

Position Description

Position title:	Women's Mental Health Services Manager
Department:	Women's Mental Health Services
Classification:	Grade 4 Psychologist, Grade 4 Social Worker, Occupational Therapist, Nurse
Agreement:	Medical Scientists, Pharmacists and Psychologists Enterprise Agreement 2021-2025 Allied Health Professionals (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2026
Reporting to:	Director, Social Model of Health

About us

Located in Melbourne on the traditional lands of the Wurundjeri people of the Kulin Nation, the Royal Women's Hospital is Australia's first and leading specialist hospital for women and newborns. We offer expertise in maternity services, neonatal care, gynaecology, assisted reproduction, women's health and cancer services. We advocate for women's health in areas that have long been overlooked or stigmatised, including abortion, endometriosis, family violence, female genital mutilation, menopause, women's mental health, sexual assault and substance use in pregnancy.

Our vision, values and declaration

The Women's vision, values and declaration reflect our promise to our patients and consumers and articulate our culture and commitment to our community and each other.

Our vision is '**Creating healthier futures for women and babies**'. Our values are:



Courage



Passion



Discovery



Respect

The Women's declaration reflects the principles and philosophies fundamental to our hospital, our people and our culture.

- **We are committed to the social model of health**
- **We care for women from all walks of life**
- **We recognise that sex and gender affect health and healthcare**
- **We are a voice for women's health**
- **We seek to achieve health equity**

Our commitment to inclusion

The Women's is committed to creating and maintaining a diverse and inclusive environment which enhances staff and consumer wellbeing and nurtures a sense of belonging. We strongly encourage anyone identifying as Aboriginal and/or Torres Strait Islander to join us. We offer a range of programs and services to support First Nations employees. We invite people with disability to work with us, and we

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welcome anyone who identifies as linguistically, culturally and/or gender diverse, people from the LGBTQIA+ community and people of any age.

About the department/unit

The Social Model of Health Division at the Women's has responsibility for ensuring the hospital's clinical and social support services are coordinated, aligned and leveraged to provide wrap around care for the women who need it most. In particular, the division has a focus on ensuring a woman's social, economic, cultural, environmental, geographic, and other factors are considered in her care plan with the overall aim of reducing health inequalities and addressing systemic inadequacies that affect health access and outcomes.

Informed by a strong evidence base, the Social Model of Health Division works to ensure the Women's can offer a continuum of care approach depending on the complexity of each woman's clinical presentation and social circumstance. The division plays a key role in guiding and supporting several specialist services as well as providing state-wide leadership and advocacy on a number of issues in this space.

This division brings together several established and critical clinical and social services including:

- Women's Mental Health Service (encompassing psychology and psychiatry teams)
- Social Work
- Badjurr-Bulok Wilam our Aboriginal Health Liaison Service
- Spiritual Care
- Women's Alcohol and Drug Service (WADS)
- Family and Reproductive Rights Education Program (FARREP)
- A range of highly specialised services focused on violence *against women*, including the Strengthening Hospital Response to Family Violence program, the Centre Against Sexual Assault service and the Sexual Assault Crisis Line
- The Cornelia Project, a multi-agency service focused on providing an accommodation for up to one-year, integrated health care and support to homeless mothers and babies
- A range of highly specialised services focused on violence against women, including the Strengthening Hospital Response to Family Violence program, the Centre Against Sexual Assault service and the Sexual Assault Crisis Line

With strong linkages and partnerships across the hospital and with several universities and research leaders, there is future scope to influence the research agenda across the Women's and elsewhere, and to draw upon the considerable in-house expertise to raise profile and awareness of this important work

The Women's Mental Health Service provides mental health services to the Women's Hospital in Parkville. Our major areas of activity are clinical work, education & training. Clinical services cover each of the hospital's clinical streams, including maternity services, gynaecology and women's cancer and neonatal services

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Position purpose

The Women's Mental Health Service (WMHS) Manager provides strategic, operational, and clinical leadership for the Women's Mental Health Service, working in close collaboration with the Psychiatry and Psychology Clinical Leads. The role reports to the Director Social Model of Health and is responsible for the coordination and management of all aspects of the service to ensure the delivery of high-quality, safe, and person-centred care.

