

## Position description

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# Manager Learning and Development

## Section A: position details

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Position title:	Manager Learning and Development
Employment Status:	Full Time
Classification and Salary:	NSM Level 1 from \$95,658 - \$105,727 pa, dependent on skills and experience. Plus car, mobile and salary packaging
Location:	Neami Pagewood, New South Wales or Head Office, Rosanna, Victoria
Hours:	Monday to Friday 9:00am – 5:30pm
Contract details:	Temporary Contract until 18 March 2016

## Organisational context

Neami National is a community-based recovery and rehabilitation service supporting people living with mental illness and psychiatric disability to improve their health, live independently and pursue a life based on their own strengths, values and goals.

We provide services in more than 50 locations, ranging from the inner-city and suburbs to regional and remote parts of Australia.

Our vision is for full citizenship for all people living with a mental illness in Australian society. Our mission is to improve mental health and wellbeing in local communities across the country.

We believe that recovery is an individual process and that with the right kind of support everyone can live a life based on their own strengths, values and goals for the future.

We use an approach called the Collaborative Recovery Model (CRM) to support people through our services. The CRM assists individuals to identify their personal strengths and values, to set goals and then helps them make progress towards achieving them.

We are a smoke free organisation.

## Position overview

The Manager Learning and Development is responsible for the management of both Neami National's internal Learning and Development function and our commercial training business. This position provides oversight of the development and implementation of internal staff development and training programs to support a consistent approach to service delivery, a skilled workforce and the delivery of quality services to consumers. This position is also responsible for the ongoing implementation and monitoring of the commercial training business plan and marketing strategy, including adherence to our product licensing agreement. The Manager Learning and Development will take a leadership role in guiding a national team of professional trainers to achieve Neami National's commercial business and organisational training objectives, supporting training activities across all Neami services and promoting our training services and products throughout the human services sector.

To further support the achievement of the business unit objectives for both Neami National's internal training function and commercial training venture, a training coordinator position has been created. In June 2015 a review of the commercial business venture will determine the ongoing future of the Training Coordinator position. Should the commercial business cease the duties and responsibilities of the Training Coordinator will be subsumed under the Learning and Development Manager role.

Some after hours and interstate travel will be required.

## Period of employment

Temporary Contract until 18 March 2016; subject to a 3-month probationary period (February 2015 to March 2016).

## Accountability

The Manager Learning and Development is directly responsible to the Service Development Manager.

## Conditions of employment

The terms and conditions of employment will be in accordance with the Neami National Employment Agreement, except where expressly stated otherwise in the contract of employment - NSM Level 1 from \$95,658 - \$105,727 pa dependent on skill and experience. In addition you will have access to a fully maintained car, mobile phone and salary packaging.

A number of benefits are available to all staff, including attractive salary packaging that can increase the take home wage by more than \$7,000 p.a.

- Criminal record checks are mandatory for all new appointments. Neami will cover the cost of an Australian check. Where a new employee has lived outside of Australia for 12 months or more within the last 10 years, the cost of an International check will be borne by the applicant (~\$129.00).

## Section B: how to apply

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To discuss the position, please contact:

Name: Merrilee Cox  
Title: Service Development Manager  
Contact Phone Number: (03) 9481 3277

Applications should include a CV and a Cover Letter explaining your interest in the position and working at Neami National. You do NOT need to provide a written response to the selection criteria.

To apply, please:

- Include three current referees.
- Refer to the "Apply for a Job" tab on our website to submit your application ([www.neaminational.org.au](http://www.neaminational.org.au))
- Ensure the files are in Word (.doc) or Adobe Reader (.pdf) format.

**Closing date for applications: *Sunday 30 November 2014***

Please visit [www.neaminational.org.au](http://www.neaminational.org.au) for more information on our organisation, services and other employment opportunities around Australia.

## Section C: key Responsibilities

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### Management – leadership, strategic partnerships and service development

- In partnership with the Service Development Manager, promote the mission, aims, objectives and philosophy of Neami to staff, consumers, carers, funding bodies and other external agencies
- Lead and inspire a national team of professional trainers to achieve organisational learning and development objectives
- Initiate, lead and co-ordinate projects, and develop strategic partnerships with relevant internal and external stakeholders
- In partnership with Training Coordinator consult with Neami National State Leadership teams to develop yearly training plans
- In partnership with Service Development Manager develop and implement change management processes to support quality and consistency in service delivery
- Develop and maintain relationships with key external stakeholders to further promote and develop Neami's strategic partnerships

### Management – commercial training business

- Implement and monitor the commercial training business plan
- Seek opportunities to further develop the commercial training business plan
- Work in partnership with marketing consultants to develop and implement marketing strategy
- Manage relationships with key business partners, including adherence to licensing agreement
- Coordinate and lead training business promotional activities
- In consultation with training clients contextualize training products to meet their service needs
- Provide change management, coaching and CRM implementation consultation services to clients

