



ASSISTANT DIRECTOR CLINICAL OPERATIONS

DUTY STATEMENT

Job Title:	Assistant Director Clinical Operations
APS Level or Equivalent	Executive Level 1
Branch	Open Arms – Veterans & Families Counselling
Region/Section:	Client Assist Contact Centre
Location:	Brisbane QLD
Immediate Supervisor:	Director Client Assist Contact Centre

JOB DESCRIPTION

The Assistant Director Clinical Operations, is responsible to the Director Client Assist Contact Centre for overseeing and managing the provision of a health and allied health telephony based service that provides clinical intake, escalations services, brief telephone counselling interventions, risk and safety planning for veterans and their families who are in distress.

To achieve this, the Assistant Director, Clinical Operations will provide ongoing consultation and advice to clinicians conducting initial assessment and triage for clients entering the service. This role provides clinical oversight and operational coordination for the Client Assist Contact Centre, in line with the Open Arms clinical practice policies and procedures.

The Assistant Director, Clinical Operations is a senior clinician who is responsible for overseeing and coordinating clinicians within a call centre environment as well as being responsible for professional development activities for clinical staff, case consultations, coordinating resources, workforce planning, undertaking continuous improvement and monitoring quality assurance. Awareness of working within a telephony environment is an important component to the effectiveness of the role.

The Client Assist Contact Centre is open 365 days per year, 24 hours per day.

DUTIES

In accordance with the principles of workplace diversity, Work Health and Safety, participative work practices, APS values and APS Employment Principles the Assistant Director, Clinical Operations will:

- Provide clinical oversight of initial assessment and triage for clients engaging with Open Arms. This includes the provision of ongoing consultation and advice to clinicians in the intake team. Clinical oversight is especially required in cases with complex needs or where risk is identified. This may require coordination and consultation with Open Arms regions, national office and referrers including the Department of Veterans' Affairs in relation to clinical assessment and client allocation as required.
- Monitor the delivery of clinical intake and counselling services across the team to ensure consistency, adherence to relevant clinical policy, and administrative procedures. A strong focus should be on maintaining and improving national consistency in clinical activities, including clinical record keeping, and assessment of clinical risk and clients' needs.
- Manage the development and implementation of Open Arms Intake protocols, procedures and best practices for the provision of high quality, nationally consistent intake service provision. This should include clear triage guidelines and protocols for responding appropriately to identify clinical risk among clients. This will include participating in planning and evaluation activities in consultation with the Director, Client Assist Contact Centre.
- Coordinate the training and induction of clinical staff to undertake the clinical and administration tasks required for the intake and counselling service. Consider and coordinate professional development for the clinical team.
- Provide expert advice on policy, complex problem solving and issues management for internal and external stakeholders.
- Implement change and manage ambiguity in the workplace
- Apply the principles of cooperative and safe working practices consistent with APS Values and the code of conduct, including the Department's mission, vision, approach and values.

MANDATORY SKILLS, EXPERIENCE & REQUIREMENTS

- Qualifications must be that of a health or allied health professional registered with the Australian Health Practitioners Registration Agency (AHPRA) or a social worker accredited with the Australian Association of Social Workers (AASW) with a minimum of five years' experience.
- Strong preference is for health and allied health professionals with substantial complex mental health experience in intake, triage, risk assessment and counselling.
- Working with Children (WWC) and/or Vulnerable People Checks/Clearance must be obtained prior to commencement.
- Health and allied health professionals and social workers must have extensive clinical and leadership experience.
- To accommodate the 24/7 operational service delivery of the Client Assist Contact Centre, the successful applicant will be required to work within a roster that spans across the working week, weekends and some public holidays. Shifts times can range anywhere from 7 am to 12am. Weekend work will be approximately once per month.

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.