

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	<p>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 consumers, families and carers in line with Mind’s Model of Recovery Oriented Practice, My Better Life model and organisational values. The TL-LE is integral in being a lived/living experience in a day-to-day service delivery context to other staff in the Locals service.</p> <p>The Team Leader has 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 stakeholders both internally and within the community.</p>
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 for the Greater Bendigo Loddon Campaspe Local which comprises of the Salvation Army, Bendigo Health, Echuca Regional Health, Thorne Harbour Health and Bendigo</p>

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	District Aboriginal Cooperative. Our shared vision is a Local that delivers integrated 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 and expertise within all aspects of the service including program design and evaluation, leadership, service delivery and governance.
Position description effective date	November 2023
Responsibilities	
Peer work	<ul style="list-style-type: none"> • Willingness to utilise your own lived experience of mental ill health, alcohol and other drugs challenges and recovery to inform your work and the work of the team. • Disclose your lived experience in an appropriate and purposeful manner to support, empower, bring hope and support the recovery of consumers and the work of other staff within the Local. • Draw on Mind's Peer Work Framework, Model of Peer Work and broader lived experience knowledge bases to guide your work/practice. • Support the team to understand and deliver services within the Local that are consistent with recovery-oriented practice from a peer/lived experience perspective.
Lead and deliver high quality consumer services	<ul style="list-style-type: none"> • Lead delivery of services to consumers, carers, families and supporters as defined in the Locals Service Model • Coach staff to problem solve, develop creative solutions and remain motivated in meeting consumer, family, carer and supporters needs and preferences. • 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 meeting the consumer goals using evidence informed practice. • 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 practice supervision to staff who are providing direct support to individual consumers and facilitate reflective practice. • Actively support the use and awareness of Mind policies, procedures, tools and systems through staff development and modelling.

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	<ul style="list-style-type: none"> • Support staff in performance improvement and performance management processes as directed by 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.
Lead and provide direct support to individual consumers	<ul style="list-style-type: none"> • Lead, coach and model a targeted, integrated and individualised responses to consumers, families, carers and supporters through flexible, strengths focused person-centred active support. • Work with consumers accessing the Local to get the support, care and treatment that is important to them through a staged approach to recovery that maintains people's human rights and dignity through: <ul style="list-style-type: none"> - Engagement with an attitude of "how can we help". - Welcoming people when they access the Local and walking alongside them through the intake and assessment process - Strengths identification and individual recovery plan development. - Skill and capacity development. - Engagement and maintenance of natural supports. - Service exit and on-going self-management support. • Support consumers with actioning their recovery plan in a range of areas including: <ul style="list-style-type: none"> - Understanding and managing consumer's own mental health and alcohol and other drugs challenges. - Developing daily living skills and capacity for self-care. - Addressing stigma and managing issues arising from trauma. - Managing physical health. - Support the understanding of drug and alcohol issues. • 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
Undertake group work	<ul style="list-style-type: none"> • Plan, deliver and develop group work programs that will assist consumers to build their skills, focus on their recovery and work towards transitioning back to their 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 consumers to co-produce and co-facilitate groups/events.



	<ul style="list-style-type: none"> • Evaluate and review group work programs.
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 clinical partners	<ul style="list-style-type: none"> • Work within a multidisciplinary team in the Local: <ul style="list-style-type: none"> - Supporting recovery-oriented practice. - Supporting clinical and therapeutic interventions. - Liaise with the team on practice issues. - Actively participating in team meetings, handover meetings and wellbeing and recovery review meetings and ensure the rights, needs and preferences of consumers are always at the centre of these. • Work collaboratively with external stakeholders to provide services to consumers in a culturally safe and appropriate manner.
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.
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. • Manage rosters, leave coverage and support the Service Manager with recruitment and induction. • Facilitate effective handovers. • Ensure accuracy of consumer 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.
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.

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	<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. 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"> Tertiary qualifications in Mental Health, Peer Work, Psychology, Social Work, Occupational Therapy, Community Services or other professional field as designated by Mind are preferred, and/or equivalent experience in a similar industry. Completion of Intentional Peer Support Core and/or Advanced training will also be considered as an alternative to tertiary qualifications.
Knowledge, skills and experience required	<ul style="list-style-type: none"> Experience in Community Services, 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, complex needs and with their families, carers and supporters. Demonstrated understanding of available community services, networks and supports. Experience providing empathic person-centred active supports. Experience in assessing need and working collaboratively to plan goal focused wellbeing and 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 welcome people when they access the Local and undertake intake and assessment functions in a manner that maintains people's dignity and human rights.

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	<ul style="list-style-type: none"> • Ability to co-design, co-produce and co-facilitate groups and education support. • 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. • 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.
Other	<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). • Able to obtain and provide evidence of vaccinations against COVID-19.

