SANE
We're people like you.

Position Description

Role:	Manager, Digital Communities and Groups
Location:	Melbourne / Sydney
Team/department:	SANE Programs and Services
Employment type:	Permanent
Salary:	TBC dependent on experience
Reports to:	General Manager, Programs, Services and Clinical Governance
Direct Reports	Service Lead, Peer Guide Coordinator
Company overview:	SANE is the leading national mental health organisation for people with persistent, recurring or complex mental health issues and trauma.
	We provide a range of free digital and telehealth services to support them and their families. Led by the voices of its community, SANE drives change to improve the lives of those living with complex mental health and end stigma and discrimination.
	A medium-sized organisation (100 people with 60 volunteers), we are driven, passionate and engaged.
Position Contact:	Name: Karen Hall
	Position: General Manager, Programs, Services and Clinical Governance
	Email: karen.hall@sane.org

POSITION PURPOSE

The Manager, Digital Communities and Groups is responsible for leading and managing a multidisciplinary team in the co-design, delivery and clinical oversight of SANE groups and moderated online community Forums.

The Manager, Digital Communities and Groups is responsible for ensuring delivery of safe and quality services, attaining productivity goals, managing clinical and operational risks, fostering a cohesive and high functioning team, continuous quality improvement and leading the growth of SANE's online communities and activities.

The Manager, Digital Communities and Groups will manage key stakeholder relationships, compile reports for funders, and foster effective and mutually beneficial referral partnerships with government departments, community organisations and NGOs.

KEY FUNCTIONS

Key Relationships:

- External stakeholders and partners
- Programs and Services Management Team (Manager, Social and Emotional Wellbeing Programs and Manager, Guided Service and Support Line)
- Direct Reports – Service Lead, Peer Guide Coordinator
- Manager – Marketing and Consumer experience
- Manager – Partnerships
- SANE IT, Data and Analytics team
- SANE Online community

Key Accountabilities

Strategic Development and Partnerships

- Lead the redevelopment of SANE's community forums, including a platform upgrade informed by co-design, exploration into the development of a new approach to community as a digital clubhouse and a self-directed learning college and activity program.
- Work collaboratively with Programs and Services management team to ensure seamless progression and transition across SANE programs and services and establish an internal stepped care model.
- Develop and implement SANE's digital support models, supporting innovation and accessibility for priority populations.
- Lead implementation of operational plans and change management projects for the Digital Communities and Groups team.
- Lead the review and evaluation of existing online community activities (including Topic Tuesday and PGC), utilise co-design to inform and develop a program of activities and groups that cater to needs of existing and target populations.
- Manage the development, review, approval and implementation of a Community Strategy.
- Manage operationalisation of existing partnerships, strengthen referral pathways and identify opportunities to enhance partnerships working to improve participant outcomes.

Operational Management

- Manage daily operations of the Digital Communities and Groups team, ensuring that contract KPIs are attained, programs operate within budget, are staffed appropriately, and services are delivered in line with SANE's policies, procedures, Model of Care and Clinical Governance Framework.
- Lead review, redesign and change management process to establish the Digital Communities and Groups team informed by co-design.
- Provide direction, management and clinical oversight of SANE online groups, forums and community activities.

- Manage the Peer Guide Program and Community Guide program, building a diverse and thriving volunteer program, with pathways to paid employment.
- Provide monthly performance reports to General Manager, Programs, Services and Clinical Governance.

Quality and Safety

- Manage the development and implementation of operational and practice guidance, including Community Moderator Manual, Groups syllabus and Community Guidelines in accordance with SANE's document governance guide.
- Conduct regular quality audits to ensure all service activity is conducted in accordance with SANE Model of Care, Risk Management and Clinical Governance Framework.
- Develop and implement systems and processes that support the provision of high-quality services.
- Promote continuous quality improvement and professional development and ensure team engagement and compliance with mandatory training and supervision.
- Work with the General Manager, Programs, Services and Clinical Governance to implement continuous improvement activities to enhance service provision and workflows.
- Monitor emerging themes from feedback and complaints and ensure they're responded to through continuous improvement.
- Escalate concerns regarding safety, quality and risk to appropriate staff members, if unable to rectify yourself.
- 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.
- Be a change leader and work with the appropriate internal stakeholders to pilot new systems and programs and to develop and improve services.
- 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.
- Drive a high-performance culture to achieve team and organisational goals.
- Embrace SANE's values.

- Maintain respectful relationships and communications with all SANE team members, partners and supporters.

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, Mental Health Credential.
- Tertiary qualification in psychology, social work, counselling, nursing, occupational therapy (or relevant Allied Health qualification).
- A minimum of 5 years of relevant mental health work experience post qualification.
- A minimum of 3 years' experience in a relevant Management role.
- 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.
- Experience managing a Peer Workforce.

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

Date PD Adopted:	November 2023
PD Review Date:	November 2025