

## POSITION DESCRIPTION

<b>Role:</b>	Manager of Peer Support Workers
<b>Employment Type:</b>	Fixed-term (6-months) full-time, parental leave cover
<b>Business Unit/Branch:</b>	Programs and Services
<b>Position reports to:</b>	Head of Service Delivery
<b>Award Classification:</b>	Social, Community, Home Care and Disability Services Industry (SCHADS) Award, Level 6
<b>Salary:</b>	\$100,000 – \$110,000 FTE
<b>Direct Reports:</b>	5 direct reports – 2 x Team Leader, Peer Support (Support Centre), Team Leader, Forums, Team Leader, Groups & Groups Program Advisor
<b>Location:</b>	Sydney, NSW
<b>Company overview:</b>	<p>SANE is Australia's leading NGO for complex mental health. We are a medium-sized organisation (100 people with 60 volunteers) but we are driven, passionate and engaged. Our vision is an Australia where people affected by complex mental health issues live long and fulfilling lives, free from stigma and discrimination.</p> <p>We provide unique mental health services to those most in need, including counselling, peer support, groups, online forums and art programs. In addition, we educate, reduce-stigma, advocate and drive systemic change.</p>
<b>Position contact:</b>	Name: Alison Maltby Email: <a href="mailto:alison.maltby@sane.org">alison.maltby@sane.org</a>

### POSITION PURPOSE

The Manager, Peer Support Workers provides leadership to SANE's Peer Support team. This role also works closely with the Support Centre in the management of peer-based services. This role also works in collaboration with the Head, Service Delivery to pilot new peer service

offerings for people affected by complex mental health issues including family, friends, and other carers.

## KEY RELATIONSHIPS

- Peer Support team
- Clinical governance team
- People and Culture team

## KEY ACCOUNTABILITIES

### Service Management

- Overseeing the delivery of SANE Communities and Groups, including being accountable for:
  - Support Team Leader, Peer Work (Support Centre) in peer led practice development
  - Day to day management of forums and groups
  - Support Peer Moderators to provide moderation consistent with community guidelines, code of conduct and national peer standards
  - Develop and deliver curated online groups informed by emerging needs of Tier 3 cohort
  - Manage critical incidents in consultation with clinical governance
  - Participation in support planning group
- Lead the implementation of the Peer components of the Service Framework, Model of Care and associated plans.
- Lead implementation of operational plans for the Peer Support team in line with SANE's strategic goals to achieve the goals of the Support Centre.
- Maintain strategic relationships and collaborations with external organisations and departments (Government and non-Government).
- Support the implementation grant/funding opportunities for peer-based offerings, including applications and reporting.
- Evaluate the Peer Support teams progress against goals and provide contractual timely and effective feedback.
- Develop and implement processes that support the provision of SANE's services.

- Support the future development of the Support Centre and seek opportunities for operational improvement and growth including new initiatives and partnerships with aligned organisations.
- Participate in planning processes and project implementation meetings.
- Review and update policies and procedures in line with compliance and legislative requirements.
- Work with the Monitoring and Evaluation team to collate qualitative and quantitative data to measure the quality of the service and inform service delivery decisions.
- Ensure effective delivery of services within the budgetary constraints.
- Identify efficient service provision strategies that ensure expenditure is justifiable and relevant.
- Prepare timely and accurate reports and communicate on significant service statistics including community growth and usage.
- Work collaboratively with the SANE Marketing and Communications to implement processes to ensure the cross collaboration and integration across sane.org and saneforums.org
- Work collaboratively with technical support and developers to continually improve the user experience.

## Quality and Safety

- Work with the team to implement continuous improvement activities to enhance service provision and workflows.
- Be a change leader and work with the appropriate internal stakeholders to pilot new peer based activity and seek to develop and improve new services.
- Identify key policy and advocacy issues relevant to those who access support and provide guidance to the Leadership Team on these issues.
- Monitor emerging themes from feedback and complaints and ensure they're responded to through continuous improvement.
- Oversee safety management plans for high-risk clients.
- Ensure services are delivered in accordance with SANE's processes and in line with our mission, vision and values.
- Create, maintain, and foster a safe and mentally healthy workplace at all times.
- Be the public face of the SANE 's Peer Support at conferences, in media and sector related events
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## Leadership, People & Culture

- Provide day-to-day leadership, mentoring and coaching to the Peer Support team.

- Develop and empower employees to deliver high quality, client-centred and cost-effective services.
- Provide day-to-day support and guidance to Peer Support team on managing and intervening complex or high-risk client issues.
- Identify and implement strategies to further encourage team collaboration, respect and enhance team morale within the team
- Manage ongoing development within the Peer Support team.
- Facilitate regular group supervision and professional development activities for Support Centre team members.
- Optimise skill development through implementing training schedules to meet individual needs, ensuring there are appropriate development opportunities.
- Provide internal training, advice, and practical assistance to build competence and expertise.
- Lead the recruitment and induction and onboarding of new staff for Groups and Communities
- Participate in the people leaders group and related activities.
- Drive a high-performance culture to achieve team and organisational goals.
- Embrace the SANE Australia values in everything you do
- Maintain respectful relationships and communications with all SANE Australia team members, partners and supporters.

## SELECTION CRITERIA

### Essential Requirements

- Demonstrated experience leading and managing peer based programs and projects in digital mental health service environments
- Strong demonstrated ability to build the capability of team members across the organisation, with experience in change management, coaching, facilitation, and training.
- Extensive experience in developing, nurturing and growing peer support workers and teams.
- Extensive understanding of the value of lived experience and the principles peer support work.
- Demonstrated interest and ability to work collaboratively with people impacted by mental illness with the aim of improving their health and well-being.
- Experience utilising co-design or participatory practices.
- Experience in leading change management process in a fast-paced environment.

- Demonstrated experience and proficiency in the effective use of computer applications (e.g. MS Word, MS Excel, PowerPoint, Teams) and data collection systems.
- Commitment to ongoing learning and development with a growth mindset that is applied practically in terms of continuous improvement and innovation

### Desirable Requirements

- Desirable: experience managing digital mental health programs and services
- Developed business cases to influence internal and external stakeholders.
- Experience in developing, implementing and evaluating quality improvement actions to meet the changing needs of service users.

### Qualification and experience

- Tertiary qualifications in mental health, social science, psychology, health promotion, education or a related discipline with a minimum of 5 years additional relevant experience; or
- A Diploma in Mental Health or Certificate IV in Peer Work with a minimum of 5 years additional relevant experience in
- 3-5 years' experience in a similar role

## PRE-EMPLOYMENT CHECKS

All appointments to SANE are subject to reference checks and criminal record checks. Some positions may also be subject to a medical check and/or 'Working with Children Check'.

Date PD Adopted:	September 2022
PD Review Date:	September 2024