

Position Description



Title	Team Leader Mental Health – Supported Independent Living
Business Unit	Scottsdale Residential Service
Location	51 Alma Road, St Kilda
Employment type	Ongoing Full Time
Reports to	Senior Manager, Services

1. About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land. We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

Our purpose: To inspire people, enliven communities and confront injustice

Our values: We are imaginative, respectful, compassionate and bold

2. Position purpose

The Team Leader manages the day-to-day operational requirements, work distribution and outputs of the relevant programs / services in compliance with legislative, regulatory and funding guidelines and Uniting policies and procedures.

The Team Leader is responsible for building effective teams through the engagement, supervision and development of employees within the relevant Programs / Services.

The Team Leader will lead the operational functions of the Supported Independent Living Scottsdale Residential Service which provides a 24 hours per day, 7 days per week residential service funded under NDIS or fee for service. The service is located in St Kilda, is staffed by Mental Health Support Workers and delivers a service that aligns with our Uniting values.

The aim of the Scottsdale Residential Service is to:

- Provide support to the participants who have an experience of mental illness and associated psychiatric disability to live independently in a community residential setting;
- Support participants to achieve their recovery goals that are aligned with their NDIS goals, through one on one support and group work facilitation.

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This role will support participants to achieve independent living by delivering psychosocial support to:

- Improve capacity for self-management of their mental illness;
- Develop the knowledge and confidence to make decisions and choices about their support needs;
- Enhance adaptive coping skills and decrease self-harming behaviour;
- Learn or relearn skills and develop the confidence required for activities of daily living;
- Improve social and relationship skills and develop/strengthen family and social networks;
- Develop and consolidate links with educational vocational training and employment opportunities;
- Adopt a healthy lifestyle and minimise/reduce behaviours that are, or likely to be, harmful;
- Access and engage with the range of supports such as natural supports, clinical treatment, physical healthcare and housing services, that can be sustained, and
- Contribute to the effective operations and maintenance of the facility to ensure the residence is clean, orderly, well maintained and welcoming to participants.

3. Scope

Budget: Responsible for the day to day management of operational budgets

People: The position is responsible for the management of:

- 1 senior support worker
- 7 support workers
- 2 cooks

4. Relationships

Internal:

- Program staff
- Direct reports
- Other Uniting staff
- Volunteers

External:

- Participants, their family and other supports
- Local community providers and partners
- Government funding bodies (NDIA) and local government
- Other key stakeholders

5. Key responsibility areas

Provision of Leadership and Direction to the Team to Achieve Program Goals Program/ Service Delivery

- Deliver strong, clear and supportive leadership to a team delivering psychosocial supports to participants of the program;
- Maintain a comprehensive understanding of program objectives;
- Participate in and contribute to the larger leadership group to ensure consistency of practice and reporting;
- Work with the Senior Manager Services, to establish and maintain an efficient and effective intake to fill residential vacancies;
- Provide professional supervision to staff to support program KPI's, professional development and best practice service delivery in a recovery focused service.

Provision of Direct

Working in collaboration with Team Members:

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Service Delivery

- Ensure the development and maintenance of support to staff and participants to achieve their goals as set out within their NDIS Plan and/or Supported Independent Living quote;
- Enable formal and informal opportunities for participants to input and co-design parts of the program;
- Ensure that key deliverables are documented and reported;
- Maintain oversight of the service offer to ensure services provided are effective;
- Provide feedback and suggestions regarding the operation of the program and potential improvements;
- Implement improvements through collaboration with the Senior Manager Services and relevant team(s) and in accordance with Uniting requirements around change management (where relevant);
- Lead on-going review and implementation of continuous quality improvement interventions;
- Assist in problem solving and preventing operational issues;
- Assist in hands-on service delivery, as required;
- Participate in on-call / after-hours roster;
- Where required participate in after-hours sleepover shifts;
- Other duties as directed.

People and Teams

- Establish, lead, coach and inspire an engaged and productive team
- Set clear individual and team expectations and timeframes
- Lead the team in leading practices and effective process governance
- Provide support, guidance, coaching, leadership and empowerment to the team including feedback through performance reviews and regular supervision.
- Monitor team performance and provide regular informal feedback and formal feedback (both positive and constructive) during six-monthly and annual performance reviews, in accordance with the Performance Review and Development Protocol
- Undertake regular Supervision with all team members in accordance with Supervision Protocol
- Undertake regular supervision and performance review with line manager, providing feedback to promote collaborative working relationships
- Promote and maintain a positive, respectful and enthusiastic work environment
- Provide authentic team leadership and the highest level of professional conduct in alignment with Uniting's values.
- Empower team members to continuously grow and develop their skills in accordance with Uniting values, goals and capability framework.
- Ensure organisational values are embedded in all workplace practices in delivering Mental Health Recovery Supports;
- Provide guidance and support to staff to develop and maintain high skill levels in delivering best practice Mental Health Recovery Supports and to maintain a current and comprehensive knowledge of the service sector;
- Participate in the recruitment and orientation of new staff;
- Development and management of residential staffing rosters.

Collaboration and Partnerships

- Develop and maintain effective partnerships with key stakeholders of the program to support Recovery Focused Service;
- Work to support collaboration with clinical mental health services

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and other key stakeholders to achieve program outcomes and facilitate staff capacity to deliver a Recovery Focused Service.

