

Position Title	Chief Operating Officer	Reports To	CEO
Program	Recovery 2gether	Location	Support Hub/Remote
Team composition	Managed	Award/Level	Salary
Hours	Full time	Tenure	Permanent
Special Conditions	Requirement to travel, primarily in NSW, with overnight stays, on occasions		

One Door Mental Health (ODMH) is a leading for-purpose service provider for people living with mental illness, their families, and carers.

About the Position

The key responsibilities of the role are to: provide leadership and operational oversight for all consumer and carer services of One Door Mental Health to ensure optimum performance of all services and programs, including quality service delivery, enhanced consumer and carer outcomes and community satisfaction.

This role will provide the overall guidance on the Recovery 2gether framework, self-organising teams and managed teams, in collaboration with the Executive Team and other key positions. Recovery 2gether provides a simple, clear, structured, support-approach for: consumers, carers & families; staff; and the whole organisation.

It is also responsible for developing and maintaining internal and external relationships with a wide variety of stakeholders and for identifying and developing new business opportunities in line with the strategic objectives of ODMH.

What we ask of you

Strategic perspective

- Contribute to the strategic and purpose-driven direction of the organisation in delivering on our vision
- Contribute to ODMH as it evolves, morphs, expands, or contracts; using a process of collective intelligence.

Leadership

- Lead by example and a “can do” attitude
- Facilitate teams’ self-organisation by:
 - fostering an environment where self-responsibility and initiative are encouraged
 - ensure that services have the resources and equipment necessary to perform their role
- Facilitate managers’ capacity to:
 - Develop and sustain autonomy within the Delegations Framework, the scope of their Position Descriptions and guidelines of the relevant government contracts, our policies and protocols and pertinent legislation, accreditation, and standards.
 - Lead teams within the Recovery 2gether approach.

- Provide leadership to operations and performance of all service delivery programs to deliver funding body KPIs, Organisational Strategic Goals, budget targets, and organisational policy requirements through activities including but not limited to;
 - Direct line management and support to direct reports within portfolio
 - Manage financial performance and achievement of program budgets
 - Provision of support and guidance to direct reports in relation to management and resolution of any consumers, staff or program issues
 - Provide relevant preparation for Accreditation to the NDIS Quality and Safeguards Commission and the National Mental Health Standards.

People Focused

- Provide coaching and mentoring to direct reports to meet strategic and performance goals
- Implement the ethos and operating principles of self-organising and managed teams to:
 - problem solve and find solutions within the legislative and other frameworks in which the team works
 - manage risk and ensure safe working environments and continuous quality improvement practices
 - pro-actively identify any issues that are likely to cause conflicts or problems
 - resolve conflicts
- Facilitate practice reflection to encourage learning and development in supporting clients
- Provide verbal and written feedback to the team about self-organising, continuous learning and wellbeing to support the team's development
- Nurture a values-based culture of hope and recovery in the workplace.
- Care for the safety of self and others in the work environment.

Business Development

- Oversight reporting, training and management of clinical, consumer and service risk
- Analyse service-related performance data and outcomes measures and develop and drive strategies to increase, performance, effectiveness and efficiencies and service user satisfaction
- Achieve internal and contracted KPIs for programs
- Contribute to the development of tenders, business plans and expressions of interests with high level written and data analysis skills

External Relationship Management

- Develop and maintain relationships with funding bodies and external partners to support provision of service within portfolio
- Identify new business opportunities within current and future geographic areas and development of partnerships

Implement New Programs

- Oversight & Manage implementation for any new programs acquired within the portfolio. This may include, but is not limited to; Implementation plan development, Policy development, Recruitment activities, capital works activities

Your skills and experience

- Actively promote and demonstrate ODMH [values](#)
- Extensive knowledge of purpose-driven organisations and self-organising teams and personal commitment to same.

- Relevant Tertiary Qualifications in related discipline
- Extensive senior management experience in Health, Social & Community Services
- Strong leadership, interpersonal and influencing skills to manage and develop internal and external stakeholders to achieve goals and objectives
- High level self-direction and organisational skills including the ability to provide the oversight for self-organising teams
- Strong business, conceptual, analytical and problem-solving skills & excellent decision-making skills
- Understanding of risk management, relevant regulatory environment and general business principles
- Excellent written, verbal and interpersonal communication skills
- The ability to develop plans and proactively achieve implementation within set timeframes
- Management of contracts and related processes
- Excellent knowledge of the NDIS and/or client-centred funding models
- Knowledge of government policies, contracting and tendering
- Financial management skills, including a demonstrated capacity to manage to numerous budgets
- Experience working within the dynamics of large, complex organisations including knowledge of contemporary management principles and practices, and change management processes.

Position Description

ORGANISATIONAL CHART

