

Team Leader (Lived Expertise)

Our vision: *People and communities have strong mental health and wellbeing.*

Our purpose: *Partnering with consumers and carers to deliver mental health and wellbeing services that enhance quality of life.*

Our values: *Hope, Creativity and innovation, Consumer focus, Making a difference, Integrity.*

Position Information

Purpose

The Team Leader – Lived Expertise (TL-LE) provides leadership and support to a dedicated team in Mental Health and Wellbeing Locals (Locals), ensuring the delivery of high-quality recovery-oriented services to all service-users.

The Team Leader has delegated authority to make day to day decisions to ensure the operational requirements of the wellbeing component of the service are met. The role will have oversight of service requirements and liaise with a number of stakeholders both internally and within the community. The TL- LE will have their lived expertise valued and formally recognised and will utilise the learning from their lived/living experience of mental health challenges and/or alcohol and drug challenges to walk alongside service users. This practice is done in line with Mind’s Model of Recovery Oriented Practice, My Better Life[®] model, Mind’s Peer Work Framework, Intentional Peer Support and organisational values.

The TL-LE is expected to champion the voice of lived experience, advocate for human rights and provide an alternative to traditional mental health responses through the practice of mutuality. This is in addition to practicing in alignment with family-inclusive principles, recovery-oriented approaches, trauma-informed theories, and anti-racist/anti-oppressive frameworks. The TL-LE will act as a champion of co-design and lead co-production practices, in practical ways always placing the relationship and service user at the centre of their journey. This is done through working with the team and supporting them to understand how to integrate their lived experience into their work to support service users by identifying how they would like to move towards what is possible in their lives and focusing on relational care.

The TL-LE is responsible for the direct supervision of a multidisciplinary team, working towards establishing a team that value each other for their unique perspectives and works cohesively towards social change.

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Position reports to	Service Operations Manager
Mind classification level	SCHADS Level 6
Stream	Victoria Operations
About the service	<p>The Adult and Older Adult Mental Health and Wellbeing services, otherwise known as “Locals”, are a key recommendation from Victoria’s Royal Commission into the mental health service system. As such, the Locals are a key feature of the current system transformation.</p> <p>The Locals will act as a front door to the mental health service system and will provide a continuum of care and support including clinical interventions, wellbeing supports, and therapeutic support through an integrated mental health and alcohol and other drug framework approach.</p> <p>Mind Australia is the lead agency in a consortium which comprises of Foundation House, Monash Health and Thorne Harbour Health, who will deliver the Greater Dandenong Local. Our shared vision is a Greater Dandenong Local that delivers integrated care and support that puts the person accessing the service at the very centre of their treatment, support and care coordination using a range of evidence informed approaches. The consortium is committed to embedding lived and living experience within all aspects of the service including program design and evaluation, leadership, service delivery and governance.</p>
Position description effective date	January 2025
Responsibilities	
Actively utilise Lived Expertise	<ul style="list-style-type: none"> • Demonstrate knowledge and abilities gained from both an individual’s/family/carer lived/living experiences, collective impacts and Lived Expertise, and be able to support the development of these approaches across the reach of Mind’s work by utilising: <ul style="list-style-type: none"> ○ highly developed relational skills, including exemplifying unconditional acceptance and positive regard, ○ effective and appropriate sharing of learnings from personal recovery stories, ○ understanding how essential hope is, strategies to build hope, and holding hope for others,

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	<ul style="list-style-type: none"> ○ demonstrate the ability to sit with, hold and bear witness to someone’s distress in an authentic way, ○ transforming adversity into expertise that can be empowering and helpful. ○ understand and articulate how Lived Experience work is distinct and unique, including the values, principles, and practice of the discipline. ○ Intentional Peer Support Framework. ○ The ability to hold both advocacy and relationship <ul style="list-style-type: none"> ● Work in a way that is informed by Mind’s Lived Experience Strategy, Peer Work Framework and Model of Peer Work to guide your work. ● Support co-design and coproduction in all aspects of your work, including program evaluation, planning, decision making, service design and approaches that are consistent with recovery-oriented practice from a peer/Lived Experience perspective. ● Be grounded in the discipline of Lived Expertise, drawing from your own lived experience, including personal, services and systems experiences, informed by a commitment to social change, human rights, dignity and choice to shape their leadership, the delivery of their work and that of the Local to participate in the transformational development of service and systems ● Translate the principles and values of lived experience practice, theories and concepts into traditional tasks of the team leading role ● To provide strategic advice based in lived experience values, practice, theories and concepts to ensure fidelity to the transformational intention of the service model ● Support the development of a consistent narrative on the value of Lived Experience to the service across quality, values and service outcomes. ● Utilise your Lived Expertise to promote an inclusive, affirming and destigmatising culture that values lived experience and the active inclusion of service users, carers, and families in the work we do. ● Contribute to a culturally responsive workforce and service environment for staff, service users, carers and volunteers from all cultures, genders, sexualities, bodies, abilities, spiritualities, ages and backgrounds.
<p>Lead and deliver high quality services to people</p>	<ul style="list-style-type: none"> ● Lead delivery of services to people as defined in the Locals Service Model Support, coach and mentor staff to think deeply, develop creative solutions and remain motivated in meeting people’s needs and preferences. ● Oversee the intake and initial Welcome function for the referrals received for service users, stakeholders and health services in consultation with partners and multidisciplinary team ● Facilitate care review meetings with partners.



