

# Position Description

## Position details

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<b>Position title</b>	Help Centre Lead
<b>Site</b>	SANE Australia – Melbourne Office – Southbank Victoria 3006 Australia
<b>Team/department</b>	Research, Policy and Programs
<b>Employment status</b>	Full-time
<b>Employment type</b>	Permanent
<b>Start date</b>	Immediate

## Reporting relationships

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**Reports to** Clinical Director - Services and Programs

**Review managed by** Clinical Director - Services and Programs

## Position purpose

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Background	<p><b>About SANE Australia</b> SANE Australia is a national mental health organisation working to promote the wellbeing of the four million Australians affected by complex mental illness, including schizophrenia, bipolar, personality disorders, PTSD, and severe and enduring mood and anxiety disorders.</p> <p>Our Vision: An Australia where everyone affected by mental illness lives a long and fulfilling life</p> <p>Our Mission: Promoting the wellbeing of people affected by complex mental illness</p> <p>Our Values: Respect - Responsibility - Innovation - Collaboration - Celebration</p> <p><b>About the SANE Help Centre</b> The SANE Help Centre provides a national freecall 1800 number, web chat and email responses offering brief support, information and referral to people affected by complex mental illness. The SANE Help Centre team also moderate the SANE's online peer support forums (SANE Forums) between 10am and 10pm Monday to Friday.</p> <p>The SANE Help Centre currently receives 12,000 contacts per year.</p>
Position Purpose	<p>This role is responsible for the day-to-day management and operations of the SANE Help Centre to ensure that it provides a safe and supportive service for people affected by complex mental illness. This involves ensuring that the SANE Help Centre delivers its service to the highest possible standards, promotes good practice, implements delivery targets and regulates policy and procedure to meet best practice guidelines.</p>

The Help Centre Lead will also work with the Clinical Director – Services and Programs to develop new models of service delivery to enable the SANE Help Centre to serve 20,000 people per year by 2020. Through the collation and analysis of statistical data and source material, the Help Centre Lead will work with the Head of Research and Evaluation to evaluate and monitor the quality of service provision and report to stakeholders, ensuring that the SANE Help Centre is a trusted and effective service for those who need it most.

## Accountabilities

Accountability	
Help Centre Leadership and Management	<ul style="list-style-type: none"> <li>• Oversee all aspects of the daily Help Centre operations across all of the services: helpline calls, online chat, email enquiries and any other future services</li> <li>• Provide direction, line management and clinical supervision to the SANE Help Centre coordinator and senior counsellors</li> <li>• Facilitate access to regular expert group supervision and internal and external professional development for all Help Centre Team members</li> <li>• Contribute to research projects and the development of content across a range of issues related</li> <li>• Maintain high standards of behaviour and performance, exercising due care and discretion ensuring necessary and sufficient controls are in place to safeguard the safety and integrity of the SANE Help Centre</li> <li>• Identify and manage any project issues and risks, including clear communication of the risks and mitigations to the SANE Leadership Team in a timely way</li> <li>• Ability to offer leadership to the help centre team that supports and encourages them to manage their own wellbeing</li> <li>• Embrace strategies that ensure the team are working collaboratively with each other and that they treat each other with respect support, identifying any behaviours that may be adversely effecting team morale.</li> </ul>
Operational Policies and Procedures	<ul style="list-style-type: none"> <li>• Review and continuously improve Help Centre policies and procedures</li> <li>• Assess risk and ensure compliance with relevant policies and procedures</li> <li>• Develop, Implement and document new technologies, operational changes, policies and procedures</li> <li>• Proactively initiate the development of new policies and procedures as required to ensure best practice and strong clinical governance</li> </ul>
Strategy, planning and service development	<ul style="list-style-type: none"> <li>• Participate in strategic and operational planning and development for the Help Centre and related services</li> <li>• Ensure workplans for the Help Centre team are aligned with strategic and operational plans</li> <li>• Support the future development of the Help Centre and seek opportunities for operational improvement and growth including new initiatives and partnerships with aligned organisations</li> </ul>