The WMHS Manager leads a multidisciplinary team and ensures the delivery of trauma- and violence-informed care within a strong clinical governance framework. The role encompasses clinical leadership, workforce development, professional support and education, advocacy, research, and the achievement of agreed clinical and non-clinical performance targets.

The psychology and psychiatry clinical leads, the mental health clinicians and the administration role will report directly to the manager. The manager will maintain a strong collaborative partnership with these key roles in the team.

The role requires specialist knowledge of the complex issues that may impact a women's mental health including pregnancy, birth trauma, the mental health needs of infants, chronic pain, gynaecological health concerns and the impacts of family violence and sexual assault.

The WMHS Manager works closely with managers across the Social Model of Health to support integrated, wrap-around psychosocial care, and maintains strong partnerships with maternity, neonatal, and women's health divisions to ensure coordinated care.

Key responsibilities

Leadership and people management

- provide overarching strategic, clinical, and operational leadership for the mental health service in alignment with organisational and strategic priorities.
- Identify and provide long and short term operational and strategic planning goals for the WMHS department in line with the Women's strategic direction and values *and the 2025 WMHS review outcomes*
- In collaboration with both psychiatry and psychology clinical leads, identify and develop opportunities for new and innovative services and implement changes in services.
- The manager will review and monitor referral patterns and identify solutions that improve service delivery, improve efficiencies and identify opportunities for service enhancement.
- There are times that the manager may be required to undertake clinical responsibilities related to clinical demand or operational needs.
- Examine qualitative and quantitative data to ensure effective utilisation of material, financial and human resources and demonstrate decisiveness to enable provision of high-quality services.
- Review and evaluate service and performance of the services against agreed KPI targets and implement remedial action as required.
- Responsible for cost centre management of all accountable services ensuring budget targets are met.

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- Provide leadership for direct reports, appraise performance, delegate appropriate tasks and accountabilities, and ensure they receive appropriate, professional training and development opportunities to support them in their role and development.
- Ensure that all staff in the portfolio are supported to work professionally, safely and efficiently in accordance with evidence-based guidelines, and relevant professional standards.
- Monitor staff absenteeism and staff turnover and take corrective action where necessary.
- Identify and address any staffing concerns and escalate to the Director Social Model of Health as required.
- In collaboration with psychiatry and psychology clinical leads foster a supportive and effective team environment which values self-reflection and insight, learning, safe practice and innovation.
- Encourage appropriate and relevant consumer participation in the delivery of services and services planning within the portfolio.
- Maintain a culturally sensitive approach to the planning delivery and evaluation of services and programs to ensure they are appropriate and relevant to all diverse groups in the community.
- Represent the services as required with external agencies and committees.
- Apply conflict resolution skills when dealing with complex issues or problems

Professional practice

- Work with psychologists, psychiatrists, social workers, nurses, midwives and other health professionals to translate research into best practice.
- Identify and address issues in the provision of clinical services, including escalation of unresolved issues to the Director, Social Model of Health, as required.
- In collaboration with clinical leads and coordinators ensure consistency across the various teams and services in the areas of professional development, clinical standards, education and clinical supervision.
- Keep abreast of State and Commonwealth directions of peak bodies pertaining to your services, including participation in relevant professional associations
- Any other duties as required that meet relevant standards and recognised practice

Innovation and improvement

- Ensure systems, processes and practices are developed and implemented within a continuous improvement framework and promote innovation.
- Consider opportunities for partnerships across the Local Health Services Network
- Ensure services are delivered in accordance with National Safety and Quality Health Service Standards, Department of Human Service's standards and other standards as relevant.
- Actively develop benchmarking opportunities to evaluate the ongoing effectiveness and efficiency of services.
- Implement several recommendations from the mental health review regarding service improvements to increase accessibility for patients
- Continually promote professional development of all staff within the services including self.
- Participate in research committees where appropriate.
- In partnership with the University sector, support the provision of high-quality clinical education to undergraduate and post-graduate allied health or medical specialists students.
- Actively promote the WMHS department and represent the profession as required.