	<ul style="list-style-type: none"> • Convene and manage weekly Referral, Allocation and Co-ordination meetings with partners. • Manage rosters and back-fill for a 7-day service • Oversee care-coordination, delivery of Mind Recovery College and wellbeing group work programs in the Local. • Positively influence and contribute to a service and team culture that focuses on relational practice, meeting people where they are at. • Lead a dedicated team in line with organisational quality processes and policies, agreed priorities and strategies to ensure quality consumer service and required targets are met. • Provide discipline-specific and practice supervision/line management to staff who are providing direct support to service users and facilitate reflective practice. • Lead and oversee regular reflective practice and co-reflection which centers lived experience within the values and practice of the whole team • Actively support the use and awareness of Mind/Locals policies, procedures, tools and systems through staff development and modelling. • Support staff in performance improvement and performance management processes in collaboration with the Service Operations Manager. • Support staff management and understanding of risks, complaints, and incidents according to the policy, procedure and processes of the organisation and in a timely manner escalate to the Service Operations Manager as required.
<p>Lead and provide direct support to people accessing the service</p>	<ul style="list-style-type: none"> • Lead the team through intentional relational practice in line with lived experience discipline, practice and workforce specific frameworks Work with people accessing the Local to get the support, and care that is important to them through a staged approach to mental health and AOD recovery that maintains people’s human rights and dignity through: <ul style="list-style-type: none"> - Engagement with an attitude of curiosity and depth. Welcoming people when they access the Local and walking alongside them through the intake and assessment process - Strength’s identification and individual recovery plan development when chosen by the person accessing the service only - Skill and capacity development. - Engagement and maintenance of natural supports. - Service exit and on-going support. • Support people with actioning their choices in a range of areas that meet their diverse needs. • Support to maintain or create meaningful activity through participating in community life, intentional peer support, consumer perspective, family inclusive practice, and trauma informed relational care



	<ul style="list-style-type: none"> • Ensure all service users are supported through the service-user journey in a way that meets the demands of the service while holding true to the IPS values.
Group work	<ul style="list-style-type: none"> • Plan, develop, review and evaluate group work programs in collaboration with the team that assist people to build their skills, focus on their recovery and work towards transitioning back to their community. • Utilise the principles of co-production and co-facilitation and support the staff to grow their practice in this area. • Engage and support people accessing service to co-produce and co-facilitate groups/events.
Provide support to families, carers and supporters	<ul style="list-style-type: none"> • Provide opportunities to support family, carer and supporter practice • Support staff to develop skills to facilitate family, carer and supporter meetings, run family, carer and supporter events and develop family and/or parenting recovery goals.
Work with partners	<p>Work within a multidisciplinary team in the Local that includes, peer workers, allied and tertiary mental health service and team members to: Support a team whose practices vary to finding ways in which to bring them together with common values</p> <ul style="list-style-type: none"> • Build strong relationships with stakeholders and partner organisations • Foster an environment that builds trust and respect. <ul style="list-style-type: none"> - Liaise with the team on practice issues. - Actively lead team meetings, handover meetings and wellbeing and recovery review meetings and ensure the rights, needs and preferences of person access the service are always at the centre of these.
Work with other services in the Service Stream	<ul style="list-style-type: none"> • Engage with leaders across other services within Mind to build local pathways to support service access. • When required, attend and participate in meetings in regards to managing high quality service delivery, workforce capability, planning, service development and improvement and practice issues across the Service Stream. • Contribute to service design, share knowledge and skills across the Service Stream. • Strengthen the connection between service networks through ensuring healthy relationships
Financial performance and administration	<ul style="list-style-type: none"> • Operate within delegated authority and undertake a range of administrative tasks that support efficient and effective service delivery. • Work in partnership with the Service Operations Manager to plan and implement service and expenditure budgets to meet requirements. • Ensure the approved service budget and performance targets as designated by the organisation are adhered to, monitored and met.



