

POSITION DESCRIPTION

1. POSITION TITLE Practice Manager Counselling and Clinical Services	2. POSITION LOCATION Mayfield / Taree / Maitland / Cardiff with travel to all offices across the Diocese	3. DIRECT MANAGER Director CatholicCare
4. SERVICE AREA Counselling and Clinical Services	5. CLASSIFICATION SCHADS Level 8	6. POSITION STATUS Permanent Full Time
7. POSITION SUMMARY		
<p>The Practice Manager Counselling and Clinical services is a multi-faceted role that oversees the management of the counselling and clinical services team across CatholicCare Social Services Hunter Manning and Access Programs Newcastle Hunter and Manning. The position holder will draw on contemporary evidenced based research and models to ensure that the counselling and clinical services practice meets the needs of each client to standards that meet best practice.</p> <p>This role is responsible for the day to day operational management of a multi-disciplinary team of registered psychologists, provisional psychologists, mental health accredited social workers, and NDIS behaviour support clinicians. This role will involve a strong practice management skills combined with business growth across both CatholicCare and Access brands. This position reports to the Director and is a member of the CatholicCare leadership team.</p>		
8. PERSONAL ATTRIBUTES / SELECTION CRITERIA		
<ul style="list-style-type: none"> • Previous experience as a practice manager of a medical, psychology or counselling service or experience closely aligned to the same. • Proven ability to successfully lead a clinical services function and drive strategic direction. • Demonstrated ability to manage a diverse team across multiple sites in a way that supports staff and creates a culture that fosters learning, hope and curiosity. • Experience in financial management, reporting processes, and the development of policies and procedures associated with practice management. • Demonstrated experience in building and management positive and productive relationships with senior managers, staff, and other stakeholders. • Knowledge and understanding of contemporary clinical risk management strategies that are effective in promoting and ensuring high quality patient care • Demonstrated experience in planning, leading and managing projects, initiatives and research. • Effective problem solving skills with a solution-focussed approach. • The ability to create and manage relationships & partnerships with GPs and allied health professionals. • Sound understanding of mental health and disability standards and the associated legislation. • Previous experience using medical software such as FrontDesk. 		

9. QUALIFICATIONS/LICENCES

ESSENTIAL

- Relevant registration as a Psychologist, Mental Health Accredited Social Worker or a nurse.
- Current Driver's License
- WWCC

DESIRED

- Workplace improvement quality or accreditation, education and experience

10. ORGANISTIONAL ENVIRONMENT

CatholicCare Social Services Hunter-Manning is a not-for-profit organisation and a mission and outreach agency of the Catholic Diocese of Maitland-Newcastle. Our services include a range of [child and family services](#), [youth services](#), [disability, community services](#), refugee service, mental health and Out of Home Care. All staff are required to work within the ethos of the Catholic Church.

11. MISSION – VISION- VALUES

Our Mission

CatholicCare Hunter Manning listens and responds by working together with communities to build a stronger, fairer and kinder society that values children, young people, families and individuals. Through Christ's mission we seek to provide opportunities for people to 'have life and have it to the full'.

Our Vision

For inclusive, just and strong communities. We nurture, respect and encourage strong relationships where the individuality and strengths of each person are respected, valued and celebrated.

Our Values

*Innovation – we continually challenge ourselves to consider all creative options
 Acknowledging – our feelings and actions; we acknowledge our circumstances and choose to respond respectfully; we take responsibility for our behaviour
 Learning and improving – we all bring skills and practice knowledge that we share to achieve continuous improvement
 Inspiring – we encourage each other to reach our full potential*

12. KEY PERFORMANCE

Key Performance Area	Key Tasks	Performance Indicators
1. Practice Management	<ul style="list-style-type: none"> • Provide a highly specialised professional service, including managing sensitive matters, incorporating cross-agency collaboration and making decisions on business strategies and service delivery direction in collaboration with the Director and leadership team. • Lead, manage and support the counselling and clinical services teams of both 	<ul style="list-style-type: none"> • A highly specialised professional service is provided including managing sensitive matters, incorporating cross-agency collaboration and making decisions on business strategies and service delivery direction that are implemented and delivered. • The counselling and clinical team are led, managed and supported under both