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- Development of effective working relationships and partnerships with key internal and external stakeholders.

Quality and safety

- Ensure a robust clinical governance framework that minimises risk to all patients presenting to WMHS.
- Ensure a safe environment is always maintained and there are appropriate strategies in place to achieve this.
 - Participate in quality assurance processes including audits to support compliance and accreditation requirements.
 - Lead the review and/or development of organisational policies, procedures, and guidelines.

Key Performance Indicators (KPI's)

KPI's are how you will be measured as meeting the responsibilities of the position. These will be set with you as part of your Performance Development Plan within the first six months of your appointment to the position.

Key selection criteria

Experience/qualifications/attributes

- Essential: Social Workers must be eligible for membership of the Australian Association of Social Workers (AASW).
- Current registration with the Australian Health Practitioner Regulation Agency as an Occupational Therapist
- Current Registration as a Psychologist with specialist endorsement in clinical psychology with the Psychology Board of Australia

And Psychology Board approved supervisor status:

- Student placements from higher degree clinical psychology programs,
 - Registrar Program Principal Supervisor
 - Post-graduate qualification in Health leadership or Management
 - Previous experience in managing a complex department within a multi-disciplinary setting, including leading change.
 - Demonstrated commitment to trauma and violence informed care.
 - Extensive experience in provision of social support to women and their families with complex needs.
 - Knowledge of the impact of social determinants of health on women's health.
 - Anticipates the future needs of all accountable services and makes plans accordingly.
 - Demonstrated analytical and problem-solving skills.
 - Ability to provide supervision and support for direct service, research and education.
 - Capacity to work effectively in a changing organisational environment.
 - Demonstrated experience establishing and maintain internal partnerships and relationships.
 - Demonstrated ability to work in partnership across different organisations within health and community sector.

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- Excellent written and verbal communication skills.
- Highly developed computer skills and understanding of electronic medical record software

Desirable:

- Experience in leading a mental health service in a general hospital setting
- Expertise in design and conduct of research and data analysis
 - Extensive experience networking and liaising with government and non-government organisations to establish improved services for vulnerable and disadvantaged individuals and communities.

Organisational relationships

Internal relationships

- Clinical leads for Psychiatry and Psychology
- Allied health and medical specialists under WMHS
- Managers and staff within the division of Social Model of Health
- Women and their families accessing services provided by the Women's
- Philanthropy and Community Investments
- Medical Workforce
- Program department heads and staff across maternity, neonatal and women's health

External relationships

- Department of Health
- Department of Families, Fairness and Housing
- University of Melbourne
- Royal Melbourne Hospital, Royal Children Hospital and Peter Mac
- Liaison with other clinicians working in perinatal and women's mental health
- Liaison with GPs and community services
- Royal Melbourne Hospital, Peter Mac Callum Cancer Institute and other health providers
- Victorian Aboriginal Community Controlled Health Organisation
- Victorian Aboriginal Health Service
- Community and family support services

Direct reports: 6 eft

Indirect reports: 10.38 eft

Budget responsibility: \$2M

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Inherent requirements

Inherent requirements are the essential tasks and activities that must be carried out in order to perform this role, including with adjustments. The Women's is committed to providing workplace adjustments that support all people to work with us. We welcome you to discuss any adjustments with the manager of this role during the recruitment process or at any time during your employment, as we acknowledge and understand circumstances can change. You can also request a copy of our workplace adjustments procedure for more information.

Physical demands	Frequency
Shift work – rotation of shifts – day, afternoon and night	n/a
Sitting – remaining in a seated position to complete tasks	Frequent
Standing - remaining standing without moving about to perform tasks	Occasional
Walking – floor type even, vinyl, carpet,	Some
Lean forward/forward flexion from waist to complete tasks	n/a
Trunk twisting – turning from the waist to complete tasks	n/a
Kneeling – remaining in a kneeling position to complete tasks	n/a
Squatting/crouching – adopting these postures to complete tasks	n/a
Leg/foot movement to operate equipment	n/a
Climbing stairs/ladders – ascending and descending stairs, ladders, steps	n/a
Lifting/carrying – light lifting and carrying less than 5 kilos	Rare
– Moderate lifting and carrying 5 – 10 kilos	Rare
– Heavy lifting and carrying – 10 – 20 kilos.	n/a
Push/pull of equipment/furniture – light push/pull forces less than 10 kg	n/a
– moderate push / pull forces 10 – 20 kg	n/a
– heavy push / pull forces over 20 kg	n/a
Reaching – arm fully extended forward or raised above shoulder	n/a
Head/neck postures – holding head in a position other than neutral (facing forward)	n/a
Sequential repetitive actions in short period of time	
– Repetitive flexion and extension of hands wrists and arms	Rare
– Gripping, holding, twisting, clasping with fingers/hands	n/a
Driving – operating any motor-powered vehicle with a valid Victorian driver's license.	n/a
Sensory demands	Frequency
Sight – use of sight is integral to most tasks completed each shift	Constant
Hearing – use of hearing is an integral part of work performance	Constant
Touch – use of touch is integral to most tasks completed each shift	Constant

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Psychosocial demands	Frequency
Observation skills – assessing/reviewing patients in/outpatients	Frequent
Problem solving issues associated with clinical and non-clinical care	Prolonged
Working with distressed people and families	Frequent
Dealing with aggressive and uncooperative people	Frequent
Dealing with unpredictable behaviour	Frequent
Job demands – high workload, tight deadlines, and competing priorities	Prolonged
Exposure to traumatic or distressing content or situations – including handling sensitive information arising from patient records, patient care activities, incident reports, adverse events, or investigations of adverse events.	Frequent
Role specific considerations Support is available for staff exposed to psychological risks. Any adjustments that may be required can be discussed with your manager.	Frequent
Definitions used to quantify frequency of tasks/demands as above	
Prolonged/constant	70 – 100 % of time in the position
Frequent	31 – 69 % of time in the position
Occasional	16 – 30% of time in the position
Rare	1 – 15% of time in the position
Not applicable	0% of time in the position

Employee awareness and responsibilities

- Employees are required to be aware of, and work in accordance with, hospital policies and procedures.
- Employees are required to identify and report incidents, potential for error and near misses, to improve knowledge systems and processes and create a safe environment for staff and patients.
- Employees agree to provide evidence of a valid employment Working with Children Check and provide complete details for the Women's to undertake a Nationally Coordinated Criminal History Check (NCCHC).
- Our vision is a future free from violence and discrimination in which healthy, respectful relationships are the norm. The Women's expects all staff to contribute to a culture that promotes and supports diversity, equity, respect and inclusion.
- The Women's provides pregnancy termination services as part of its public health responsibility to provide safe health care to women.
- We are committed to the safety, wellbeing and empowerment of all children and young people. We prioritise an environment where children are protected and heard. We commit to safeguarding the social and emotional wellbeing of First Nations children, understanding that their connection to country, culture, kin and community is critical to their safety.

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Vaccination requirements

This role has direct physical contact with patients and clinical environments, employees are required to be vaccinated against or demonstrate immunity to influenza, COVID-19, whooping cough (pertussis), hepatitis B, chicken pox, MMR (measles, mumps, rubella) and may include hepatitis A, and complete screening for tuberculosis.

Employment with the Women's is conditional upon the provision of satisfactory evidence of vaccination and/or screening, and we may withdraw an offer of employment if the required evidence is not provided at least five business days prior to the intended start date.

Declaration

By accepting this position description electronically I confirm I have read, understood and agreed to abide by the responsibilities and accountabilities outlined.

Developed date:

Developed by: Director, Social Model of Health

Date of next review: (12 months from now)

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