



## WESTERN REGION HEALTH CENTRE LTD

### POSITION DESCRIPTION

<b>Position:</b>	<b>Team Leader, Community Mental Health Programs</b>
<b>Location:</b>	<b>Footscray</b> <i>(The position may be required to work from any of the Centre's sites).</i>
<b>Job Status:</b>	<b>1.0 EFT (38 hours per week)</b>
<b>Conditions of employment:</b>	<b>Social Worker Class 3 OR OT Grade 3. Attractive salary packaging is available.</b>
<b>Authority re Appointment:</b>	<b>General Manager, Community Services &amp; Integration</b>
<b>Reports to:</b>	<b>Program Manager, Mental Health</b>

### PROGRAM INFORMATION

Western Region Health Centre (WRHC) has significant mental health services funded under the Victorian State Psychiatric Disability Rehabilitation Support Services (PDRSS) and Commonwealth Government Initiatives.

These services are provided by WRHC to the Cities of Maribyrnong, Hobson Bay, Wyndham, Brimbank, Melton and Hume. A holistic approach to service delivery underpins WRHC mental health services. This encompasses all aspects of health including physical health and well being, oral health, access to safe secure housing, education and employment. Community mental health services at WRHC work with people who have experienced mental health issues and require support to restore their sense of identity, life roles, life goals and supportive relationships. The people we support may be homeless or in insecure accommodation, socially isolated, and at various stages in their recovery.

Our community mental health program provides a comprehensive and integrated range of mental health services across the western metropolitan region which comprises home-based outreach, day programs, youth residential rehabilitation, prevention & recovery care, and personal helpers and mentors provided in a framework of consumer participation, rehabilitation and recovery.

WRHC recognises that the physical health needs of people with mental health issues are both complex and often inadequately addressed through traditional models of primary care service delivery. Evidence clearly indicates the need for a primary health response that is capable of sustainably engaging with this client group and developing strategies for management of chronic conditions. WRHC is dedicated to developing innovative approaches that successfully enable clients with mental health issues to have their primary care needs met.

WRHC encourages and supports consumer and community involvement at all levels within the Centre. A key mechanism is through our *Consumer Participation Advisory Committee* that includes our CEO and consumer consultants. In addition the Centre employs consumer consultants and consumer mental health workers who are actively supported and mentored in their roles. Our consumer mental health workers have professional qualifications and/or are completing these and work as part of teams in the delivery of integrated mental health service provision.

## **POSITION OBJECTIVE**

WRHC Community Mental Health teams aim to provide a service that enhance quality of life, build life skills, and ensure access to both mental health and broader health services for our client group.

The Team Leader position holds a key leadership role in ensuring the delivery of high quality service provision which is individualised, flexible, supportive and collaborative. The Team Leader's role includes support, supervision and mentoring of staff, program and policy development, working with complex clients, working with CALD communities, liaison with community and clinical services, mental health promotion, and project management.

The mental health team based at Footscray is supported by two mental health Team Leaders and is comprised of:

- Outreach staff who use the recovery model and strengths based approach to support clients with mental health issues. This approach is goal-oriented and recognizes that a person can recover from a mental illness to live a fulfilling life. It aims to optimise a person's potential, wellbeing and participation in their community.
- A consumer-led group-program that offers a range of social, skill-building and recovery focused groups.
- Culture-specific mental health approaches for clients from CALD backgrounds.
- A whole-of-team commitment to developing a primary care response to the broader needs of clients with mental health issues and complex needs.

This Team leader role will include taking a lead in supporting the mental health team to develop their practice in terms of addressing the broad health needs of the client group, and will work as part of the management team at our Nicholson St site as it works to implement a new and innovative model of primary care for clients with mental health issues and complex needs.

Mental Health services are expected to expand within WRHC which could expand the scope of this position.

## **POSITION REPORTING**

A General Manager and a Program Manager structure supported by key Team Leaders are responsible for the WRHC Mental Health Programs and work collaboratively and in consultation with staff, consumers and the community. This Team Leader position will report to the Program Manager, Community Mental Health Southwest.

