

ORGANISATIONAL OVERVIEW

Introduction:

Northern Health is a vibrant, fast-paced workplace located in the rapidly growing northern suburbs. This is driving us to think innovatively about the needs of the population and what the health system of the future might need to look like to meet those needs. We take care of our community by providing a wide range of health services at multiple locations including:

- Northern Hospital Epping
- Broadmeadows Hospital
- Craigieburn Community Hospital
- Bundoora Centre
- Merri-bek Community Team
- Broadmeadows Community Care Unit
- Broadmeadows Prevention and Recovery Care
- Hotham Street Community Mental Health Clinic
- Northern Prevention and Recovery Care
- Northern Community Care Unit and,
- Noogal Clinic
- Kilmore District Health
- Women's Health Hub
- Mernda Community Hospital

We also collaborate with our partners to help expand the range of health care services offered to our culturally rich and diverse community.

As an organisation, we are shifting our focus from illness to putting a spotlight on supporting our community in 'staying well'. In order to achieve this, we are developing strong relationships with other health service providers and the community across the region, to help us think differently about the future.

Northern Health provides a dynamic working environment, with a strong culture of teamwork, safety and respect. Northern Health is proud to be an inclusive employer and aims to ensure our workforce is representative of the community.

Our Vision:

Creating a healthier future by working together, innovating and delivering great care.

Our Values:

- Safe – We provide safe, trusted care for our patients. We are inclusive, culturally safe, celebrating the diversity of our staff and community.
- Kind – We treat everyone with kindness, respect and empathy. We provide patient-centred and compassionate care.
- Together – We work together with our staff, patients, consumers and health system partners.

Our Priorities:

Northern Health has determined six strategic directions. The directions are focused on addressing priorities for safety, sustainability, growth and innovation. They reflect our best assessment of opportunities and challenges in our current and future environment.

- Collaborate to deliver safe, efficient, effective and sustainable care in all our services
- Demonstrate our commitment to the wellbeing of our valued workforce
- Renew and strengthen our infrastructure, systems, tools and processes for financial sustainability and growth
- Innovate to shape the future of health care in Victoria
- Partner to keep people well and deliver the best possible care locally
- Drive research and education to deliver excellent care and develop the next generation of clinicians and health care leaders

These priorities are inter-related in that success in one area is dependent on success in another. Detailed plans have been developed to support each of the priority areas.

All Northern Health employees will contribute to improving patient safety by being familiar with, and applying the National Safety and Quality Standards and criteria.

Safety, Quality and Clinical Governance at Northern Health:

Northern Health is dedicated to providing the highest quality of care in the safest possible environment for every patient every time. We are focused on strengthening the safety and quality of care across the continuum, with a focus on saving lives, reducing harm and improving the patient experience.

Northern Health's safety and quality improvement activities focus on delivering the Strategic Plan and Operational Business Plans, and are supported by the Northern Health Clinical Governance and Risk Frameworks, and the Northern Health Quality Improvement Methodology.

The Northern Health Quality Management System brings together the core elements that underpin how:

- Quality and Clinical Governance is determined.
- Quality services are delivered.
- Risk is managed.
- Audit – what matters is monitored.
- Our committees monitor performance of controls put in place to ensure safe patient care.

Commitment to Child Safety at Northern Health:

- We are committed to the safety, participation and empowerment of all children
- We are committed to the cultural safety of Aboriginal children, the cultural safety of children from a culturally and /or linguistically diverse backgrounds and to providing a safe environment for children with a disability.
- We have zero tolerance of child abuse, and all allegations and safety concerns will be treated very seriously and consistently with our robust policies and procedures
- We have legal and moral obligations to contact authorities when we are worried about a child's safety, which we follow vigorously

Family Violence and Child Safety Statement:

Northern Health is a child safe environment and is committed to protecting children from harm and abuse, in accordance with our legal obligations and the Child Safe Standards. Northern Health aims to identify and respond individuals who are at risk of child abuse and family violence and we encourage victim survivors to disclose to their health professional to seek support and safety. Northern Health has zero tolerance of child abuse and family violence, and all disclosures and safety concerns will be treated sensitively in accordance with our policies and procedures.

Northern Health actively promotes the safety and wellbeing of all individuals. We recognize and respect individual rights, identities, relationships and cultures. Our aim is to foster a trauma-informed, culturally safe and child safe environment.

Northern Health is an Information Sharing Entity (ISE) and is prescribed to the Family Violence Multi-Agency Risk Assessment & Management (MARAM) Framework and the Information Sharing Schemes. Family violence and child safety training is mandatory for our staff members and volunteers.

