



MHACA

Mental Health Association of Central Australia

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POSITION: Senior Services Manager

SALARY LEVEL: \$120,284.46 – \$135,631.85(MHACA EBA/SCHADS Level 7 or 8 on experience) + 12% super

POSITION HOURS: 38 hrs a week. Fulltime and ongoing.

TEAMS: Senior Leadership Team, Housing and Homelessness, NT Aftercare Service

REPORTING TO: Chief Executive Officer

LOCATION: Alice Springs, onsite at MHACA

POSITION REVIEWED: January 2026

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 Senior Services Manager is a member of the Senior Leadership Team (SLT). The SLT is responsible for the implementation of MHACA’s Strategic Plan and provides oversight and management of organisational systems. • The Senior Services Manager oversees programs relating to participant outcomes and is responsible for staff management, risk management, compliance and reporting. • The programs the Senior Services Manager oversees can change depending on the needs of the organisation, however in January 2026 the two programs the role manages are the Housing and Homelessness Team and the NT Aftercare Service (support after a suicidal crisis). • The Senior Services Manager is engaged in program design, budgeting, evaluation of operational performance and continuous improvement processes.
TEAM DESCRIPTIONS	<ul style="list-style-type: none"> • MHACA’s Housing and Homelessness Team advocates for safe, secure, and affordable housing, and facilitates a range of supports for people living with mental health challenges to secure housing or maintain their tenancies. The team deliver two programs, the Tenancy Sustainability Program and Housing

Mental Health Matters



	<p>and Psychosocial Support program and works with a range of local stakeholders to support participant needs.</p> <ul style="list-style-type: none"> • The Northern Territory Aftercare Service Program provides non-clinical supports to non-indigenous people who have experienced a suicidal crisis. The program is designed to meet people where they are at and provides flexible supports, coaching and referrals to services.
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RESPONSIBILITIES

ROLE RESPONSIBILITIES	<ul style="list-style-type: none"> • Be a member of MHACA’s Senior Leadership Team (SLT) and contribute to strategic decision making across the organisation. • Ensure there is a clear focus on high quality services and a commitment to supporting participants’ choice and control over the services they receive. • Develop, maintain and monitor systems associated with the delivery of services. This can include referral processes, providing service agreements, ensuring utilisation of program tools, client management systems, accurate staff documentation, meeting compliance requirements, incident management and reporting. • Provide leadership that will maintain a well-motivated and skilled team of staff in the programs and provide inductions, supervision and guidance. • Support safety across the organisation and manage de-escalation processes as required. • Ensure all internal and external reporting associated with service delivery is completed in a timely manner. • Ensure expenditure of programs is in line with the set budget. • Be the on-call manager for Saturday participant group activities (approximately once a month). • With the SLT, lead and participate in compliance processes including the Quality Committee, Work Health Safety Committee, and accreditation processes. • Oversee other programs of MHACA as required eg. when managers are on leave. • Facilitate collaboration with other services and represent MHACA in external stakeholder meetings and forums 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"> • Contribute to MHACA’s Quality Committee and Work Health Safety Committee if required.

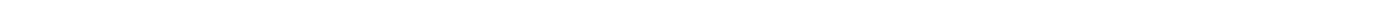
	<ul style="list-style-type: none"> • Work in accordance with the WHS Act, National Standards, Regulations, MHACA Frameworks of Practices, MHACA Policies and Procedures. • Actively participate in the organisation’s quality, safety and risk management systems. • Identify and report hazards and risks and engage in organisational WHS activities. • 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 participants, staff and organisational sensitive information.

SELECTION CRITERIA (QUALIFICATIONS & ATTRIBUTES)

ESSENTIAL	<ul style="list-style-type: none"> • Qualifications in mental health, community services, social work, or other related field and/or commensurate work experience in similar areas. • Extensive experience in management of community service and/or mental health programs. • Demonstrated Human Resource skills, with experience managing teams, induction, supervision, and performance management processes. • Strong financial management skills and demonstrated experience in management of risk and compliance. • Demonstrated problem solving skills and the ability to manage complex situations and decisions. • A commitment to working collaboratively to develop strong relationships with partner organisations and stakeholders. • 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, Excel etc.) and client management systems. • Hold a Current NT Driver’s License.
DESIREABLE	<ul style="list-style-type: none"> • Knowledge of the National Mental Health Standards and the NDIS.



	<ul style="list-style-type: none">• An awareness of the key issues faced by people living with mental health challenges in Central Australia.
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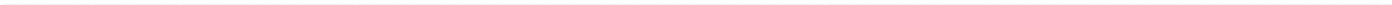


EMPLOYMENT BENEFITS

- Competitive, above award wage salary + 12% 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.



Position Description Authorised

Chief Executive Officer (January 2026)

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