

Team Leader

Our vision: *People and communities have strong mental health and wellbeing.*
Our purpose: *Partnering with clients and carers to deliver mental health and wellbeing services that enhance quality of life.*
Our values: *Hope, Creativity and innovation, Client focus, Making a difference, Integrity.*

Position Information

<p>Purpose</p>	<p>The Team Leader provides leadership and support to a dedicated team ensuring the delivery of high quality recovery-oriented services to clients, families and carers in line with Mind’s Model of Recovery Oriented Practice and organisational values for people with a psychosocial disability. The Team Leader is integral in being a practice lead to Community Mental Health Practitioners providing supervision, mentoring and coaching.</p> <p>Team Leaders have delegated authority to make day to day decisions to ensure the operational requirements of the service are met. The role will have oversight of service requirements and liaise with a number of providers both internally and within the community.</p>
<p>Position reports to</p>	<p>Service Manager</p>
<p>Mind classification level</p>	<p>SCHADS Level 6</p>
<p>Stream</p>	<p>Sub-Acute Residential, Queensland</p>
<p>About the service</p>	<p>The service is designed to support young people to transition from an acute mental health setting to living in the community or to prevent further hospital admissions.</p> <p>Young people (aged 16 – 21) can access staff 24 hours a day within a home like setting, whilst being supported to achieve their recovery goals, strengthen relationships with families and carers, develop social connections and community networks, build confidence and increase capacity to live safely in the community. The service provides personalised one-to-one support, shared supports, workshops and group activities based on client’s strengths and goals as identified in their individual recovery plan.</p> <p>The service works within a recovery focused, and trauma informed framework aligned with Mind’s Model of Recovery Oriented Practice and organisational values.</p>



Position description effective date	February 2024
Responsibilities	
Lead and deliver high quality client services	<ul style="list-style-type: none"> • Lead delivery of services to clients, carers and families as defined in the Model of Recovery Oriented Practice and related guidelines to ensure that individually tailored services for clients and their family and carers are provided to the highest standard. • Lead and model for effective practice in working directly with clients, providing support to families and carers, undertaking planning and delivery of group work, and working with local service providers. • Coach staff to problem solve, develop creative solutions and remain motivated in meeting client’s goals. • Positively influence and contribute to a service and team culture that focuses on meeting the client’s goals using evidence informed practice. • Lead a dedicated team in line with organisational quality processes and policies, agreed priorities and strategies to ensure quality client service and required targets are met. • Provide practice supervision to staff who are providing direct support to individual clients. • Actively support the use and awareness of Mind policies, procedures, tools and systems through staff development and modelling. • Ensure quality and safeguarding practices are adhered to by the service to provide a child-safe service in line with Mind policies and procedures. • Support staff in performance improvement and performance management processes as directed by the Service 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 Manager as required. • Oversee written tasks including case note writing, risk assessments, safety plans, behaviour management plans and incident reports. • Facilitate weekly clinical care review meetings with clinical partners. • Understand client needs for assistance from local service providers with clinical mental health, physical health, education and employment, eligible entitlements and benefits, housing transport, recreation and social connections. • Implement agreed approaches to service review and evaluation and promote the sharing of knowledge in the service.



