

POSITION DESCRIPTION

POSITION

Role:	Team Leader (Groups – Peer Support)
Position Number:	TBC
Business Unit/Branch:	Programs and Services
Location:	Melbourne / Sydney
Employment type:	Full-Time
Classification:	Social, Community, Home Care and Disability Services Industry Award – Level 5
Salary:	\$85,000 - \$95,000
Length of term:	Fixed Term Contract until June 30 th 2023
Position reports to:	Manager, Groups & Communities
Number of reports	3
Company overview:	<p>SANE Australia 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: Becky Attard – Manager, Groups and Communities Email: rebecca.attard@sane.org

POSITION PURPOSE

As part of SANE, the Team Leader, Groups is a vital member of our Programs and Services Team and is responsible for leading and managing the Groups team! Your main function is to ensure

effective, quality service provision by leading the team delivering online peer work to our service users through online peer groups, including arts and social groups.

KEY FUNCTIONS

Key Relationships

- Group Facilitators
- DAX Centre Staff, as required for art groups
- Peer Support Workers (Groups), reporting to you

Key Accountabilities

Service Leadership

- Implement operational plans relating to the online Groups activity in line with SANE's strategic goals to achieve the goals of the department. Specifically, accountabilities include:
 - Providing day to day support for peer workers
 - Implementing curated groups program – recovery, arts and social groups
 - Supporting Peer workers to facilitate groups consistent with community guidelines, code of conduct and national peer standards
 - Escalating critical incidents in consultation with Manager
 - Participating in support planning, and ensuring SANE service users are aware of available groups
 - Coordinating delivery of arts and social group programs
- Measure and evaluate the Groups teams progress against goals and contractual obligations through KPIs and timely and effective feedback
- Facilitate the implementation of new group formats, with a particular focus on the growth of arts and social groups
- Disseminate information and update peer workers on critical matters
- Maintain community facing documents and content (e.g. group guidelines)
- Develop and implement processes that support the provision of SANE's services
- Support future development of the Groups and Communities services 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
- 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 on the Groups and Communities service provision and operations as required (for the Executive, the Board, Funders etc)

Quality and Safety

- Work with the Manager, Groups and Communities and the Head, Service Delivery to implement continuous improvement activities to enhance service provision and workflows
- 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
- Keep up to date on best practice, evidence-based support within the Groups and Communities setting and develop an evaluation framework for continuous service development and 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

Leadership, People and Culture

- Provide day-to-day leadership, mentoring and coaching to the peer workers in the Groups and Communities 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
- Work with the Manager, Groups and Communities to ensure recruitment, onboarding and training is a high standard across the team
- Manage ongoing performance and development within the Groups and Communities
- Facilitate regular group supervision and professional development activities for Groups and Communities team members
- Optimise skill development, and develop a training schedule to meet individual needs, ensuring there are appropriate development opportunities
- Provide internal training, advice, and practical assistance to build competence and expertise
- Participate in the Leadership group and related activities
- Drive a high-performance culture to achieve team and organisational goals
- Embrace the SANE values in everything you do
- Maintain respectful relationships and communications with all SANE team members, partners, and supporters

ESSENTIAL REQUIREMENTS

Skills & Expertise

- Personal lived experience of mental health concerns, service use and recovery, and a willingness to share your story purposefully to support the mental health of others
- High level knowledge and understanding in providing group-based support for those affected by complex mental health issues (including families, friends, carers)
- Experience in line management (desirable: line management of peer workers)
- Demonstrated ability to develop, implement and evaluate group work and group-based programs
- Experience managing risk in a trauma informed and group-based environment
- Demonstrated interest and ability to work collaboratively with people impacted by mental health issues with the aim of improving their health and well-being
- Outstanding communication skills – including interpersonal/liason skills to achieve success through influence; written & verbal reports on key performance measures
- 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

Qualification and Experience

- Tertiary qualifications in Human Services, Health Sciences, Psychology, Mental health or other related discipline etc; or Minimum Certificate IV Peer Support Work, or currently working towards a higher relevant qualification
- Completed ASIST training (Applied Suicide Intervention Skills Training) or equivalent
- Minimum 3 years' experience in a similar role

PRE-EMPLOYMENT CHECKS

All appointments to SANE are subject to reference checks, criminal record checks, 'Working with Children Check', and a double-vaccination requirement.

Date PD Adopted:	June 2022
PD Review Date:	June 2024