## POSITION REQUIREMENTS

### Service Delivery

To ensure effective service delivery the Team Leader will:

- Ensure a high quality service provision to clients
- Provide regular formal and informal support and supervision of staff.
- Support staff skill-development through the IDR process and strategies such as modelling best-practice, identifying learning opportunities, providing constructive feedback.
- Oversee intake process, assessment and relevant data collection.
- Ensure that case files are kept in accordance with WRHC policy and procedures.
- Ensure services are provided in a manner sensitive to the cultural and linguistically diverse background of residents and sensitive to each resident's gender, age, carers and family members.
- Provide services based on psychiatric disability rehabilitation and support services (PDRSS) standards and the Recovery model.
- Enable a process of client skill development, self-management and referral to community services.
- Ensure ISPs (Individual Service Plan) are developed and reviewed for each client.
- Ensure that ISPs are developed and reviewed as per the Funding and Service Agreement (FASA).
- Facilitate consultation, partnership and linkages with key stakeholders including clients and carers, clinical services, primary care providers, and partnering agencies.
- Ensure that practice is sensitive to carers and family members.
- Design and development of group programs relevant to needs of client group.

### Integrated Service Delivery

WRHC community mental health services are developed in a framework of integration to enable standardised approaches and the best use of resources through shared activities, training and networking. The Team Leader will:

- Provide regular updates to the Program Manager, Mental Health.
- Maintain regular contact/communication with peers at WRHC.
- Undertake collaborative planning and development e.g. Nicholson St Model Development
- Oversee the co-ordination of program events, launches and projects.
- Participate in common/joint policies and procedures for service delivery for e.g. on-call/recall, locum, and emergency response systems.
- Maximise resource sharing through recruitment and training opportunities.
- Plan and implement shared group activities and recreation opportunities for clients.

### Continuous Improvement - Program Planning and Design

- Participate in continuous quality improvement activities e.g. accreditation, policy review and development, client file audits and other CQI activities.
- Ensure service delivery is consistent with privacy legislation, duty of care, *Working with Children's Act*, and *Psychosocial Rehabilitation Principles* and other relevant legislation.
- Ensure client input and evaluation using a range of best practice tools and outcome measures such as WHO QOL (World Health Organisation Quality of Life Assessment), narrative evaluation and exit interviews.

## **Leadership – Culture & Team Development**

Responsible for the day to day management, direct leadership and supervision of staff to support their work and enhance team culture and development, the Team Leader will:

- Coordinate staff's daily activities, monitor rosters, hours of work and team and individual work plans.
- Develop a team approach to work.
- Provide regular supervision and support for staff.
- Identify training and professional development needs of staff.
- Conduct Individual Development Reviews (IDR) in accordance with WRHC performance management system.
- Conduct and participate in, team meetings (including client reviews, reflective practice and group supervision).
- Maintain a working knowledge of resources.
- Orientate new staff and students.

## **Community Liaison**

Responsible for the ongoing maintenance of effective networks and consultative processes with key stakeholders relevant to residents needs, the Team Leader will:

- Maintain protocols and ongoing management for joint initiatives and relationships.
- Represent WRHC in forums, networking and working groups.
- Actively participate in Team Leader meetings and broader WRHC working groups.
- Lead and/or participate in community education, health promotion and research initiatives in WRHC and the broader community.

## **Administration**

- Maintain and develop effective information and administrative procedures and systems.
- Collate data and statistical reports, as required.
- Assume responsibility for managing, authorising and monitoring expenditure (including petty cash) in line with Centre policy, and in liaison with the Program Manager, Mental Health Program.
- Maintain facility register, furniture and equipment inventory as required.
- Participate in the writing of submissions, tenders, grants, and conference applications, as required.

## **Risk Management**

- Contribute to the development and maintenance of an effective and safe workplace.
- Participate in the identification of risks to the Centre.
- Ensure program and service incidents are reported.