	<p>CatholicCare and Access Programs.</p> <ul style="list-style-type: none"> • Ensure effective workflow management processes are in place for the clinical team including meeting client sessions KPI's and cancellation management. • Ensure staff are supervised and managed in a manner that creates a culture that fosters learning, hope and curiosity • Analyse and identify gaps and risks in the practice and make recommendations related to risk mitigation with a focus on excellent client care and service. • Develop and maintain practice polices and procedures. • Develop, implement and monitor a continuing professional development program with each clinical services team member. • Manage the practice across multiple sites within the Maitland-Newcastle Diocese. • Ensure each site at both CatholicCare and Access practices operate in line with approved budgets and generate surpluses each financial year. • Notify the Director of any identified risks particularly identified risks relating to the people we support being harmed by self or others. • Work in accordance with the NSW Disability Services Standards, Mental Health Standards and all other relevant legislation. • Work in accordance with the NSW Children and Young Persons (care and protection) Act 1998. 	<p>CatholicCare and the Access brand.</p> <ul style="list-style-type: none"> • Effective workflow management processes are in place for the clinical team. Client sessions KPI's are met and cancellations mitigated and managed. • Staff are supervised and managed in a manner that creates a culture that fosters learning, hope and curiosity. • Gaps and risks are analysed and identified in the practice. Recommendations are made to the Director relating to risk mitigation with a focus on excellent client care and service. • Practice polices and procedures are developed and maintained. • A continuing professional development program is developed, implemented and monitored with each clinical services team member. • The CatholicCare and Access practices are managed across multiple sites within the Maitland-Newcastle Diocese. • Each site at both CatholicCare and Access practices operate in line with approved budgets and generate surpluses each financial year. • The Director is notified of any identified risks particularly identified risks relating to the people we support being harmed by self or others. • Work is conducted in accordance with the NSW Disability Services Standards, Mental Health
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	<ul style="list-style-type: none"> • Ensure programs are delivered in line with CatholicCare policies and procedures and relevant third party verification standards. • Maintain absolute confidentiality at all times in relation to the clients and the operation of the service. 	<p>Standards and all other relevant legislation.</p> <ul style="list-style-type: none"> • Work is conducted in accordance with the NSW Children and Young Persons (care and protection) Act 1998. • Programs are delivered in line with CatholicCare policies and procedures and relevant third party verification standards. • Confidentiality is maintained in regards to clients, staff and service operations.
<p>2. Business development and growth</p>	<ul style="list-style-type: none"> • Develop and maintain strategic and collaborative relationships between CatholicCare, Access and other General Practitioners, Paediatricians and other allied health professionals to ensure referral pathways to CatholicCare and Access. • Develop and maintain strategic and collaborative relationships between Access and a range of businesses, the Catholic school's office and industry to ensure we maintain current Access EAP contracts and sign on new EAP contracts/clients. • Build positive and productive relationships with senior managers, staff and other stakeholders to develop new and innovative ways to deliver counselling and clinical services in local communities. • Work as part of the tender writing team as we submit responses for EOI's and RFT's to the highest standard. • Actively work in collaboration with the CatholicCare Quality Assurance team to ensure continuous improvement 	<ul style="list-style-type: none"> • Strategic and collaborative relationships are developed and maintained between CatholicCare, Access and other General Practitioners, Paediatricians and other allied health professionals to ensure referral pathways are generated to CatholicCare and Access. • Strategic and collaborative relationships are developed and maintained between Access and a range of businesses, the Catholic school's office and industry ensuring we maintain current Access EAP contracts and sign on new EAP contracts/clients. • Positive and productive relationships are developed with senior managers, staff and other stakeholders to develop new and innovative ways to deliver counselling and clinical services in local communities. • Positive contributions are provided to the tender writing team as we submit responses for EOI's and RFT's to the highest standard. • Collaboration with the CatholicCare Quality

		Assurance team to ensure continuous improvement.]
3. Work, Health and Safety	<ul style="list-style-type: none"> Maintain a contemporary understanding of WHS policies and management and employee obligations under relevant WHS legislation. Identify, mitigate and report WHS risks Participate in WHS training as required] 	<ul style="list-style-type: none"> Has demonstrated knowledge of contemporary WHS requirements, polices and services needs Risks are identified, mitigated and reported in line with policy and procedure Attends WHS training as required.]