Essential:

- Current National Police and Working with Children History Check.
- The Staff Immunisation Questionnaire must be completed by all new employees as part of the mandatory on-boarding process. New employees are not permitted to undertake any activity that requires patient contact prior to clearance by the Staff Immunisation Nurses; this also includes evidence of having the Flu vaccination on a yearly basis. New employees with contra-indications to vaccinations or who decline vaccination are required to attend a face to face consultation with the Immunisation Nurses for appropriate documentation of their contraindications or declination. This must be completed PRIOR to commencing any work with Northern Health.



POSITION DESCRIPTION

Position Title:	Program Manager – Specialist Programs
Business Unit/Division:	Mental Health Division
Award Agreement:	Victorian Public Mental Health Services Enterprise Agreement 2021 – 2024
Classification:	PM5, NP61, AJ16, AJ62
Employment Type:	Full Time
Reports to:	Director of Operations, Community- Based Service
Date Prepared/Updated:	April 2026

ROLE STATEMENT

General Role Statement:

The Program Manager – Specialists Programs is responsible for the strategic development and operational management of the Mental Health Division’s Specialist Programs, including HOPE, Specialist Family Violence, FaPMi, Forensic Clinical Specialists, Perinatal Mental Health, Personality Disorder Service, Eating Disorder Specialist, Wadamba Wilam, NDIS leads, Mental Health Tribunal Clinical Coordinator, Vocational and Community Development.

This role provides strategic leadership, oversees day-to-day operations, manages budgets, and ensures the delivery of consumer-centred, high-quality, innovative, and evidence-based mental health services grounded in recovery-oriented principles. The Program Manager promotes organisational transformation, fosters strong stakeholder partnerships, supports staff professional development, and drives strategic workforce planning across all assigned programs and projects.

The Program Manager - Specialists Programs functions as a divisional role with responsibility across all Mental Health Division. The position maintains dotted-line reporting relationships with program-specific clinical and operational leads, while directly reporting to the Director of Operations and Clinical Director of Community-Based Services. Divisional coordination, performance monitoring, and service alignment occur through established governance structures, regular program reviews, and collaborative planning processes. The Mental Health Division delivers comprehensive level 5 psychiatric services to residents across the northern metropolitan area. The Program Manager - Specialist Programs will oversee - HOPE, Specialist Family Violence, FaPMi, Forensic Clinical Specialists, Perinatal Mental Health, Personality Disorder Service, Eating Disorder Specialist, Wadamba Wilam, NDIS leads, Mental Health Tribunal Clinical Coordinator, Vocational and Community Development.

This leadership role requires exceptional project management capabilities, partnership development skills, and expertise in managing human and financial resources within complex multidisciplinary healthcare environments.

All employees:**Quality, Safety, Risk and Continuous Improvement**

- Maintain an understanding of individual responsibility for patient safety, quality & risk and contribute to organisational quality and safety initiatives.
- Follow organisational safety, quality & risk policies and procedures
- Maintain a safe working environment for yourself, your colleagues and members of the public.
- Maintain an understanding of individual responsibility for patient safety, quality & risk as outlined in Northern Health [Clinical Governance & Patient Experience - Trusted Care](#).
- Contribute to organisational quality and safety initiatives.
- Escalate concerns regarding safety, quality & risk to appropriate staff members, if unable to rectify yourself.
- Promote and participate in the evaluation and continuous improvement processes.
- Comply with principles of Patient Centred Care.
- Comply with Northern Health's commitment to Child Safety
- Comply with Northern Health mandatory continuing professional development requirements.
- Comply with requirement of National Safety & Quality Health Service Standards and other relevant regulatory requirements.
- All employees of Northern Health must comply with the health service's Staff Health / Workforce Immunisation procedure (as amended from time to time) together with any relevant State Government and Departmental directives. This requires all employees to be vaccinated for various diseases such as, but not limited to influenza.

KEY RESULT AREAS AND MAJOR RESPONSIBILITIES

Core Responsibilities:**Clinical Leadership and Safety**

- Collaborate with Consultant Psychiatrists to ensure safe, responsive service delivery to consumers, families, and carers
- Maintain responsibility for accurate patient care documentation while ensuring information confidentiality in accordance with NSQHS Standards
- Implement effective risk management activities with appropriate controls and incident reporting procedures
- Ensure the Community model of care aligns with divisional and organisational KPIs

Workforce Development and Management

- Conduct comprehensive workforce planning including HR liaison, succession planning, and professional development initiatives
- Create optimised rosters ensuring safe staffing levels and manage all leave entitlements
- Provide regular feedback to direct reports and facilitate annual performance discussions
- Identify training needs and competency gaps, implementing targeted development strategies
- Foster a psychologically safe work environment encouraging open communication
- Collaborate with the Professional Leads to inform work force development priorities