## **General Organisational Requirements (standard)**

- Participate in strategic planning and development activities, as required.
- Participate in WRHC research and evaluation projects, as required.
- Report on all areas of responsibility against performance targets, as required.
- Undertake specific projects or tasks as directed by the Program Manager, Community Mental Health Southwest.
- Maintain information systems on relevant resources and implement relevant administrative procedures and systems.
- Participate in regular supervision meetings and an annual individual development review (IDR) process with the Program Manager, Community Mental Health Southwest.
- Maintain and develop standards of practice and skills by pursuing internal and

- external professional development opportunities.
- Promote and represent the Centre as a caring, professional, and client-focused organization, and promote its range of primary health and social support services.
- Adhere to workplace health safety and well being standards within the Centre.
- Adhere to all Centre policies and procedures.

**Commitment to the Philosophy of Western Region Health Centre (standard)**

- Adhere to the philosophy expressed in the Centre's Vision, Goals and Values statements.
- Commit to working within a community focused whole of population health approach, recognising the importance of providing a medical model within a holistic health response.
- Commit to working within a service which includes targeting of marginalised communities.
- Commit to providing services in a manner that is sensitive to the cultural background, gender and ages of clients.

<p><b>KEY SELECTION REQUIREMENTS (applications not addressing the KSC will not be considered).</b></p>
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Applications addressing the key selection criteria are invited from suitably qualified and experienced people:

**Mandatory:**

- Relevant qualifications in social work, occupational therapy, welfare work, psychology, community development or other equivalent/relevant.
- Experience in community based support of people with mental illness and/or psychiatric disability or other equivalent/relevant.
- Demonstrated ability to work with difficult-to-engage clients with a range of complex needs.
- Experience/training in staff supervision, team leadership and program coordination.
- Innovation in work practise and ability to lead change.
- Clear understanding of the primary care approach and its relevance to mental health service delivery
- Well developed written and verbal communication, and interpersonal skills.
- Ability to engage in and develop working relations and partnerships within and between agencies who share client care.
- Ability to work sensitively with people of different cultures, gender, and ages.
- Current Victorian Driver's Licence.
- Computer literate.

**Desirable:**

- Knowledge of the Western Region and relevant services.
- Innovation in work practices and the ability to lead change.
- Understanding of and commitment to the concept of participation and inclusion.
- Ability to speak a relevant community language.

<b>OTHER RELEVANT INFORMATION</b>
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- **Employer:** WRHC is an equal opportunity employer.
- **Salary:** Wages and conditions are in accordance with SACS Award, Social Worker Class 3 (level negotiable) and Community Health Centre (Stand Alone Services) Multi Employer Certified Agreement 2005 OR Health Professionals Award – Health Professionals Services – Public Sector Victoria Award 2003 and HSUA No. 3 Branch (Health Professionals) – Victorian Public Sector – Multiple Business Agreement 2004 - 2007
- **Salary Packaging:** Attractive salary packaging is available in accordance with organisation policy.
- **Hours of Work:** For 1.0EFT position the usual hours will be negotiated as per a 38 hour week. Full time staff have the option of working 40 hours per week and accruing monthly ADO (Accrued Day Off).
- **Pre-Existing Condition Declaration:** Prior to any person being appointed to this position it will be required that they disclose full details of any pre-existing injuries or disease that might be affected by employment in this position.
- **Proof of Right to Work in Australia:** Documentation that proves the right to work in Australia will be required prior to appointment.
- **Police Check:** A pre-employment police check is mandatory for all new employees.
- **Working with Children Check:** Appointment to the position will be subject to a satisfactory Working with Children Check.
- **Probation:** Probation period of three (3) months.
- **Voluntary Departure Package (VDP):** Recipients of Voluntary Departure Package (VDP) are ineligible to apply.
- **Immunisation:** Employees are requested to comply with the Centre's policy on staff immunisation.
- **Further information:** Contact Muriel Cummins, Program Manager, Community Mental Health via email: [murielc@wrhc.com.au](mailto:murielc@wrhc.com.au)

Employee signature: \_\_\_\_\_

Employee name: \_\_\_\_\_ Date: \_\_\_\_\_

Manager signature: \_\_\_\_\_

Manager name: \_\_\_\_\_ Date: \_\_\_\_\_