	<ul style="list-style-type: none"> • Manage rosters, leave coverage and support the Service Operations Manager with recruitment and induction. • Facilitate effective handovers. • Ensure accuracy of service user file data.
Professional development	<ul style="list-style-type: none"> • Undertake relevant training and professional development, including regular supervision, appropriate to the primary work of the service and Mind. • Participate in reflective practice. • Complete relevant consumer designed Lived Experience training where required. • Participate regularly (minimum once monthly) discipline specific Co-Reflection and/or Community of Practice • Continue to reflect on your personal lived experience, and the broader Lived Expertise knowledge base, and how you use this in your practice.
Accountability	<ul style="list-style-type: none"> • Conduct yourself in accordance with the Mind Code of Conduct and Mind policies and procedures which may change from time to time. • Proactively support Mind’s vision of supporting people facing mental health challenges to live well and be socially included, in accordance with the Mind values. • Actively participate/contribute to the team and wider organisational initiatives. • Create an environment that celebrates the community • Take responsibility for the quality and safety of work undertaken. • Contribute to service delivery improvements. • Mandatory reporting requirements as per the Mental Health and Wellbeing Act 2024 • Other duties as directed.
Workplace health, safety and wellbeing	<ul style="list-style-type: none"> • Contribute actively to the maintenance of a safe workplace. • Ensure all safety issues are reported and addressed as they arise.
Lived experience	<ul style="list-style-type: none"> • Contribute to a workplace that values lived experience and the inclusion of consumers, carers, families and supporters in the work we do.
Cultural safety	<ul style="list-style-type: none"> • Contribute to a culturally safe workforce and service environment for staff, consumers, carers and volunteers from all cultures, genders, sexualities, bodies, abilities, spiritualities, ages and backgrounds.
Position Requirements	
Qualifications required	<ul style="list-style-type: none"> • Completion of Intentional Peer Support Core and/or Advanced training is required. Other peer work training completed will be considered

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<p>Knowledge, skills and experience required</p>	<ul style="list-style-type: none"> • Experience as a peer worker or holding a designated lived experience role • Experience in Community Services, AOD, Mental Health, Disability, Social Welfare, Housing, Healthcare or Government sectors is required. • Experience in working directly with people with mental health issues, alcohol and other drugs issues, and with their families, carers and supporters. • Demonstrated understanding of available community services, networks and supports. • Experience providing empathic relational approach. • Experience in working with a person to understand their needs to find ways in which best support them holding their choice at the center of all practice. • Strong relational practice that supports a person’s human rights and dignity • Proven experience in leadership and capability to coach, mentor and develop a team to achieve the provision of service that best supports the communities needs • Experience in the provision of professional supervision. • A track record in successful relationship development, stakeholder management and strategic partnerships. • Excellent interpersonal and communication skills with the ability to consult and negotiate and engage peers, partners and stakeholder agencies with diplomacy to achieve effective outcomes. • Ability to work both autonomously and collaboratively showing initiative and flexibility. • An understanding of service development and design. • Skills and experience in advocacy, collaboration, facilitation, evaluation and flexible decision making. • High level organisational skills with demonstrated ability to prioritise, manage multiple complex tasks concurrently, work under pressure and meet deadlines. • Has a lived/living experience of mental distress and recovery and/or alcohol and drug use challenges, and understanding of, and ability and willingness to, contribute this Lived Expertise in working towards greater organisational impact. <ul style="list-style-type: none"> ○ (For further guidance on these definitions please refer to Mind’s Lived Experience Strategy 2021-2024) and responsibilities above. • Ability to share learnings from your personal story in an appropriate and purposeful manner to support, empower, speak about the times of hopelessness and the importance of hope, and support the recovery of service users.

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	<ul style="list-style-type: none"> • Demonstrated knowledge or ability to acquire knowledge in the application of theoretical approaches, practices and appropriate service responses including family inclusive practice, recovery-oriented practice, trauma informed theory and anti-racist/anti-oppressive frameworks. • Understands/working towards understanding the impacts of mutually reinforcing systems of discrimination and marginalisation that oppress people based on their intersectional identities and take a trauma-responsive, do no harm approach. • Demonstrated understanding of Lived Experience approaches including peer work, co-design and workforce development. • Passion to drive and champion change, initiatives and progress the Lived Experience agenda throughout the service, and capacity to do so with integrity. • Ability to spearhead co-design and coproduction in all aspects of the service including program evaluation, planning, decision making and service design.
Other	<ul style="list-style-type: none"> • Right to work in Australia. • Current valid Australian driver's license. • Current NDIS Worker Screening Check Clearance. • Working with Children Check • Able to obtain and provide evidence of vaccinations against COVID-19.

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