<p>Lead and provide direct support to individual clients</p>	<ul style="list-style-type: none"> • Lead, coach and model a targeted, integrated and individualised responses to clients through flexible, person-centred active support. • Provide direct support to individual clients to enable them to develop independent living skills and engage in a meaningful life by supporting them through a strength-focused, staged approach to recovery using agreed practice techniques and approaches. • Ensure all clients have an active recovery plan in collaboration with the client. • Support clients with actioning their recovery plan in a range of areas including: <ul style="list-style-type: none"> - Understanding and managing client’s own mental health. - Developing daily living skills and capacity for self-care. - Crisis and incident management. - Addressing stigma and managing issues arising from trauma. - Managing physical health. - Support the management of drug and alcohol issues. - Support to maintain or create meaningful activity through participating in community life including education and employment and utilising public transport. - Provide support regarding alcohol and drug use using a harm minimisation approach. - Provide support in response to trauma using a trauma informed care approach. • Purposefully engage with clients using techniques including: <ul style="list-style-type: none"> - Brief intervention. - Person centred active support - Motivational interviewing and coaching. - Family inclusive practice. - Trauma informed practice. - Conflict resolution. - Behaviour support for dual disability.
<p>Undertake group work</p>	<ul style="list-style-type: none"> • Plan, deliver and develop group work programs that will assist clients to build their skills, focus on their recovery and work towards transitioning back to their natural community. • Deliver group work programs as the lead/co-facilitator based on peer values and principles. • Utilise the principles of co-production and co-facilitation and support the staff to grow their practice in this area. • Engage and support clients to co-produce and co-facilitate groups/events. • Evaluate and review group work programs.



<p>Provide support to families and carers</p>	<ul style="list-style-type: none"> • Support family and carer practice including the re-engagement and maintenance of family, carer and/or children relationships. • Support staff to develop skills to facilitate family and carer meetings, run family and carer events and develop family and/or parenting recovery goals.
<p>Work with local service providers</p>	<ul style="list-style-type: none"> • Engage with clients to fully understand their need for assistance from local service providers with clinical services, physical health, education and employment, eligible entitlements and benefits, housing, transport, recreation and social connections. • Make linkages and build relationships and referral pathways to maintain or create a range of local supports for clients that facilitate them living the life of their choosing in their own community.
<p>Work with clinical partners</p>	<ul style="list-style-type: none"> • Work within a multidisciplinary team: <ul style="list-style-type: none"> - Supporting recovery oriented practice. - Supporting clinical interventions. - Liaise with the team on practice issues. - Actively participating in team, case and handover meetings. • Work collaboratively with external stakeholders to provide services to clients in a culturally appropriate manner.
<p>Housekeeping</p>	<ul style="list-style-type: none"> • Supervise the day to day operations of the residential service through overseeing a range of housekeeping duties including: <ul style="list-style-type: none"> - Preparing rooms for new residents, washing linen, food shopping and meal preparation and maintaining office spaces in a clean and hygienic state. - Ensuring all communal areas are home-like and welcoming at all times. - Support residents with developing a routine with daily living skills through role modelling.
<p>Leadership</p>	<ul style="list-style-type: none"> • Support and provide supervision to the team to deliver high quality psychosocial services within budget and in line with Mind values and culture. • Support the Service Manager to provide leadership of the programs and services. • Lead and develop a high performance team through engaging the team, setting clear direction and performance expectations. • Facilitate regular team meetings and foster a healthy, positive team culture. • Coach, motivate and develop the team to enable them to deliver to the best of their ability. • Review performance of staff and provide consistent and regular feedback including reflective practice and clinical supervision.



	<ul style="list-style-type: none"> • Model and lead the required work environment, culture, systems and processes necessary to embed standards, behaviours and practices consistent with the values, work health and safety, policy and legislative, and practice requirements. • Support and foster a positive culture that is consistent with the purpose, vision and values of Mind. • Identify and implement where possible professional development opportunities for employees to enhance capability and capacity. • Develop expertise and areas of specialisation where possible within the service team to meet the needs of clients, families and carers accessing the service. • Manage service agreements with Mind Connect. • Manage the intake and assessment process in consultation with clinical partners. • Liaise with external stakeholders throughout the referral process including conducting walkthrough tours when required.
<p>Work with other services in the Service Stream</p>	<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.
<p>Stakeholder management</p>	<ul style="list-style-type: none"> • Work collaboratively with internal stakeholders including the Executive Director Queensland, SA & WA, Service Manager, General Managers, Service Managers, Team Leaders, Housing Strategy, Facilities, Finance, ICT, Human Resources and Health Safety & Wellbeing. • Build and maintain relationships with external stakeholders including opinion leaders, community groups, diverse communities, service providers, partners, government agencies and other organisations relevant to the work. • Work collaboratively with lived experience and peer worker colleagues, clients, families and carers to ensure high levels of engagement to achieve objectives. • Collaborate with and support stakeholders, committees, lived experience participants and colleagues, community leaders and other subject matter experts to ensuring effective representation and ownership. • Engage in productive working relationships that add value to service delivery.



