

Position Description

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| Role: | Manager – SANE Services |
| Location: | Melbourne / Sydney (Sydney preferred) |
| Team/department: | SANE Services |
| Employment type: | Fixed Term |
| Salary: | \$100–110K negotiable |
| Reports to: | Head of Services and Clinical Governance |
| Duration: | TBD |
| Company overview: | <p>SANE is the leading organisation making a real difference for the five million people affected by complex mental health issues nationally. Australians affected by complex mental health issues – such as schizophrenia, bipolar disorder, complex trauma, and severe depression and anxiety – experience major barriers in accessing quality, affordable support, and face high levels of stigma and discrimination.</p> <p>SANE is committed to changing this reality through its digital and phone counselling, peer support services, arts programming and services, and advocacy and research programs.</p> |
| Position Contact: | Name: Kate Peck – Head of Services and Clinical Governance Email: kate.peck@sane.org |

POSITION PURPOSE

The Manager, SANE Services is responsible for leading and managing the frontline team including peer workers and counsellors. The main function of this role is to ensure that the services team deliver high quality, accessible services for people with complex mental health and that services are delivered in line with SANE's policies and procedures. Working and leading a series of teams this role will ensure that productivity goals are met, and that risk is escalated and managed appropriately throughout our services.

SANE Services currently deliver psychosocial services include forums moderation, a drop in phone line, web chat support, email support, delivery of groups.

KEY FUNCTIONS

Key Relationships:

- Team Leaders
- Service participants

- Peer Support Workers
- Counsellors
- Programs and Services Leadership

Key Accountabilities

Service Management

- Oversee all aspects of the daily operations across the services: helpline calls, online chat, email enquiries, forums and groups
- Ensure effective delivery of services within agreed staffing levels
- Establish and manage rosters for the programs, managing leave and other absences with the support of team leaders
- Provide direction, line management and support to team leaders and other staff as required
- Provide day-to-day support and guidance to the Services team on managing complex or high-risk client issues
- Undertake call monitoring and call coaching to ensure high quality service delivery
- Be available to debrief with and provide support for staff after an incident
- Evaluate the Services Team's progress against goals and provide timely and effective feedback
- Develop and implement systems and processes that support the provision of high quality services
- Participate in planning processes and project implementation meetings
- Lead implementation of operational plans for the Services team in line with SANE's strategic plan
- 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

Quality and Safety

- Work with the Head, Services and Clinical Governance 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 systems and programs and to develop and improve new services
- Monitor emerging themes from feedback and complaints and ensure they're responded to through continuous improvement
- Escalate concerns regarding safety, quality & risk to appropriate staff members, if unable to rectify yourself
- Promote and participate in evaluation, audit and continuous improvement processes
- Comply with principles of Person-Centred Care
- Comply with SANE mandatory continuing professional development requirements
- Comply with requirement of National Safety & Quality Digital Mental Health Standards and other relevant regulatory requirements

Leadership, People and Culture

- Provide day-to-day leadership, mentoring and coaching to staff as required
- Implement meetings and other communication tools to ensure that services staff are informed of, and can contribute to, organisational decisions
- Identify and implement strategies to further encourage team collaboration, respect and enhance team morale within the team
- Develop and empower employees to deliver high quality, client-centred and cost-effective services
- Provide role clarity for all team members, set and document clear standards and ensure accountability for performance and results
- Support the recruitment, onboarding/induction for new staff members
- Manage ongoing performance and development within the services team
- Facilitate regular group reflective practice and professional development activities for the services team
- Participate in the Leadership group and related activities
- Drive a high-performance culture to achieve team and organisational goals
- Embrace the SANE Australia values
- Maintain respectful relationships and communications with all SANE team members, partners and supporters

Current services

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| Counselling – Guided Service | <p>Counsellors working in Guided Service provide multi-session counselling within the agreed model of care and clinical governance standards. Including accountabilities to:</p> <ul style="list-style-type: none"> • Facilitate support planning with participants and support persons. • Schedule multi-session counselling sessions that align with person centred goals. • Provision of multi-session counselling in accordance with practice standards. • Coordinate additional supports within SANE and with external services as required |
| Counselling – Drop-in | <p>Counsellors working in Drop-In Support; provide single session trauma informed counselling. Including accountabilities to:</p> <ul style="list-style-type: none"> • Undertake initial assessment to determine clients immediate and medium-term needs • Provision of drop-in support counselling in accordance with practice standards • Facilitate client referrals to SANE Services including multi-session counselling • Signpost clients to SANE Welcome Team and/or external services where need arises |
| Online Forums | <ul style="list-style-type: none"> • Moderate conversations on SANE forums in line with policies and procedures • Assess risk and ensure safety for staff and forums users • Capture, remove and document non-permissible content, based on the Community Guidelines • Attend to feedback/emails; replying, forwarding to appropriate individuals for action and following up as required |

ESSENTIAL REQUIREMENTS

Qualifications and Experience

- Registration or eligibility to register prior to commencement with one of the following professional bodies:
 - AHPRA as a registered nurse, occupational therapist, psychologist
 - ACA- minimum level 4
 - AASW/AMHSW – Full membership
- Tertiary qualification in psychology, social work, counselling, nursing, occupational therapy
- A minimum of 5 years relevant mental health work experience post qualification
- Current National Police and Working with children check

Skills and Expertise

- Demonstrated commitment to trauma informed, recovery oriented, person centred and culturally competent service provision
- Demonstrated high level communication and interpersonal skills
- A proven commitment to ongoing professional development, personal wellbeing and clinical supervision
 - A sophisticated understanding of assessment and support planning, clinical reasoning and goal setting, problem solving, organisational and prioritisation skills
 - Demonstrated ability to manage a diverse and multidisciplinary team
 - Highly developed computer skills and digital service provision skills
 - Demonstrated commitment to cultural diversity and a working knowledge of equity and WHS principles in the workplace

DESIRABLE

- Advanced qualifications in psychological therapies, alcohol and other drug, trauma informed care and practice.
- Suicide related knowledge and training, particularly ASIST training.
- Experience using salesforce
- Experience working or volunteering on a digital mental health service or in a similar environment.

PRE-EMPLOYMENT CHECKS

All appointments to SANE are subject to:

- Reference checks
- Right To Work in Australia
- National Police Check
- Working with Children's Check

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| Date PD Adopted: | February 2023 |
| PD Review Date: | February 2025 |