

## POSITION DESCRIPTION

Issue date: 8 May 2023  
 Reviewed by: Allison McAleer (Manager, Services)  
 Approved by: Chris Fitzpatrick (People & Culture)  
 Review date: 8 May 2024

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:	<p>Name: Allison McAleer – Manager, Services</p> <p>Email: <a href="mailto:allison.mcaleer@sane.org">allison.mcaleer@sane.org</a></p>

## 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.

## VALUES AND BEHAVIOUR

SANE Values	Expected Behaviours
 <b>Respect</b>	<ul style="list-style-type: none"> <li>focus on the whole person and their strengths, not the illness, and believe everyone is entitled to a better life.</li> <li>treat everyone with grace and dignity while welcoming robust and constructive discussion.</li> <li>communicate our appreciation to those who give their time, advice, and financial resources.</li> </ul>
 <b>Collaboration</b>	<ul style="list-style-type: none"> <li>partner with others who share our vision, values, passion, and commitment.</li> <li>work with people with lived experience of complex mental health issues to build better services, policies, and programs.</li> <li>encourage and support each other to do the best work we possibly can by listening, communicating, and working as one team.</li> </ul>
 <b>Responsibility</b>	<ul style="list-style-type: none"> <li>do what is right, however difficult that might be.</li> <li>are accountable for the decisions we make.</li> <li>take good care of our physical and mental health and seek help when we need it.</li> </ul>
 <b>Celebration</b>	<ul style="list-style-type: none"> <li>celebrate great achievements (big or small) by ourselves and others.</li> <li>warmly welcome everyone who comes through our doors, and we create a fun, flexible and inspiring workplace that fosters personal and professional growth.</li> <li>broadcast to the world heroic stories of courage, resilience, and recovery.</li> </ul>
 <b>Innovation</b>	<ul style="list-style-type: none"> <li>have a passion for learning and disseminating creative solutions to real-world problems.</li> <li>embrace technology to build community and provide helpful information.</li> <li>seek out new ways to have greater impact through research, testing, and evaluation – always informed by people's lived experience of complex mental health issues.</li> </ul>

## PRE-EMPLOYMENT CHECKS

All appointments to SANE are subject to:

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

## OTHER INFORMATION

**Note:** The requirements and responsibilities contained in this position description are not intended to be all-inclusive, they may be changed by a manager during employment on an as required basis. Any significant or material changes need to be discussed and agreed to by the incumbent and manager before inclusion.

This role description should be reviewed formally during an annual planning and performance assessment process in consultation with People and Culture as required.

## Equal Opportunity and Diversity Statement



SANE is an equal opportunity employer and is committed to providing a safe, culturally appropriate, inclusive service for all people, regardless of their ethnicity, faith, disability, sexuality, or gender identity. We are dedicated to developing and supporting a workforce that is well-equipped and motivated to make a real difference in the lives of people affected by complex mental health issues.

SANE strives to have a rich, diverse workforce which includes employing people with lived experience of mental health issues, Aboriginal and Torres Strait Islander people, people with disabilities, people from CALD and LGBTQIA+ communities, and people of all ages. We believe in building an inclusive workforce that sees human difference as a strength and supports our vision for all Australians affected by mental health issues to lead long and fulfilling lives, free from stigma and discrimination.

SANE encourages prospective and current employees to reach out if they require reasonable adjustments be made during the recruitment and selection process and/or in the course of employment.

## Acknowledgments



SANE acknowledges the Aboriginal and Torres Strait Islander peoples as traditional custodians of the land on which it operates, and pays respect to Elders past, present and emerging.