

POSITION DESCRIPTION

Role:	Service Lead
Employment Type:	Full time (Fixed-term contract to June 2024)
Business Unit/Branch:	Services
Position reports to:	Service Manager
Award Classification:	Social, Community, Home Care and Disability Services Industry (SCHADS) Award, Level 5
Direct Reports:	Counsellors, Peer Support Workers, Mental Health Support Workers (including part-time or casual)
Location:	Melbourne, VIC; Hybrid / Sydney, NSW; Hybrid
Company overview:	<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>
Position contact:	Name: Allison McAleer – Manager, Services Email: allison.mcaleer@sane.org

POSITION PURPOSE

The Service Lead manages a multidisciplinary team across our Forums & Groups, Guided Service and Drop-In programs. The primary objective of this role is to ensure best practice approaches are used when supporting people living with complex mental health issues and those who care for them. The Service Lead reports to the Manager, Services and is a critical member of the service delivery team.

KEY FUNCTIONS

Key Relationships

- Programs and Services Team
- External professional supervisors
- Finance
- People & Culture

Key Accountabilities

Recovery Services

- Provide guidance, support, and line management to a team of Counsellors, Peer Support Workers, and Mental Health Support Workers across SANE's recovery services including:
 - Oversee the support provided within our services across voice, video, chat, forums, and email.
 - Utilise a quality assurance framework to review written and verbal records and provide regular, constructive feedback.
 - Oversee internal client referral processes between programs to support our Participants' recovery journey using the CHIME framework.
 - Identify and implement strategies to further encourage team collaboration, respect and enhance team morale within the team.
- Identify opportunities and strategies to enhance internal communication, to ensure the services team are informed and participate in organisational wide matters that impact them.
- Provide ongoing coaching and mentoring on performance as well as best practice approaches for risk management in complex mental health.
- Work towards an established set of monthly KPI's around service provision, clinical practice, and leadership.

Leadership

- Provide day-to-day leadership, mentoring and coaching to a multidisciplinary team of Counsellors, Peer Support Workers, and Mental Health Support Workers.
- Develop and empower employees to deliver high quality, client-centred and cost-effective services to achieve team and organisational goals.
- Provide role clarity for all team members, create, and document clear standards, and ensure accountability for performance and results against an established set of monthly KPI's.
- Work with P&C and the Manager, Services to ensure recruitment, onboarding and training is a high standard across the team.
- Manage ongoing performance using established platforms and procedures.

- Facilitate and document monthly supervision to direct reports and provide internal training, and practical assistance to build competence and expertise.
- Embrace the SANE values in everything you do.
- Maintain respectful relationships and communications with all SANE team members, partners, and supporters.

Operations

- Oversee the daily operations of the Recovery Services: telephone calls, online chat, email enquiries, forum moderation and any other future services.
- Identify opportunities for incremental improvements of the CRM by working with internal and external stakeholders.
- In consultation with team members, ensure timesheets and other processes associated with payroll are completed according to the timelines.
- Ensure leave requests are processed in a timely manner in line with operational needs and communicated to the team.
- Manage and arrange shift coverage in line with the operational needs.
- Utilise the frameworks set out by the Clinical and Quality Governance team to review and improve key policies and procedures.
- Proactively initiate the development of new policies and procedures as required to ensure best practice, risk management, and strong clinical governance.

Quality and Safety

- Create, maintain, and foster a safe and mentally healthy workplace.
- Maintain compliance in relation to information security standards and relevant compliance frameworks.
- Provide management oversight on Participant feedback, complaints, and incidents in line with SANE's clinical governance framework.

ESSENTIAL REQUIREMENTS

Qualification and Experience

- Tertiary qualification in psychology, social work, counselling, or another relevant field.
- Eligibility for membership with, or working towards full or provisional registration with, the appropriate professional body (AASW, AHPRA, PACFA, ACA).
- Minimum 4 years' experience in a similar role.

Skills & Expertise

- This is the first level of Management at SANE and it is critical to our success, to be successful in this role you need the skills and commitment to work as part of a broader management approach to help the whole organisation achieve its mission.
- Experience leading teams in digital environments, delivering feedback constructively and managing performance issues as needed.

- Experience in managing clinical risk in a trauma informed environment.
- Knowledge of and commitment to mental health system safety, quality, risk management, improvement systems to meet the changing needs of service users.
- Outstanding written and verbal communication skills.
- Ability to fulfil the demands of the role, work under pressure and prioritise competing demands.
- 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 in terms of continuous improvement and innovation.
- High level knowledge and understanding in providing support for those affected by complex mental health issues (including families, friends, and colleagues) and the benefits and role peer support plays in improving mental health.
- Commitment to attend the office a minimum of 3 days a week (pro-rata).

HIGHLY DESIRABLE

- Experience managing a lived experience workforce.

PRE-EMPLOYMENT CHECKS

All appointments to SANE are subject to:

- Reference Checks
- Right To Work in Australia
- National Police Check
- Working with Children Check

Date PD Adopted:	May 2023
PD Review Date:	May 2025