13. KEY RELATIONSHIPS & COMMUNICATIONS

RELATIONSHIP	PURPOSE & FREQUENCY
1. Director]	Daily for issues that arise – support and reporting, Monthly Supervision.]
2. Operations Managers, Business Manager / Quality & Compliance Manager / Marketing and Events Coordinator]	Working collaboratively to achieve positive outcomes for people we support.]
3. Managers, Case Workers, Early Intervention practitioners, disability support workers and clinicians]	As required to work collaboratively for the best outcomes of our clients.]
4. Other Stakeholders]	As required for successful coordination, referral and communication.]

14. SIGNIFICANT CHALLENGES

What?	Why?
Meeting competing priorities and deadlines in a high activity and demanding work environment]	Team needs can sometimes detract from core role, environment is busy and demanding. Employees delivering clinical services are undertaking a very demanding role and may require extra support & training at times – Ongoing risk assessment is a priority]
Business and Revenue]	Counselling and clinical services is a competitive area that requires focus to build and develop.]

15. EMPLOYMENT CONDITIONS

All CatholicCare employees are required to participate in performance management, in accordance with our policies and procedures.

In line with our values, all CatholicCare employees are offered appropriate education and development opportunities, some of which may require compulsory attendance.

16. LEGISLATION & CATHOLIC CARE POLICY

Occupants must:

- Abide by the laws of the Commonwealth of Australia and NSW and the policies of CatholicCare. Any criminal or civil action taken against the occupant must be reported immediately to the Director/HR Manager;
- take reasonable action to familiarise himself / herself with CatholicCare policies and procedures, and compliance with WH&S laws and regulations;
- not take advantage of their role in CatholicCare for personal gain;

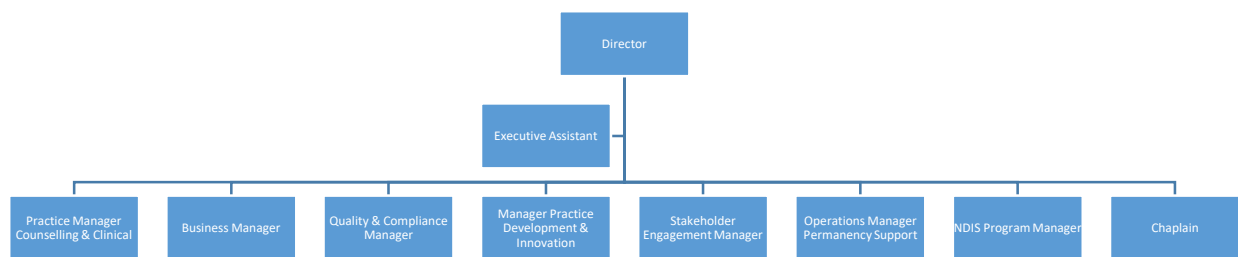
- take responsibility for their personal safety and the wellbeing of other employees, clients, contractors and other visitors to CatholicCare; and,
- Only make decisions within their delegated responsibilities.

17. EXPECTED EMPLOYEE BEHAVIOUR

Employees must:

- Display a commitment to the Mission, Vision & Values of CatholicCare
- Display respect for themselves and their colleagues
- Have a commitment to teamwork and contribute to the team and organisational performance by seeking ways to continually improve
- Deal with residents/People We Support in line with relevant legislation
- Attend staff meetings and compulsory education when required
- Maintain confidentiality and exercise discretion in relation to all CatholicCare matters and personal information concerning colleagues and residents / People We Support

18. ORGANISATIONAL CHART - Main functional links (unbroken) and main relational links (dotted)



P.D Last Reviewed:	February 2018	Next Review is due on:	June 2019
Occupant Signature:		Date:	