

Position Description

Role:	Manager – Social and Emotional Wellbeing Programs
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:	Social and Emotional Wellbeing Workers
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:	<p>Name: Karen Hall</p> <p>Position: General Manager – Programs, Services and Clinical Governance</p> <p>Email: karen.hall@sane.org</p>

POSITION PURPOSE

The Manager – Social and Emotional Wellbeing Programs is an identified Aboriginal and/or Torres Strait Islander role. This role is responsible for leading the codesign, development, implementation and delivery of targeted programs for Aboriginal and Torres Strait Islander people, as well as ensuring existing programs and services are inclusive, culturally appropriate and accessible to priority populations.

The Manager – Social and Emotional Wellbeing Programs is responsible for ensuring provision of safe and quality programs, attaining productivity goals, managing clinical and operational risks, fostering a cohesive and high functioning team and continuous quality improvement.

The Manager – Social and Emotional Wellbeing Programs will manage key stakeholder relationships and foster effective and mutually beneficial referral partnerships with government departments, community organisations, community-controlled organisations and NGO agencies.

KEY FUNCTIONS

Key Relationships:

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

Key Accountabilities

Strategic Development and Partnerships

- Lead the codesign and implementation of SANE's social and emotional wellbeing programs, targeted to engaging and supporting First Nations people to safely access, meaningfully contribute to and participate in the SANE community, and to promote social and emotional wellbeing, fostering resilience and recovery.
- 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.
- Lead implementation of operational plans and change management projects for the Social and emotional wellbeing team.
- Lead stakeholder engagement and foster strong external partnerships with Community Controlled Organisations, Government departments, NGOs and community organisations in alignment with SANE strategic objectives.

Operational Management

- Manage daily operations of the Social and Emotional Wellbeing Support Team, ensuring that programs operate within budget, are staffed appropriately, and services are delivered in line with SANE's policies, procedures, Model of Care, RAP and Clinical Governance Framework.
- Develop and implement systems and processes that support the provision of high quality and culturally sensitive and competent services.
- Coordinate support and transitional pathways for Aboriginal and Torres Strait Islander participants, within SANE Services and Community
- Manage escalations for complex and high risk clinical and operational issues related to participants within Social and Emotional Wellbeing programs.
- Provide monthly reports to General Manager – Programs, Services and Clinical Governance.
- Evaluate the Team's progress against goals and provide timely and effective feedback.

Quality and Safety

- Manage the development and implementation of operational and practice guidance, 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 & 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 as required
- 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 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

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) OR equivalent mix of minimum relevant diploma and extended work experience, supplementary training and qualifications.
- A minimum of 5 years 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
- Knowledge and understanding of Aboriginal culture
- This is an identified position; applicants must identify as Aboriginal and/or Torres Strait Islander.

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 or other systems / technology
- 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