Legal Requirements & Quality/ Risk Management

- Ensure all legal, funder and statutory requirements pertaining to the position are met including serious incidents, reportable conduct and mandatory reporting (child safety).
- Identify, report, manage and respond to emerging issues in an appropriate and timely way.
- Contribute to and promote a positive safety culture by taking reasonable care for your own and other’s health and safety.
- Foster a culture where risks are identified and appropriately managed.
- Report areas of serious risk to next level supervisor and work together to mitigate those risks.
- Ensure program meets SIL / NDIS Program outcomes.
- Regularly monitor program outcomes in line with program objectives and SIL framework.
- Ensure that staff are working within the SIL funding guidelines, contract measurable outcomes and meeting key performance objectives.
- Ensure quality outcomes and risk management requirements are adhered to both at an organisational and program level.
- Provide support, direction and mentoring for staff to manage complex participant presentations and risk.

Program Review and Development

- Identify and deliver program improvement best practices through employing continuous improvement methodologies with the application of innovative thinking.
- Ensure active participation of staff and participants in regular program reviews and development.

Finance, Compliance and Administration

- Responsible for day-to-day management of the operational program budget;
- Take a lead role in quality reporting, service delivery and continuous improvement practices that are aligned with stakeholder expectations and legislative guidelines;
- Prepare regular reports on program operations as required;
- Ensure integrity of data input into databases by staff;
- Ensure staff have relevant training and support in active databases;
- Inform management of program space, building and asset maintenance, repair needs and liaise with the Workplace Health & Safety Representative to ensure the maintenance of a safe workplace at all times.

Personal Accountability (Lead by Example)

- Behave, and encourage behaviour of others, that is in accordance with Uniting’s values and behaviours– **Imaginative, Respectful, Compassionate** and **Bold**.
- Comply, and ensure team compliance, with the Uniting Code of Conduct, Delegations of Authority, all protocols, policies and procedures and applicable government legislations and standards.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting’s values and professional standards of behaviour.

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- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e. equal employment opportunity, health and safety) and mandatory training specific to position.

6. Performance indicators

- All services are delivered in compliance with relevant Accreditation, Program Guidelines and Uniting Standards, Policies and targets are met;
- Delivery of Psychosocial Supports – Collaborate as a member of the SIL Team in the delivery of Psychosocial Supports. A variety of psychosocial supports are provided to participants and/or carers, individually and in groups, to achieve the goals of the participants and the program;
- Stakeholder Management - There is regular and effective communication with Senior Manager Services, Mental Health Support Workers, Mental Health Support Senior Worker and referral partners;
- Service Provision –Leadership and Management of participant’s workload is managed effectively and participants and carers are provided with timely services in keeping with agreed assessments and Individual Recovery Plans;
- Collaboration with all workers is genuine and effective;
- Reporting - Accurate and timely reports are provided in line with reporting timelines.

7. Person specification

Qualifications

- Relevant tertiary qualification (minimum Certificate IV) in Mental Health and/or Welfare.

Experience

- Previous experience in leading, supporting, engaging and motivating a professional team.
- Proven experience and capacity to effectively manage NDIS arrangements.
- Proven experience in driving service delivery excellence.
- Proven experience in program development and ensuring the active participation of participants and staff in the program.
- Strong understanding of the needs and issues facing people experiencing severe and enduring mental illness.
- Significant experience in dealing with challenging participants and providing advice and support on complex issues.
- Experience and capacity to act collaboratively within the team and wider organisation.
- Experience in delivering mental health supports in the community.
- Understanding of Recovery Frameworks and Social Model of Health.
- Understanding of dual disability, dual diagnosis and hard-to-reach target groups.
- Experience of the public or private mental health system.
- Competencies in dual diagnosis.

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- Working knowledge of the relevant legislation, related policy and awareness of current trends in mental health service delivery.
- Competence in procedures of clinical documentation, risk assessment, WH&S and related mental health compliance standards and legislation.

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting’s values
- **Personal and Professional Accountability** - Aligns team objectives with Uniting purpose, values, policies and procedures, role-modelling accountability for their own actions and learning from mistakes to improve and achieve success.
- **Communication and Engagement** - Anticipates the reactions of others and tailors communication approach to meet the needs of the intended audience.
- **Change and Resilience** - Understands the need for change and helps their team adapt to the changes, acting as a two way conduit for information and as a change champion
- **Outcomes Focus** - Considers and plans for effective use of capability and allocated resources in team plans, seeking input on any adjustments to plans required.
- **Cultural Safety** - Considers and involves the team to continually improve service delivery and working environment in ways consistent with increasing compliance with external cultural safety compliance and accreditation Standards.
- **Leadership and Teamwork** - Addresses issues highlighted by others; providing direct, complete and actionable feedback -positive and corrective in a timely manner.
- **Sustainable Relationships** - Recognises individual differences and working styles of team members and uses their strengths to enhance team outcomes.
- Strong consultative skills to make timely decisions;
- Working with Children’s Check;
- Valid Victorian Driver’s Licence
- A preparedness to travel within the Melbourne metropolitan regions to meet the requirements of the role and to work out of various locations as required.

8. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and Working With Children Check (in Victoria) and/or Working With Vulnerable People Check (in Tasmania) **prior** to commencement of any paid or unpaid work and/or participation in any service or undertaking.

This position description is subject to review and may change in accordance with Uniting’s operational, service and consumer requirements.

9. Acknowledgement

I have read, understood and accepted the above Position Description

	Employee	Manager
Name:	<input type="text"/>	<input type="text"/>
Signature:	<input type="text"/>	<input type="text"/>
Date:	<input type="text"/>	<input type="text"/>