

Role Description

Principal Official Visitor



Cluster	NSW Health
Agency	Ministry of Health
Division/Branch/Unit	Official Visitors Program
Location	Gladesville
Classification/Grade/Band	Principal Official Visitor
Agency Website	www.ovmh.nsw.gov.au

Agency Overview

The Official Visitors Program has a purpose to keep the humanity in mental health care. The Principal Official Visitor and approximately 80 Official Visitors are appointed under the NSW Mental Health Act (2007). The Principal Official Visitor oversees the work of Official Visitors who attend every declared mental health facility in NSW and operate a phonenumber. Official Visitors speak directly with consumers, carers and staff. Their designated functions include advocacy, inspection and reporting in order to promote the resolution of issues arising in the mental health system.

The Principal Official Visitor is also appointed by the Minister for Health under the Drug and Alcohol Treatment Act 2007. There are 6 Official Visitors appointed under this Act.

Primary purpose of the role

The Principal Official Visitor role is to provide strategic direction to the Official Visitors Program alongside the Official Visitors Program Manager. The Principal Official Visitor is responsible for ensuring compliance with the functions relating to Official Visitors in accordance with the Mental Health Act 2007 and Drug and Alcohol Treatment Act 2007 and provide regular reporting to the Minister for Mental Health and Minister for Health respectively.

Key accountabilities

- In collaboration with the Program Manager provide strategic direction to the Official Visitors Program and ensure that the Program meets its objectives
- Proactively raise issues of concern identified by Official Visitors and advocate for both individual and systemic change within the NSW Mental Health System.
- Be accountable to the Minister for Mental Health and provide regular reports
- Manage and coordinate the work of Official Visitors, in conjunction with the Program Manager, ensuring compliance with the Mental Health Act 2007 and Drug and Alcohol Treatment Act 2007, and address any issues that impact on their ability to operate in the challenging environment of mental health service delivery
- Build and sustain productive working relationships with key stakeholders in the mental health system, including with Local Health District executives and senior managers
- Participate in state-wide initiatives, networks and quality projects

- Develop and sustain a contemporary and recognisable external public profile for the Official Visitors Program
- Ensure accurate and relevant data from visits is collected, analysed and collated into useful and timely reporting

Key challenges

- Balance the independence of the Official Visitors Program and the need to work collaboratively with a range of disparate stakeholders
- Managing up to 80 Official Visitors located across New South Wales from a range of professional backgrounds who exercise their independent responsibilities under the Mental Health Act 2007 but who need to align with program priorities
- Retain a focus on the people using mental health services in a highly political environment

Essential requirements

- Appropriate tertiary qualifications and /or demonstrated relevant, equivalent professional experience.
- Comprehensive knowledge and understanding of policy and legislation impacting on the mental health system nationally and internationally
- Demonstrated senior management experience in the provision of human services provision
- Demonstrated high level communication skills including negotiation, collaboration, researching and formal writing

Key relationships

Who	Why
Internal	
Official Visitors Program Manager and Program staff	<ul style="list-style-type: none"> • Provide strategic direction and coordinate activity and ensure requirements of the Mental Health Act 2007 and Drug and Alcohol Treatment Act 2007 are met • Collaboration and effective management of the Program • Collaboration around the administration of the Program having regard to administrative reporting lines and delegations
External	
Minister for Mental Health & Minister for Health Local Health Districts/Speciality Networks Ministry of Health Key stakeholders	<ul style="list-style-type: none"> • Meet accountabilities • Ensure effective collaboration and partnerships • Ensure effective collaboration and partnerships • Ensure effective collaboration and partnerships

Role dimensions

Decision making

The decision making required of the role relates to:

- Provision of direction within the Official Visitors Program

- People management decision making
- Reporting options and challenges
- Making decisions with political implications
- Financial and business decisions

Reporting line

The role reports to the Minister for Mental Health

Direct reports

Up to 80 Official Visitors. Please note, the Program Manager is responsible for people management functions, including onboarding and workplace learning.