<b>Accountability</b>	
	<ul style="list-style-type: none"> <li>• Contribute to the preparation of grant applications and related materials to support the sustainability of the SANE Help Centre and grow the service to support more contacts per year, in line with funding expectations.</li> <li>• Identify key policy and advocacy issues relevant to those who access the Help Centre and provide strategic advice to the Leadership Team on these issues.</li> </ul>
CRM Development and Implementation	<ul style="list-style-type: none"> <li>• Project manage the development and implementation of a new CRM for the Help Centre working with internal stakeholders and external suppliers/contractors as necessary</li> <li>• Development and implement a change management strategy for the Help Centre team to ensure 100% uptake of the new CRM</li> </ul>
Data collection and reporting	<ul style="list-style-type: none"> <li>• Work with the data analyst to prepare timely and accurate reports for the SANE Board, Leadership Team and funding bodies with a focus on communicating the impact of the SANE Help Centre service</li> <li>• Work with the Head of Research and Evaluation to commission and manage research to inform best practice, evidence based support within the Help Centre setting and develop an evaluation framework for continuous service development and improvement of the Help Centre.</li> </ul>
Financial Management and Reporting	<ul style="list-style-type: none"> <li>• Manage and report against budgets for Help Centre in co-operation with the Finance Lead</li> <li>• Identify efficient service provision strategies that ensure expenses are justifiable and strategic.</li> </ul>
Promotion, Partnerships and Network Development	<ul style="list-style-type: none"> <li>• Develop networks and partnerships to support the work of the Help Centre</li> <li>• Provide expert comment in media interviews as directed</li> <li>• Represent the organisation externally when requested, including through the delivery of training and conference presentations, representation on advisory boards, committees and consultations</li> </ul>
People & Culture	<ul style="list-style-type: none"> <li>• Embrace the SANE Australia values in everything you do</li> <li>• Maintain respectful relationships and communications with all SANE Australia team members, partners and supporters.</li> <li>• Value the strengths of team members, partners and supporters, contributing to an environment where all strengths are valued.</li> <li>• Ensure clinical supervision, development and training for Help Centre staff</li> <li>• Conduct regular performance reviews for all direct reports and proactively manage any performance concerns.</li> <li>• Work with the People and Culture Lead to ensure the integration of the Help Centre team into the broader SANE team.</li> <li>• Intellectually curious – demonstrates a commitment to ongoing learning and development with a growth mindset that is applied practically in terms of continuous improvement and innovation</li> <li>• Demonstrates self-reflective work practices and is receptive to 360° feedback</li> </ul>

# Position dimensions

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## **Direct reports**

1 x Help Centre Coordinator  
2- 3 Help Centre Senior Counsellors

# Key internal and external stakeholders

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## **Stakeholder**

### *External stakeholders*

People affected by complex mental illness  
Philanthropic Funders  
Government Departments  
Non-Government Organisations and Service Providers, including Primary Health Networks

### *Internal Stakeholders*

CEO, SANE Australia  
Deputy CEO, SANE Australia and Director, Anne Deveson Research Centre  
Clinical Director – Services and Programs  
SANE Australia Operations, Development, Service Delivery, Digital and Communications Teams  
SANE Peer Ambassadors

# Selection criteria

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## **Qualifications**

### **Essential**

- Degree in psychology, social work, occupational therapy, mental health nursing or counselling and registration with a relevant professional body

### **Desired**

- Postgraduate qualifications in psychology, social work, occupational therapy, mental health nursing or counselling
- Completed Applied Suicide Intervention Skills Training
- Completed training in providing clinical supervision and eligible to provide clinical supervision to others.

## **Experience**

- High level knowledge, understanding and skill in providing information, referral and brief support for those living with complex mental illness, their families, friends and colleagues
- Experience leading a multidisciplinary clinical team
- Experience in managing clinical risk in a trauma informed environment
- Experience in face to face (direct support work) in the mental health sector highly valued

- Experience working on a telephone helpline, online help service or similar call centre is preferred
- Experience managing and/or supporting vulnerable online communities and/or vulnerable groups or individuals preferred
- Suicide prevention related knowledge and training
- Experience in developing, implementing and evaluating quality improvement actions to meet the changing needs of service users.
- Experience providing written and verbal reports on key performance measures
- Experience in working with project management principles.
- Demonstrated experience and proficiency in the effective use of computer applications (e.g. MS Word, MS Excel, PowerPoint, etc.) and CRM systems.

### **How To Apply**

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To apply, please send a cover letter, a statement against the key selection criteria and a copy of your resume to [hr@sane.org](mailto:hr@sane.org)

Please apply as soon as possible, as we will be reviewing applications as they are received.

Enquiries can be directed to:

Sophie Barrett

Clinical Director -Services and Programs, SANE Australia

[sophie.barrett@sane.org](mailto:sophie.barrett@sane.org)