



ASSISTANT DIRECTOR CLINICAL OPERATIONS

DUTY STATEMENT

Job title	Assistant Director Clinical Operations
APS level	Executive Level 1
Branch	Open Arms – Veterans & Families Counselling
Section	Regional
Location:	Various
Reporting manager	Regional Director

DUTIES

In accordance with the principles of workplace diversity, Workplace Health and Safety, participative work practices and values, and under limited supervision and within the standards for positions at this level, an Assistant Director is responsible to the Director for these duties:

Working in collaboration with the Regional Leadership Team the Assistant Director Clinical Operations will oversee the provision of clinical services across the region, within a stepped-care model and be responsible for the following activities.

- Undertake line management responsibilities for clinical staff and be responsible for the recruitment, selection, induction, supervision, and performance management of clinical employees to ensure their ability to meet service delivery requirements:
 - Oversee external supervisory arrangements for regional clinical staff to ensure maintenance of professional standard and high quality service appropriate to the needs of Open Arms;
 - Facilitate a professional development program for the regional clinical staff based on the needs of Open Arms business priorities and in accordance with identified professional development requirements;
 - Ensure all individual clinical staff are meeting their workload requirements and are maintaining active professional development and regular professional supervision; and
 - Process clinical staff leave applications, maintain staffing rosters, demonstrate leadership behaviours and support workplace practices in line with policies of OH&S, Workplace Diversity, and the Australian Public Service values, Employment Principles, and Code of Conduct.

- Ensure all clinical work undertaken in the region is conducted in accordance with the governance requirements of Open Arms;
 - Oversee all clinical quality assurance activity which may include file audits, centre-based case reviews, outreach counselling case reviews and quality assurance reviews for both centre-based and outreach counselling services;

- Where relevant, in consultation with the Assistant Director Clinical Coordination review and approve in-centre clinician case reports and maintain active awareness of the caseloads of in-centre clinicians through the provision of regular operational supervision and coordination of clinical team meetings;
- Be responsible for the correct administration of the Legal Protocol and Legal Register for the region, in consultation with the Regional Director, DVA Legal Services, and Open Arms National Operations as necessary;
- Maintain a small clinical workload of complex clients as negotiated with the Regional Director.
- Actively contribute to Open Arms National projects, clinical policies and procedures, research initiatives and Quality Assurance activities as required:
 - Contribute to the ongoing improvement of Open Arms clinical policies and procedures and to the implementation of related counselling and case management practices at the local level;
 - Provide oversight of Quality Assurance issues related to evidence-based clinical practice across Open Arms programs and projects within the region; and
 - Undertake regional coordination of, and actively contribute to, clinical research projects being undertaken across Open Arms.
- Provide clinical leadership in regional application of Open Arms programs and services to ensure Open Arms clients are afforded appropriate services and to ensure clinical standards and practices are maintained;
 - As a clinical leader, actively support clinical staff with case management of clients identified to be at risk, work collaboratively with the other regional Assistant Directors and liaise with stakeholders as necessary to escalate support and interventions for clients at risk,
 - Collaborate with the regional Assistant Directors to support improved clinical practice through the development and implementation of regional professional training initiatives and clinical policy amendments in accordance with National Mental Health Standards;
 - In conjunction with the Assistant Director Clinical Coordination and Assistant Director Clinical Outreach and Groups, provide support and direction to the allocation of clients to appropriate Open Arms services, and/or external service providers as appropriate; and
 - Maintain engagement with other clinical leadership colleagues across Open Arms, including Client Assist Contact Centre, National Clinical Operations, and with colleagues and stakeholders in DVA and Defence in relation to client service delivery.
- As a member of the regional leadership group, provide supportive leadership to the region, contribute to the National Management Team, and Deputise and act for the Regional Director as required;
 - Represent Open Arms at stakeholder events, community development and related activities, and undertake other duties in consultation with the Regional Director as required; and
 - Demonstrate leadership behaviours and work place practices in line with policies of OH&S, Workplace Diversity and the Australian Public Service values, Employment Principles and Code of Conduct

MANDATORY REQUIREMENTS

- Qualifications as a registered Psychologist / Mental Health Occupational Therapist / Mental Health Registered Nurse with full AHPRA registration, **OR**
- Qualification as a Social Worker eligible for membership of the Australian Association Social Workers (AASW) and be eligible to apply for Mental Health accreditation.

AND

- Working with Children (WWC) and/or Vulnerable People Checks/Clearance
- Extensive clinical and relevant management experience

HIGHLY DESIRABLE SKILLS AND QUALIFICATIONS

- Relevant experience within the Australian Public Services
- Relevant experience in complex case management
- Relevant experience in the leadership and management of clinical teams
- Management experience within clinical settings

To learn more about the ILS click [here](#).

• HOW TO APPLY

- Open Arms labour hire vacancies are advertised on job advertising websites and through recruitment agencies.
- We recruit through several agencies within the location of the advertised role, so you may see our jobs listed on a number of different websites. This allows you to choose the agency you want to register with.
- To apply for this role, please choose a recruitment agency advertising this position, and follow their application process.