders;
- Pursuit of professional development plan.

Challenges

- Services in Tasmania operate across a large geographic area; regular travel is required both intra and inter state. Some travel may require staff to be away from home overnight.
- The role may require working from multiple locations given Aspire's commitment to ensuring its services are accessible to participants and other stakeholders.



- Recruiting and retaining appropriately qualified and trained staff in a wider health and social services environment typified by staff shortages;
- Operating services within an identified budget with competing priorities.
- Work is often undertaken in isolation from team members, administrative and managerial support.
- Multi disciplinary staff may require assistance in identifying how their knowledge, skills and experience can be accommodated within Aspire's mandated model of practice and how they can retain their professional identity and competencies within a multi disciplinary environment using generic role descriptions.

Communication

The position will:

- Be provided with regular supervision and support from the State Manager Tasmania and externally if and as required;
- Provide regular verbal and written reports to the State Manager Tasmania, Aspire CEO, Aspire Board and funding bodies as required;
- Represent the organisation to and liaise with external organisations as delegated and as required;
- Maintain databases and other documentation relevant to the role;
- Maintain a close and collegial working relationship with other Area Managers in the organisation, especially the Southern and Northern Tasmanian Area Managers.

Decision Making

In consultation with the State Manager Tasmania or their delegate:

- Employ, manage and retain staff employed in Rehabilitation and Recovery service provision in North West Tasmania;
- Develop, implement and evaluate new initiatives to enhance Participant Rehabilitation and Recovery outcomes in North West Tasmania and across the State under the direction of the State Manager;
- Utilisation of all financial and material resources, as delegated, in rehabilitation and recovery service provision in North West.

Working Environment:

Aspire is committed to high standards of occupational health and safety and the provision of equal employment opportunities. All employees are expected to actively contribute to ensuring safe and healthy working conditions. Employees are also expected to promote and uphold the principles of fair and equitable access to employment, promotion, personal development, training and the elimination of discrimination and harassment in the workplace.

Aspire is a smoke free work environment. Smoking is prohibited in all Aspire workplaces, including vehicles.



Selection Criteria

1. Formal qualifications relevant to the sector and service management, or equivalent industry experience;
2. Knowledge and understanding of:
 - a. The principles and concepts of mental health Rehabilitation and Recovery;
 - b. Legislation relevant to the provision of services in the mental health sector
 - c. Funding and service agreements;
 - d. Workforce management.
3. Proven experience in planning, implementation and evaluation of community based mental health services;
4. Experience in the provision of mental health promotion, prevention and early intervention programs;
5. Highly developed written and inter-personal communication skills, team work, community consultation, liaison, interagency partnerships and capacity to deliver or facilitate relevant professional development;
6. Excellent computer literacy;
7. Current Tasmanian Drivers License;
8. Successfully undertake a Tasmanian and National Police check.