### Instructional design

- Design and develop new training materials/products using adult education theory and principles
- Engage and work with consultant trainers to meet specific organisation training objectives
- Design and implement processes to ensure the transfer of training into practice
- Develop and implement training evaluation strategies and monitor outcomes
- Initiate and review continuous improvement processes

### Management – administration and finance

- Develop yearly training budget based on organizational training needs analysis
- Monitor progress against financial targets for both internal training budget and training business budget and ensure priorities for achievement of targets are established and met
- Implement Neami Risk Management Framework throughout allocated projects and ensure timely response to, and monitoring of, all OH&S issues as relevant
- Provide a monthly report to the Manager Service Development detailing issues pertinent to management

## Section D: key competencies

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### Creating diverse staff teams

The values, skills, attributes and commitment of our staff are key to our success and reputation as a national mental health service that provides high quality support services to people living with a mental illness. We are strongly committed to further developing and diversifying our work force as part of our strategic directions.

We celebrate multidisciplinary teams and value the rich skills and experiences brought by applicants from a range of sectors and professional backgrounds. Further depth is brought by those from diverse cultural backgrounds, Aboriginal staff, and those with lived experiences of mental illness and recovery, all of whom are strongly encouraged to apply for any roles that match their skills and interest.

The following competency criteria will inform our selection decision:

### Adhering to principles and values

- Upholds ethical behaviour, consistent with values as characterised by honesty, fairness responsibility and hope
- Demonstrates integrity and credibility, and fosters open honest communication
- Demonstrates commitment to the organisation and its values

### Working with people and building relationships

- Leads the team and contributes to a positive team dynamic
- Makes presentations and undertakes public speaking with skill and confidence
- Structures and communicates information to meet the needs and understanding of the intended audience within the learning cycle
- Demonstrates use of contingency skill management
- Establishes respectful professional relationships with customers and staff
- Builds effective networks of contacts inside and outside the organisation
- Develops and openly communicates self-insight, such as an awareness of own strengths and areas for development
- Manages conflict in a fair and transparent manner and negotiates effectively with others
- Encourages organisational and individual responsibility towards the community and the environment

### Leading, coaching and mentoring

- Recognises staff member strengths and values their contributions
- Communicates high expectations to the team and holds staff members to account
- Motivates and empowers staff members through coaching and mentoring to identify development goals and strategies for achieving them
- Validates the achievements of staff, and gives clear, honest feedback and guidance in a timely manner
- Provides others with a clear direction, and inspires commitment to the broader directions of Neami
- Demonstrates confidence and maturity in broaching challenging conversations
- Works strategically to realize organizational goals

## Delivering results and meeting customer expectations

- Focuses on customer needs and achieving customer satisfaction
- Consistently achieves projects goals
- Keeps up to date with sector information and trends and clearly conveys this knowledge to the team
- Identifies and develops business opportunities for the organisation
- Demonstrates financial management and analytical skills

## Planning, organising and analysing

- Works strategically with key stakeholders to realise organisational learning and development goals
- Works strategically to realise commercial business objectives and meet targets
- Works collaboratively to develop and implement change management and transfer of training into practice strategies
- Manages time and prioritises tasks effectively
- Monitors performance against project outcomes, deadlines and milestones and takes account of possible changing circumstances
- Breaks information into component parts, patterns and relationships and probes for further information for greater understanding of a problem
- Produces workable solutions and makes prompt clear decisions

## In addition you will need:

- Senior management experience and an ability to apply a range of management styles and strategies appropriate to the situation
- Significant relevant experience, skills and/or tertiary qualifications in Human Resources, Adult Education or a related area
- Qualifications/experience in coaching methodologies highly desirable
- An understanding of Recovery Orientated Practice and Psychosocial Rehabilitation principles and a strong commitment to consumer rights
- Strong computer literacy and current Australian drivers licence

## Section E: about Neami National

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### Neami National's mission and vision

***“Full citizenship for all people living with a mental illness in Australian society”***

Improving mental health and well-being in local communities captures what Neami is about, and defines the context in which the organisation operates. Neami takes a holistic view of individuals' mental health and ensures that the services it provides are done so in partnership with local community services, area mental health services, and local government. Neami believes that its partnerships must deliver pathways to participation in community life for consumers.