Budget

Nil

Expenditure

Nil


Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework

Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in **bold** are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities

NSW Public Sector Capability Framework

Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Adept
	Act with Integrity	Adept
	Manage Self	Adept
	Value Diversity and Inclusion	Adept
 Relationships	Communicate Effectively	Advanced
	Commit to Customer Service	Adept
	Work Collaboratively	Advanced
	Influence and Negotiate	Adept
 Results	Deliver Results	Adept
	Plan and Prioritise	Adept
	Think and Solve Problems	Advanced
	Demonstrate Accountability	Adept
 Business Enablers	Finance	Adept
	Technology	Intermediate
	Procurement and Contract Management	Advanced
	Project Management	Advanced
 People Management	Manage and Develop People	Adept
	Inspire Direction and Purpose	Adept
	Optimise Business Outcomes	Intermediate
	Manage Reform and Change	Adept

Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework		
Group and Capability	Level	Behavioural Indicators
Personal Attributes Display Resilience and Courage	Adept	<ul style="list-style-type: none"> • Be flexible, show initiative and respond quickly when situations change • Give frank and honest feedback and advice • Listen when ideas are challenged, seek to understand the nature of the comment and respond appropriately • Raise and work through challenging issues and seek alternatives • Remain composed and calm under pressure and in challenging situations
Relationships Communicate Effectively	Advanced	<ul style="list-style-type: none"> • Present with credibility, engage diverse audiences and test levels of understanding • Translate technical and complex information clearly and concisely for diverse audiences • Create opportunities for others to contribute to discussion and debate • Contribute to and promote information sharing across the organisation • Manage complex communications that involve understanding and responding to multiple and divergent viewpoints • Explore creative ways to engage diverse audiences and communicate information • Adjust style and approach to optimise outcomes • Write fluently and persuasively in plain English and in a range of styles and formats
Relationships Work Collaboratively	Advanced	<ul style="list-style-type: none"> • Recognise outcomes achieved through effective collaboration between teams • Build cooperation and overcome barriers to information sharing, communication and collaboration across the organisation and across government • Facilitate opportunities to engage and collaborate with stakeholders to develop joint solutions • Network extensively across government and organisations to increase collaboration • Encourage others to use appropriate collaboration approaches and tools, including digital technologies
Results Think and Solve Problems	Advanced	<ul style="list-style-type: none"> • Undertake objective, critical analysis to draw accurate conclusions that recognise and manage contextual issues

Group and Capability	Level	Behavioural Indicators
Business Enablers	Advanced	<ul style="list-style-type: none"> • Work through issues, weigh up alternatives and identify the most effective solutions in collaboration with others • Take account of the wider business context when considering options to resolve issues • Explore a range of possibilities and creative alternatives to contribute to system, process and business improvements • Implement systems and processes that are underpinned by high-quality research and analysis • Look for opportunities to design innovative solutions to meet user needs and service demands • Evaluate the performance and effectiveness of services, policies and programs against clear criteria
Procurement and Contract Management		<ul style="list-style-type: none"> • Ensure that employees and contractors apply government and organisational procurement and contract management policies • Monitor procurement and contract management risks and ensure that this informs contract development, management and procurement decisions • Promote effective risk management in procurement • Implement effective governance arrangements to monitor provider, supplier and contractor performance against contracted deliverables and outcomes • Represent the organisation in resolving complex or sensitive disputes with providers, suppliers and contractors
Business Enablers	Advanced	<ul style="list-style-type: none"> • Prepare and review project scope and business cases for projects with multiple interdependencies • Access key subject-matter experts' knowledge to inform project plans and directions • Design and implement effective stakeholder engagement and communications strategies for all project stages • Monitor project completion and implement effective and rigorous project evaluation methodologies to inform future planning • Develop effective strategies to remedy variances from project plans and minimise impact • Manage transitions between project stages and ensure that changes are consistent with organisational goals • Participate in governance processes such as project steering groups
Project Management		

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
People Management Manage and Develop People	Adept	<ul style="list-style-type: none">• Define and clearly communicate roles, responsibilities and performance standards to achieve team outcomes• Adjust performance development processes to meet the diverse abilities and needs of individuals and teams• Develop work plans that consider capability, strengths and opportunities for development• Be aware of the influences of bias when managing team members• Seek feedback on own management capabilities and develop strategies to address any gaps• Address and resolve team and individual performance issues, including unsatisfactory performance, in a timely and effective way• Monitor and report on team performance in line with established performance development frameworks