	<ul style="list-style-type: none"> • Build a detailed understanding of the operational requirements. • Work collaboratively with all areas of the business to ensure the organisation's objectives are met. • Foster positive relationships and proactively work with all stakeholders to ensure advice is consistent and contemporary. • Attend internal and external meetings, networks and working groups as appropriate in line with Mind's Delegation Schedule and with the support of management. • Understand the impact of external influences for the service, team and Mind. • Be a customer advocate, championing client needs and insights throughout the business.
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 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. • Support the Service Manager to monitor the work practices of all employees to ensure compliance with all financial and performance targets, related policies and procedures. • Provide daily operational oversight and supervision to employees including activity management. • Manage rosters, leave coverage and support the Service Manager with recruitment and induction. • Facilitate effective handovers. • Ensure accuracy of client file data.
Other duties	<ul style="list-style-type: none"> • Document all activities using Mind's ICT system and processes. • Actively participate, contributing to the team and wider organisational initiatives. • Take personal responsibility for the quality and safety of work undertaken. • Contribute to service delivery improvements. • Other duties as directed.
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.
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.



	<ul style="list-style-type: none"> • 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.
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 and families 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"> Tertiary qualifications (minimum Certificate IV) in Mental Health, Peer Work, Psychology, Social Work, Occupational Therapy or other health related field as designated by Mind.
Knowledge, skills and experience required	<ul style="list-style-type: none"> Proven experience in Community Services, Mental Health, Disability, Social Welfare, Housing, Healthcare or Government sectors is required. Experience and expertise in working directly with people with mental health issues, complex needs and with their families and carers. Awareness and understanding of the NDIS is desirable. Demonstrated understanding of available community services, networks and supports. Experience providing person-centred active supports. Experience in assessing need and working collaboratively to plan goal focused recovery using evidence informed approaches and tools. Demonstrated knowledge and experience in the application of theoretical approaches, practices and appropriate service responses including family inclusive practice, trauma informed theory, cognitive behavioral therapy, motivational interviewing and harm reduction therapy. Ability to co-design, co-produce and co-facilitate groups and education support. An understanding of service development and design. Demonstrated ability to plan and prioritise to meet customer service delivery requirements. Excellent customer service skills. Proven experience in leadership and capability to coach, mentor and develop a team to achieve best quality service outcomes including 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, negotiate and influence peers, stakeholders and government agencies with diplomacy to achieve effective outcomes. Skills and experience in advocacy, collaboration, facilitation, evaluation and problem solving. High level organisational skills with demonstrated ability to prioritise, manage multiple complex tasks concurrently, work under pressure and meet deadlines. Ability to work both autonomously and collaboratively showing initiative and flexibility.

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	<ul style="list-style-type: none"> • Demonstrated experience in client notes, reporting and working with a variety of electronic systems. • Experience in financial management, budget control and reporting. • A lived experience of mental ill health and recovery or experience caring for a person with mental ill health is desirable.
<p>Other</p>	<ul style="list-style-type: none"> • Right to work in Australia. • Current valid Australian driver’s licence. • Current NDIS Worker Screening Check Clearance. • Working with Children Check or equivalent (Blue Card - QLD). • Requirement to bring with you current First Aid and CPR certifications and perform these duties as required as part of the role. • Able to provide a record of Vaccination Preventable Diseases or able to obtain vaccinations against Measles, Mumps, Rubella, Chicken Pox, Whooping Cough, Hepatitis B or other diseases as required by our Partnership with Queensland Health. • Preparedness to work across different services and/or locations as required and directed.

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