



MHACA

Mental Health Association of Central Australia

14 Lindsay Avenue, Alice Springs | PO Box 2326 Alice Springs NT 0871

p: (08) 8950 4600 | f: (08) 8953 5577

e: info@mhaca.org.au | w: www.mhaca.org.au

POSITION: Day Program Manager
SALARY LEVEL: \$111,212.53 – \$116,128.68 (MHACA EBA/SCHADS Level 6.1) + 11.5% super
POSITION HOURS: 5 days – 38hrs a week. Fulltime and ongoing.
TEAM: Day Program
REPORTING TO: Senior Services Manager
LOCATION: Alice Springs, onsite at MHACA
POSITION REVIEWED: June 2025

ABOUT MHACA

We are a leading Northern Territory community-managed organisation offering psychosocial support services, NDIS services, suicide prevention training and health promotion initiatives aimed at enhancing the mental health and wellbeing of people living in Central Australia. We specialise in psychosocial recovery and mental health promotion with a strong community presence and reputation.

OUR VALUES

BELONGING: Connection - Relationships - Community - Collaboration

HOPE: Optimistic - Courage - Goals - Change

RESPECT: Listen - Kindness - Fairness - Inclusive

HONESTY: Trust - Integrity - Transparent - Accountable

ABOUT THE ROLE

ROLE DESCRIPTION	<ul style="list-style-type: none">• The Day Program Manager oversees a Drop-in Centre for MHACA participants, where participants can access dignity facilities, computers, basic kitchen facilities, and an opportunity to socially connect with others.• The Day Program Manager is responsible for facilitating a range of therapeutic and recreational group activities both onsite at MHACA as well as in the community.• The Day Program provides services for participants with and without a NDIS Plan, and the Day Program Manager is responsible for overseeing data entry, incident reports, and developing NDIS Service agreements.• The Day Program Manager oversees a small team of Activities Officers who facilitate the Drop-in Centre area and the group activities, including a weekend activity and a monthly evening activity.• The Day Program Manager is part of MHACA's Management Group and attends monthly management meetings.
TEAM DESCRIPTION	<ul style="list-style-type: none">• The Day Program team supports people living with mental health challenges to socially connect and build skills after they become a MHACA participant.

Mental Health Matters

	<ul style="list-style-type: none"> • The Day Program team facilitate the Drop-in Centre at MHACA, which is a safe space for people to connect with others. • The team also facilitate a monthly calendar of group activities, onsite at MHACA and in the community, which includes transportation of participants.
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RESPONSIBILITIES

ROLE RESPONSIBILITIES	<ul style="list-style-type: none"> • Manage the effective delivery of a recovery focused Day Program including a Drop-in Centre open Monday to Friday each week, and a program of group-based activities developed in consultation with participants. • Provide support and supervision to staff in the Day Program team. • Manage accurate documentation for the program including data entry, incident reports, NDIS Service Agreements, monthly group activities calendar, and staff rosters. • Collaborate and work with stakeholders including Behaviour Support Practitioners, external support workers, and activity facilitators. • Attend and contribute to meetings including MHACA Management meetings, participant case conferences, and local network meetings as required. • Complete internal and external reporting and accountability requirements in accordance with agreed timelines and funding agreements. • Engage and accompany participants to centre-based and community activities required. • Actively engage with MHACA participants in the Drop-in Centre by having yarns, playing games and assisting with participant support needs as required. • Manage Day Program team members to maintain the Drop-in Centre which includes assisting with meal preparation and cleaning the facility. • Manage and assist with participant transportation as required.
GENERAL RESPONSIBILITIES	<ul style="list-style-type: none"> • Work in accordance with MHACA's strategic direction and uphold our values. • Work directly with and advocate for the interests of MHACA participants, some who have complex histories and behaviours. • Undertake professional development in line with MHACA's Learning and Development Framework. • Represent and promote MHACA in the wider community. • Any other duties which may reasonably be expected in relation to the role.
WORK, HEALTH & SAFETY QUALITY ASSURANCE	<ul style="list-style-type: none"> • Be a member of MHACA's Quality Committee and Work Health Safety Committee. • Work in accordance with the WHS Act, National Standards, Regulations, MHACA Frameworks of Practices, MHACA Policies and Procedures. • Actively participate in the organisation's quality, safety and risk management systems. • Identify and report hazards and risks and engage in organisational WHS activities.

	<ul style="list-style-type: none"> Take reasonable care for your own health and safety and for the health and safety of anyone else who may be affected by your acts and omissions in the workplace. This role is based in an office environment and requires sitting and standing for extended periods of time. Some manual handling of items under 10kg may be required.
VALUES & BEHAVIOURS	<ul style="list-style-type: none"> Conduct all work in line with MHACA values which are: BELONGING: Connection - Relationships - Community - Collaboration HOPE: Optimistic - Courage - Goals - Change RESPECT: Listen - Kindness - Fairness - Inclusive HONESTY: Trust - Integrity - Transparent – Accountable Adhere to and apply strict confidentiality practices and guidelines to all participant, staff and organisational sensitive information.

SELECTION CRITERIA (QUALIFICATIONS & ATTRIBUTES)

ESSENTIAL	<ul style="list-style-type: none"> Qualifications in mental health, community services, disability and/or commensurate work experience in similar areas. Demonstrated experience in a leadership role and the supervision of staff. Demonstrated experience in the implementation and evaluation of community, disability or health service delivery programs. Demonstrated ability to develop rapport and communicate with people with patience, kindness and respect, including participants from a diverse range of cultural backgrounds. Demonstrated understanding of risk and quality assurance processes. Excellent communication, time management and organisational skills. Ability to work within a team environment and independently. Experience in working in a cross-cultural setting or a demonstrated understanding of the principles of cultural safety and cultural competence. Proficient in using Microsoft Office (Outlook, Microsoft word etc.) and experience with Client Management Systems (MHACA uses Lumary). Hold a Current NT Driver's License.
DESIREABLE	<ul style="list-style-type: none"> Experience with the NDIS, including service agreements. Experience with de-escalation strategies. An awareness of the key issues faced by people living with mental health challenges.

EMPLOYMENT BENEFITS

- Competitive, above award wage salary + super
- Generous salary packaging

- 6 weeks' annual leave and leave loading
- 11 days of personal leave
- Annual Wellbeing Allowance of \$400

APPOINTMENT CONDITIONS

- Employment with MHACA is conditional on providing or being able to obtain prior to commencement of employment; a current NT Driver's License, a Satisfactory Criminal History Check, a NDIS Worker Clearance and Ochre Card if required.

Position Description Authorised



Nicole Pietsch

Chief Executive Officer (June 2025)

TO APPLY

Please send a copy of your resume with a cover letter addressing the selection criteria to hr@mhaca.org.au

ACKNOWLEDGEMENT

I have received a copy of the Position Description and have read and understand its contents:

----- Employee Name (please print)	----- Employee Signature	----- Date
----- Supervisor Name (please print)	----- Supervisor Signature	----- Date