Financial and Resource Management

- Oversee designated cost centre operations including human resources, fiscal management, performance targets, and organisational priorities
- Prepare and present monthly performance reports to relevant committees
- Monitor and achieve relevant performance indicators while operating within allocated budgets
- Manage RosterOn interface ensuring accurate staff remuneration
- Develop strategic partnerships with clinical programs, GPs, MHCSS, Primary Health providers, and other care organisations

- Collaborate with Professional Leads and discipline seniors to promote university partnerships and foster research and innovation culture
- Implement Mental Health Division business plan and Northern Hospital strategic initiatives in alignment with government policy directions

Quality and Compliance

- Ensure Equal Employment Opportunity compliance, maintaining harassment and discrimination-free workplace practices
- Manage consumer and carer complaints and compliments with timely, appropriate responses
- Communicate policy and procedure updates to staff as required
- Support collaborative teamwork across consumers, carers, peer workforce, and care partners

Leadership and Development

- Provide strong leadership and direction to developing teams through effective resource management
- Contribute to organisation-wide and service division initiatives and planning activities
- Participate in annual performance discussions and actively seek feedback on work performance
- Create supportive environments through strategic management of human, financial, and material resources

SELECTION CRITERIA

Qualifications, Registrations and Qualities:

Essential

- Social Workers:
 - An approved degree in Social Work and eligibility for membership of the Australian Association of Social Workers
- Registered Psychiatric Nurses:
 - Registration as a registered nurse under the Australian Health Practitioner Regulation National Law Act (2009) with the Nursing and Midwifery Board of Australia.
 - Bachelor Degree in Psychiatric/Mental Health Nursing or equivalent, or, Bachelor Degree in Nursing plus a Postgraduate qualification in Psychiatric/Mental Health Nursing.
- Occupational Therapists:
 - Registration under the Australian Health Practitioner Regulation National Law Act (2009) with the Occupational Therapy Board of Australia.
 - An approved Degree from a recognised school of Occupational Therapy or other qualifications approved for eligibility for membership of the Australian Association of Occupational Therapy (Vic.).
- Psychologists:
 - Registration as a Psychologist under the Australian Health Practitioner Regulation National Law Act (2009) with practice endorsement as a Clinical, Forensic or Clinical Neuro Psychologist with the Psychology Board of Australia (or eligibility to enter a registrar program as a clinical, forensic or clinical neuro psychologist with the Psychology Board of Australia where relevant).
 - At least 10 years of experience
- Proven managerial/leadership expertise.
- Understanding of the Victorian public mental health sector.
- Knowledge of budget management and demonstrated human resources skills.
- Demonstrated capacity to develop services and implement service and practice changes.
- Experience in team development of mixed clinical/non-clinical staff.
- High degree of oral and written communication skills.
- Ability to work effectively with a range of parties.
- Current National Police and Working with Children History Check.

- The Staff Immunisation Questionnaire must be completed by all new employees as part of the mandatory on-boarding process. New employees are not permitted to undertake any activity that requires patient contact prior to clearance by the Staff Immunisation Nurses; this also includes evidence of having the Flu vaccination on a yearly basis. New employees with contra-indications to vaccinations or who decline vaccination are required to attend a face to face consultation with the Immunisation Nurses for appropriate documentation of their contraindications or declination. This must be completed PRIOR to commencing any work with Northern Health.

Experience:

- Management experience in a management role within a medium to large complex health service.
- Staff management experience within a medium to large complex health service.
- A proven ability to develop and meet operational budgetary objectives using excellent written and verbal communication, consultation and influencing skills and sound judgement.
- Comprehensive understanding of best practice information management processes.
- Ability to interpret data and develop detailed business cases in support of strategic initiatives.
- Literacy in IT systems that support information management and reporting in a large complex organisation.
- Excellent knowledge and ability to apply the National Safety and Quality Health Standards.

Knowledge, Skills and Behaviours:

- Well organised.
- Excellent time management skills.
- Manages complex communications that involve understanding and responding to multiple key stakeholders.
- Displays sensitivity and understanding in resolving acute and complex conflicts and differences.
- Seeks out regular feedback to continuously improve and challenges existing processes by formulating creative and inclusive alternative solutions and benefits.
- Leads with values and emotional intelligence to grow team resilience, inclusion and performance.
- Is responsive and has a strong customer service focus.

<u>Employee Declaration</u>			
I	<input type="text"/>	have read, understood and accept the above Position Description.	
	(Please print name)		
Signature:	<input type="text"/>	Date:	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>