Neami believes that better outcomes for consumers can be achieved by:

- Assisting consumers to build resilience and strength to make their own choices about their recovery
- Working with consumers to build their confidence while participating in their community
- Assisting consumers to plan their own program and build their connections with their community
- Assisting consumers to develop the skills and competence necessary to enjoy a full and rich quality of life

### Neami's values

Consumers, staff and board members have defined the values which drive Neami's vision and mission below:

- |                      |                           |            |
|----------------------|---------------------------|------------|
| • Self determination | • Hope                    | • Change   |
| • Respect            | • Growth                  | • Choice   |
| • Empowerment        | • Wellbeing               | • Learning |
| • Partnerships       | • Acceptance of diversity | • Quality  |

### A brief history of Neami National

Neami National began its journey in Melbourne's northern suburbs in 1986 with a group of people wanting to improve the lives of their family members, friends and neighbours living with mental illness. From 1990 to 1996 major changes to mental health services in Victoria led to large growth and development for Neami and by 2000 we had transitioned from a small community agency to the primary rehabilitation and support services provider for people with a mental illness in the northern region of Melbourne. In 2003 Neami expanded its services to New South Wales (NSW) as part of the Housing Accommodation and Support Initiative (HASI) and the following year was successful in obtaining funding to expand services to South Australia.

Federal funding in 2007 for the Day to Day Living in the Community Program and the Personal Helpers and Mentors Program saw expansions to services in NSW and Victoria and the establishment of services in Western Australia (WA) as well as in Brisbane in 2009. In 2011 Neami's Victorian services continued to expand following the merger with Inner East Mental Health Service Association (IEMHSA) with services in Sydney also broadening to include an Aboriginal Assertive Outreach Service. Services in WA experienced growth in 2012 with the introduction of Individual Community Living and Support Packages and expanded further in 2013 with the sub-acute Service in Joondalup. Two more sub-acute services were set up in Dubbo and Broken Hill with 5 services now operating across Perth, Melbourne, and NSW.

Most recently 2014 saw growth in South Australia with Neami selected as service provider for the Local Health Network Residential and Home-based Crisis Respite Services. There was also considerable expansion of Neami's Victorian outreach services and the addition of Youth Residential Rehabilitation services as a result of the recommissioning of mental health community support services in Victoria.

Today, Neami is one of Australia's largest and most innovative specialist community mental health services supporting over 3,000 people across the country.

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## Five reasons to join Neami National

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### 1. A quality organisation

Neami National has a passionate commitment and 25 years' experience providing quality rehabilitation services to people with a severe and enduring mental illness. Great emphasis is placed on taking seriously the consumers' view about their recovery. As a result, Neami National has introduced the Collaborative Recovery Model of service delivery. The development of policy and practice that describes the level of consumer participation within the organisation consolidates Neami National's belief that consumer participation should influence all levels of decision making. In keeping with this, Neami National has a diverse representation including carers, local service providers, community members, and consumers that make up its Board of Directors.

### 2. A growing organisation

Neami National has an exciting growth rate – with increasing federal and state government funding, we have expanded in size from 500 to 2500 consumers accessing our service within the past ten years, resulting in employee numbers growing from 50 to over 700 staff. This growth has increased our operating budget to more than \$40 million. This has allowed Neami National to grow to 13 Services in NSW, 7 in SA, 3 in WA, 2 in QLD, and 22 in Victoria, and we foster ambitious growth plans for the future.

### 3. A learning organisation

Neami National has had a long-standing commitment to continuous improvement, training and development across the organisation, and was accredited by the Quality Improvement Council of Australia in 2004, 2007, 2010 and 2013. Neami National achieved high ratings in the three core standards of: Incorporating and Contribution to Good Practice, Human Resources, and Finance. As part of its commitment to ongoing learning and development, Neami National has reviewed and improved its Induction and Orientation program for new staff, developed targeted training, and further developed its Leadership Development Program. Alongside this, the Service Development team has supported the implementation of the Collaborative Recovery Model across all services. The Research Committee is hard at work developing a range of activities, from outcome measures, to consumer participation, to checking our fidelity with the Collaborative Recovery Model.

### 4. A well regarded organisation

Neami National has a distinguished reputation, and is highly regarded nationally by the NGO Mental Health, the clinical, and the community and housing sectors. The organisation is a member of the Mental Health Council of Australia, VICSERV Committee of Management in Victoria, the Mental Health Coordinating Council of NSW, and the Mental Health Coalition of South Australia. The CEO is currently the Chair, Audit and Compliance Committee of the Mental Health Council of Australia (MHCA) and a Director of Housing Choices Australia and Crisis Support Services in Victoria.

### 5. An organisation that values its staff

Teamwork is vibrant, reflective and challenging at service delivery, management and Board level. The culture at Neami National fosters a supportive and welcoming work environment, and a passion for its core work of providing support and rehabilitation services to people with a severe and enduring mental

illness. As well as providing an attractive work environment, Neami National provides a range of exceptional employment conditions, from paid maternity/parental leave, to gratis and long service leave, to very generous salary packaging options for every staff member.