

# Position Description

<b>Title</b>	Program Lead Voices Vic
<b>Business Unit</b>	Mental Health Services
<b>Location</b>	211 Chapel Street, Prahran
<b>Employment type</b>	Part Time (48 hours per fortnight) Maximum term for 12 months – Maternity Leave Position
<b>Reports to</b>	Manager Community Mental Health

## 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

### 1. Position purpose

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

The Program Lead Voices Vic is accountable for the operation of the Voices Vic programs and projects. The role controls and co-ordinates projects/programs in accordance with corporate goals and may solve problems of a complex nature and provide advice on policy, method and contribute to its further development.

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## 2. Scope

**Budget:** Approximately \$200,000

### People:

This position is responsible for the management of:

- Group Network Coordinator
  - Peer Support Worker
  - Peer Support Facilitator
  - Youth Facilitator
  - Research Worker
  - Peer Cadet Project Lead
  - Volunteers
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## 3. Relationships

### Internal

- AOD and Mental Health Team
- Community Manager Mental Health Services
- Marketing, HR, Finance & Fundraising Business Partners
- Peer Team Leaders
- Group Manager / Executive Officer
- Uniting Staff
- Volunteers

### External

- Consumers
  - Local community providers / partners
  - Government funding bodies
  - Participants and Carers
  - VIMIAC, Swinburne University, Primary Health Care Networks, Monash Health, St Vincent's & Alfred, North western Mental Health Services. Merri Community Health, Youth services, Headspace, Wellways, Carers Victoria, Department Health & Human Services, Tandem, SHARC.
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## 4. Key responsibility areas

### People and Teams

- Set clear individual and team expectations and timeframes.
- 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.
- Empower team members to continuously grow and develop their skills in accordance with Uniting values, goals and capability framework

### Leadership

- Manage the underpinning human resource, operational and administrative needs of the Voices Vic team.
- Ensure senior management are informed of trends, opportunities and threats as and when they appear.

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- In consultation with senior management, consistently identify opportunities for growth and development and actively pursue opportunities in order to continuously innovate and expand the service offer. This includes preparation of submissions and tenders.
- Conduct annual program evaluations.
- Manage the program planning cycle and implementation.

### Manage Strategic Relationships

- Develop and maintain partnerships with the leaders of other hearing voices networks in Australia and overseas; participate in directing the formation of a new national hearing voices network for Australia.
- Develop and maintain strategic relationships with sector leaders (community and clinical mental health, and carers and families) and organisations for groups and individual support work.
- Develop and maintain relationships with key consumer peak bodies, organisations and individuals including VMIAC, Our Consumer Place, various CAGs, and high profile consumer leaders.
- Develop and maintain relationships with stakeholders, partners and sponsors for events and training.

### Program / Service Delivery

- Program strategy development including business planning and initiating and implementing opportunities for growth.
- Management of both peer – led recovery (one-to-one peer work and support groups) and social-enterprise (learning enterprise, consulting services and merchandising) program activities.
- Management and control of funded projects - Youth Program & Peer Cadet Program.
- Management and implementation of NDIS Psychosocial Recovery Coaching.
- Management and leadership of Voices Vic program staff and volunteers, including activities to build work readiness amongst volunteers and casual staff.
- Building and maintaining a strategic network of partners and allies across the mental health sector and the consumer community.
- Management of program finances including management of grant applications and acquittals and self-generated income and expenditure from the social enterprise program activities.
- Manage, evaluate and improve program performance and quality to relevant legislation, sector standards and peer practice.
- Providing expert leadership to build, maintain and promote the program's specialist knowledge of working with voices and peer work.
- Leadership and management of program communications and marketing.
- Leadership and management of program research and publishing to build the evidence base and profile for peer work and the hearing voices approach.
- Delivering systematic advocacy activities on matters of significance that represent the rights, interests and needs of voice hearers and their friends, family and carers – at an organisational, sector-wide and community level.
- Participate in activities in the Bayside Mental Health Management Team's strategies and assist to deliver the Bayside Regional Business Plan.
- Develop and implement the communications strategy for Voices Vic, including:
  - Database development and management
  - Website development and maintenance
  - Media releases, interviews, liaison
  - Promotional campaigns (mail-outs, e-commerce, newsletters)
  - Development of suite of printed materials.
- Provide feedback and suggestions to Senior Manager regarding the operation of the program and potential improvements.
- Implement improvements through collaboration with the Community Mental Health Manager and relevant team(s) and in accordance with Uniting requirements around change management (where relevant).
- Assist in problem solving and preventing operational issues.
- Assist in hands-on service delivery, as required.

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#### Administration and Finance

- Set and monitor budgets (for overall operations, projects and funding specific budgets).
- Manage Voices Vic income stream (training, event and resource sales, grants and fundraising), including management of risk and debt collection.
- Oversee smaller fundraising activities.
- Supervise reconciliations of income from program sales.
- Complete all financial forms and records accurately including timesheets, cheque requisitions.
- Source material and equipment suppliers

#### Quality and 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.

#### Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- 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.
- 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.
- Declare anything that you become aware of through the course of your engagement which may impede your suitability to work with children and/or young people.

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## 5. Performance indicators

- These are optional for the time being but will be mandatory as a performance management and development framework (and process) evolves.
- Group in key areas (e.g. Achieves results, customer management, stakeholder management, people management, teamwork, professionalism – or against any capability framework (if inexistence) with headings in order of importance and insert the results expected and how they will be measured.

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## 6. Person specification

### Qualifications

- Bachelor level degree or diploma in a related discipline.
- Tertiary qualifications in psychology, social work, psychiatric nursing or allied health disciplines preferred.

### Experience

- Relevant experience in a human services, welfare or social services role.
- Demonstrated staff supervision and leadership skills and ability to deal with challenging clients and complex issues.
- Previous in-depth experience leading and managing a team of peer workers including capacity to effectively lead, coach and develop a team to achieve best quality service outcomes.
- Strong understanding of the needs and issues facing people experiencing severe and enduring mental illness.
- Lived experience as a consumer of mental health services

### Core Selection Criteria

**Values alignment:** ability to demonstrate and authentically promote Uniting's values. Demonstrated ability to provide safe environments for children and young people and protect them from abuse and neglect.

**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.

### Position Specific:

- Understanding of the Hearing Voices Approach and Intentional Peer Support.
- Knowledge and experience in management skills suitable for working effectively with clients with mental health issues.
- Highly effective interpersonal and team skills and behaviours, incorporating verbal and written communication, flexibility, resilience and exceptional relationship skills.
- Exceptional people development and management skills and the ability to effectively manage performance issues
- Proven experience in driving service delivery excellence
- Capacity to manage effective financial outcomes within the program context
- Proven experience and knowledge in relation to workplace Health and Safety.

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#### 7. 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 relevant Working With Children Check (and NDIS Worker Screening Check where relevant) to your State 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.**

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#### 8. Acknowledgement

**I have read, understood, and accepted the above Position Description**

##### Employee

Name:

Signature:

Date: