



Position Description

Program Manager – Culture in Mind

Title:	Program Manager
	Culture in Mind
Hours:	Full time
Reports to:	Managing Director
Award:	Health Professionals and support services award 2010
	Health Professional employee level 4
	\$44.66-\$57.21 per hour
	Generous salary sacrifice packaging available

Organisational Background

With a vision to build health equity and a mission to deliver, model and influence health and wellness services to create an inclusive and just health system, World Wellness Group (WWG) is a leading health social enterprise based in Stones Corner, Brisbane. WWG operates the World Wellness Clinic which specialises in equitable healthcare for clients from culturally and linguistically diverse backgrounds, including disadvantaged migrants, refugees and people seeking asylum.

As a social enterprise, or a business with a social mission, World Wellness Group Ltd works to improve health equity for all clients, regardless of culture, language or financial capacity, and to assist the most disadvantaged members in our community. World Wellness Group is a registered health promotion charity and all profits are used to fund health services for clients or innovative health programs that are not available elsewhere.

Culture in Mind

Culture in Mind is funded by Queensland Health, within WWG's Mental Health and Wellbeing Services which provides wraparound culture -based care and support to adults from culturally and linguistically diverse backgrounds in the Greater Brisbane



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Region. Via a team of wellbeing support coordinators and multicultural peer support workers, Culture in Mind supports people with complex mental health issues in the community with practical supports and strengths-based approaches to wellness, recovery, social inclusion and participation.

In 2020, in response to the COVID-19 pandemic, the Multicultural Connect Line (MCL), a telephone helpline was formed to support the psycho-social needs of those impacted by the pandemic. The Multicultural Connect Line now forms part of the psychosocial recovery services provided through this program funded by Queensland Health. The Multicultural Connect line service provides a telephone based psychosocial assessment, triage and brief intervention and refers those clients who require individual/face to face intensive recovery based psychosocial support via the Culture in Mind team.

Position Objective

This position offers a great opportunity to lead and manage a team working at the forefront in delivering innovative, culture based wraparound mental health services for people from diverse cultural backgrounds in a collaborative and multidisciplinary team setting, in an integrated manner with the MCL team to ensure clients' psycho-social needs are met and the most appropriate service is provided.

The CIM Program Manager is a key leadership position within the WWG team and provides oversight of the coordination and delivery of psycho-social services for adults from culturally and linguistically diverse backgrounds in the Greater Brisbane Region. The CIM Program Manager is primarily responsible for providing leadership and direction to the CIM team, ensuring that day to-day operations are carried out to effectively meet the needs of our clients.

The Program Manager will contribute to the development of evidence-based and innovative psycho-social services and will promote the delivery of culturally tailored mental health services that are of the highest quality. The CIM Program Manager will provide operational and practice support and guidance to staff and will play a key role in ensuring they are provided with support and supervision. The Program Manager will participate in intake and triage processes and be actively engaged in caseload reviews and will actively manage referrals and demand for psycho-social support services.

Specifically, the position will:

- Lead a team of wellbeing support coordinators and multicultural peer support workers in the delivery and ongoing improvement of psycho-social wraparound services and client pathways for adults from culturally and linguistically diverse backgrounds with complex mental health issues.



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- Provide leadership, consultation and expertise to the CIM team in collaboration with the MCL program manager/other program managers in the delivery of specialist multicultural mental health psycho-social support services.
- Provide line management to the CIM team and oversee staff development.
- Take an active role in intake, triage and referral processes in a collaborative way to ensure high quality psycho-social support and access to services.
- Lead and participate in multidisciplinary team meetings, intake and review meetings, supervision and case conferences that contribute to high quality outcomes for people from culturally and linguistically diverse backgrounds with complex mental health issues.
- Develop, implement and review policies and procedures that relate to direct service provision
- Provide leadership in the development and implementation of new projects and initiatives.
- Contribute to the vision, strategic planning and relevant policy development for World Wellness Group Ltd and actively participate as a senior member of the management team.
- Manage resources and rosters in a flexible and efficient manner to effectively manage workflow and to ensure timely and responsive service delivery.
- Contribute to organisational planning, budgeting and reporting processes
- Maintain high standards of client file management ensuring accurate case notes are recorded, file audits completed, and all client files are stored in line with legislative requirements and organisational policies and procedures.
- Participate in data collection and evaluation processes that contribute to service improvement.
- Build and maintain effective relationships with key stakeholders involved in the provision of health, mental health and psychosocial services for people from culturally and linguistically diverse backgrounds.
- Ensure that services are provided in line with the Accreditation Standards and policies and procedures that govern WWG
 - Work at an advanced level of autonomous clinical and professional specialist mental health practice
 - Support the team in the provision of safe and quality mental health care through exemplary standards
 - Apply professional and clinical expertise in collaboration with multi-disciplinary stakeholders.
 - Remain up to date with current evidence-based practice trends in relation to multicultural mental health



