 <b>POSITION DESCRIPTION</b>	<b>PD</b>	<b>343</b>
	<b>Version</b>	<b>3.0</b>

<b>Position Title</b>	Senior Manager, Integrated Community Wellbeing
<b>Classification:</b>	Individual Contract
<b>Industrial Agreement or Award:</b>	National Employment Standards
<b>Reports to:</b>	Associate Director, Integrated Community Wellbeing
<b>Date Reviewed:</b>	March 2025

**HEALTHY NORTH COAST VALUES**

# The Healthy North Coast **CAN-DO** Effect

**Community first and always**

We are committed to serving our communities. We listen actively, and every voice is heard, respected and valued. We measure success by the wellbeing of our communities.

**Achieving more together**

We believe in the power of collaboration and teamwork. We value different strengths and perspectives. We know we can achieve more and create a lasting impact by working as one.

**Nurturing innovation**

We thrive on challenges and explore new ideas and approaches to problem-solving. We are always learning and open to change so we can drive advancements and growth that make a difference


**POSITION OBJECTIVE**

The Australian Government’s national mental health reform agenda aims to make the best possible use of all available mental health services and resources. The position supports the implementation of the stepped care approach across the Healthy North Coast (HNC) footprint from Port Macquarie to Tweed Heads.

A key element of this approach is to shape the commissioning of services based on evidence-informed best practice for all people, including those requiring early intervention and self-help support through to those who need complex or more coordinated mental health and wellbeing supports.

The Senior Manager Integrated Community Wellbeing will ensure HNC funded services are person-centred and recovery focused, in a way that responds to individual needs and preferences, while also addressing wider prevention or management issues that impact on critical psychosocial and/or clinical demands within the region.

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**KEY RESPONSIBILITIES**


- Implement strategic and operational plans to embed and facilitate integrated pathways to mental health and drug and alcohol services across the North Coast
- Support delivery of HNC’s mission and strategic priorities through the implementation of strategic and operational plans to achieve defined targets and outcomes.
- Support the evaluation of Mental Health Reform projects across the region in collaboration with partner agencies, clinicians, and the community
- Harness credible sources of information including the latest evidence, lived experience of people experiencing mental health or substance use issues, and input from health care providers to inform program design, evaluation, and resource allocation
- In partnership with key stakeholders, plan and codesign innovative services that are evidence-based and best-practice and tailored to meet the needs of the community
- Across the mental health wellbeing space, closely manage multiple commissioned service contracts concurrently, with attention to detail regarding financial acquittal, reporting requirements, risks and issues management, quality and safety. Exceptional stakeholder management skills to negotiate commission service contract variations, manage escalations, issues and barriers in a timely way, while balancing competing priorities.
- Undertake and lead planning, co-design processes, and development of innovative new service models that are targeted toward unmet needs, in the commissioning of new services to achieve better health and wellbeing outcomes for our communities.
- Manage key partnerships in the delivery of program objectives of HNC’s commissioned mental health and wellbeing programs across the lifespan, and use data analysis, monitoring and evaluation to inform service improvements, including the management of service demands and challenges with accessibility.
- Apply evidence-based knowledge to practice and demonstrate understanding of the National and NSW health systems, the national and state mental health, suicide prevention and alcohol and other drugs reform agendas, community health and service needs, current service delivery, clinician challenges, and clinical pathways in the design of commissioning activities for young people and families.

Please note some inter and intra state travel, and work outside standard office hours, may be a requirement of this role.

**CAPABILITY FRAMEWORK**

Healthy North Coast has an endorsed Capability Framework that supports each position across the organisation The Classification of each position details role specific capabilities.

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**SELECTION CRITERIA**

**Applicants must demonstrate how they meet the Selection Criteria for this position**

<b>Key selection</b>	<ol style="list-style-type: none"> <li>1. Builds and maintains effective partnerships with key stakeholders, managing and negotiating with contractual partners to achieve optimal outcomes for consumers and the community.</li> <li>2. Leverages expertise in the mental health, wellbeing, and/or alcohol and other drug service sector, as well as the latest evidence, lived and living experience, and input from healthcare providers to plan, co-design, and implement innovative, evidence-based services that are tailored to meet community needs and improve health outcomes.</li> <li>3. Drives organisational strategic vision and enhances decision making through objective and critical analysis.</li> <li>4. Demonstrates systems thinking and a comprehensive understanding of the complexity of the health landscape, with proven experience in project management and the successful implementation of health-related initiatives or programs.</li> <li>5. Provides clinical and non-clinical subject matter expertise to teams to support broader reform of mental health, suicide prevention and alcohol and other drugs services</li> <li>6. Oversees the timely implementation of innovative programs and services, ensuring the achievement of strategic and operational goals.</li> <li>7. Conducts regular monitoring and evaluation, analysing data to track progress and inform improvements, ensuring intended outcomes for communities and stakeholders are met and service models are refined as necessary.</li> <li>8. Effectively manages multiple service contracts, ensuring compliance with delivery and reporting requirements, financial acquittals, and the flexibility to adjust contracts as needed to maintain fidelity to the contracted model of care and achievement of outcomes.</li> <li>9. Strong written and verbal communication, and people leadership skills with the ability to manage, develop, support and coach people to achieve success.</li> <li>10. Knowledge of and commitment to Work Health and Safety, Equal Employment Opportunity, Cultural Safety, and Continuous Improvement principles</li> </ol>
<b>Mandatory Qualification</b>	<ol style="list-style-type: none"> <li>11. Relevant tertiary qualifications in health, mental health, or Aboriginal health and/or equivalent in management experience, 8+ years</li> </ol>

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**APPOINTMENT SUBJECT TO:**

1. Criminal record clearance
2. Employee confirmation that they do not have a pre-existing injury or illness that would affect their ability to undertake the inherent requirements of this position
3. Current Class C Driver’s Licence may be a requirement of specific roles

**PERFORMANCE OBJECTIVES:**

To be established with the Reporting Manager within the 3-month probationary period.

**ACKNOWLEDGEMENT:**

*The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.*

*As occupant of the position, I have noted the statement of duties, responsibilities and other requirements as detailed in this document.*

Name:	
Signature:	
Date:	

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