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Organisational Relationships and Accountability

Position reports to: Managing Director

Supervision of: Culture in Mind Team

Internal liaison: Program managers, all personnel and health practitioners

Award: Health Professional and Support Services Award 2020

External liaison: Clients and their families/carers, mental health clinicians and support workers and external agencies and services, government, NGO and private health and mental health, social and community services

KEY RESPONSIBILITIES

The key responsibilities in this role center around

- your capacity to lead a team to deliver high quality psycho-social support and foster a culture of engagement to achieve a productive and happy team
- your capacity to manage workflow within a high demand environment

We are looking for staff who are:

- Able to demonstrate application of evidence-based practice and critical thinking to deliver wraparound, culture-based psycho-social recovery oriented individualised person centred and trauma informed care to people from CALD backgrounds with complex mental health issues
- Able to identify mental health risk and protective factors in the context of multicultural mental health experiences for people from CALD backgrounds.
- Demonstrate a strong understanding of mental health and other drug and social care systems and structures across Queensland, specifically in relation migrants, refugees and people seeking asylum
- Able to provide clinical care and support to clients in a culturally sensitive way with an understanding of acculturation, trauma and psychological stressors arising out migration and acculturation, the covid-19 pandemic and other social circumstances.
- Able to lead, participate, work collaboratively and contribute to interdisciplinary team processes
- Able to utilise high-level oral and written communications skills, including the ability to support the team to write and review case notes, care plans, record



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service delivery through case notes, complete reports and any other necessary documents within strict timeframes.

- Able to contribute to the development of service planning, service delivery and service evaluation, within the frameworks established by WWG.
- Able to carry out any other relevant duties as directed by the Leadership Team.

Human Resources

- Contribute to building a culture of engagement and respect
- Value cultural diversity and other individual differences in the workforce
- Ensure team members are treated in a fair and equitable manner.
- Comply with all EEO obligations and responsibilities.
- Build capacity and skills in the multicultural peer support workforce
- Empower team members and recognise and reward their contributions.
- Contribute to collaborative team issues and resolve grievances.

Operational functions

- Participate in any organisational technology changes.
- Participate in continuous improvement of workflow processes and procedures.

General Responsibilities of All Staff

- Comply with the World Wellness Group's Code of Conduct, as well as any Code of Conduct of your professional association
- Comply with confidentiality requirements of World Wellness Group, as well as the Privacy Act 1988 (Cth) regarding client information, taking particular care that the information of clients may be highly sensitive in nature
- Comply with ethical and legal requirements of both the Commonwealth and Queensland equal opportunity and anti-discrimination laws (including Qld Human Rights Act 2019 (QLD), Sex Discrimination Act 1984 (Cth), Racial Discrimination Act 1975 (Cth), Disability Discrimination Act 1992 (Cth) and Age Discrimination Act 2004 (Cth)) by treating staff and clients with respect and without bullying and/or harassment
- Deliver effective use of World Wellness Group's resources within level of responsibility of your position

Occupational Health and Safety

- Comply with Work Health and Safety Act 2011 (QLD) duties by maintaining a safe working environment for yourself, ensuring you do not put yourself at risk of harm or injury
- Maintaining a safe and supportive working environment to protect others (staff, volunteers or clients) at risk of harm or injury
- Exercise judgement about the behaviour of clients to ensure they do not put themselves or others (staff, volunteers or clients) at risk of harm or injury



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KNOWLEDGE, SKILLS, AND ABILITIES

Applicant requirements

a. Essential

- Tertiary qualification in an allied health discipline
- Advanced level experience, including experience in senior level roles and advanced level of skills and experience in relevant human service/mental health settings
- Equivalent combination of education and experience.
- Knowledge of best practice mental health practice frameworks relevant to people from culturally and linguistically diverse backgrounds with complex mental health issues
- Knowledge of the Mental Health Act and public mental health system
- Experience in complex intake, triage, assessment and case allocation
- Ability to demonstrate and encourage leadership and teamwork
- Proven knowledge and experience in mental health and other drugs clinical practices and treatment interventions
- Demonstrated ability to work collaboratively in a team environment and availability to occasionally work outside standard business hours
- High level oral and written communication skills. Including the ability to support staff to write professional case notes and brief intervention plans, complete reports and other relevant documentation within set timeframes
- Demonstrated understanding of the role of client advocacy and strengths-based frameworks within a social justice context
- Well-developed interpersonal skills with the ability to effectively communicate, negotiate, apply problem solving and conflict resolution skills, and engage others.
- Knowledge of services and community resources relevant to the needs of people from CALD backgrounds
- A current Blue Card and Police Check or willingness and ability to acquire and an open Qld driver's license.

b. Desirable

- Post graduate qualifications in mental health
- Previous experience in a cross-cultural setting
- Language(s) other than English

How to apply

Please apply by submitting a cover letter and copy of your resume to HR@worldwellnessgroup.org.au by COB Mon 13 December