

Position Description

Title	Team Leader, Lived Experience and Consumer Training and Development
Business unit	AOD, Mental Health and Carer Services
Location	Coburg or Prahran
Employment type	Full Time
Reports to	Manager, Lived Experience and Consumer Partnership

About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land.

We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

Our purpose: To inspire people, enliven communities and confront injustice

Our values: We are imaginative, respectful, compassionate and bold

1. Position purpose

To build the capacity of consumers and the lived experience workforce through training and work placement opportunities. This role will provide leadership to ensure the effective implementation of the:

- Earn & Learn Program
- Peer Cadet Program
- Community based AOD psychoeducation programs
- Student placements

The Lived Experience and Consumer Training and Development is a new team. It is anticipated that as the team grows that the training offering will also grow.

2. Scope

Budget:

nil

Position Description

Team Leader, Lived Experience & Consumer Training and Development

People:

- Snr Lead, Earn & Learn Program & Peer Cadet Program
 - Trainers
-

3. Relationships

Internal

- Manager, Lived Experience and Consumer Partnerships Team
- Colleagues across the Lived Experience and Consumer Partnerships Team
- Consumers and Lived Experience Workforce / Trainees

External

- Department of Health and Human Services
 - Other organisations across the sector
-

4. Key responsibility areas

Program Management

- Development of systems and frameworks that support the design, development, delivery and evaluation of the training and development activities
- Develop and maintain data and reporting processes to support the continuous improvement of the training activities
- Promote lived experience and consumer training
- Ensure that training being offered meets the needs through needs analyses and identify opportunities for improvement and innovation
- Provide leadership that supports positive outcomes for people engaging in the training and work placement programs (ie Earn and Learn and Peer Cadet)
- Leadership of a Statewide diversion program include facilitating the train the train program, coordinating evaluations, program development, networking and promotions
- Ensure that training activities are administrated in a timely way

Training

- Liaise with consumers and lived experience workforce and support training and enrolment processes
- Prepare and deliver high quality engaging training sessions to a diverse group of participants from a wide range of backgrounds, both online and face to face
- Provide feedback to learners and stakeholders (as appropriate) on their progress and achievements
- Lead training review and evaluation processes
- Collaborate with existing service providers and facilitated referrals to other services, as appropriate

Stakeholder Management

- Foster effective communication and maintain positive relationships with strategic internal and external stakeholders
- Represent Uniting in a variety of settings including proactively collaborating with partners, other agencies, local community groups etc

Position Description

Team Leader, Lived Experience & Consumer Training and Development

People and teams

- Establish, lead, coach and inspire an engaged and productive team
- Lead the team in leading practices and effective process governance
- Provide support, guidance, coaching, leadership, and empowerment to the team including feedback through performance reviews and regular supervision.
- Undertake regular supervision and performance review with line manager, providing feedback to promote collaborative working relationships
- Promote and maintain a positive, respectful and enthusiastic work environment
- Provide authentic team leadership and the highest level of professional conduct in alignment with Uniting's values.

Legal requirements & risk management

- Ensure all legal, funder and statutory requirements pertaining to the position are met including serious incidents, reportable conduct, and mandatory reporting (child safety)
- Foster a culture where risks are identified and appropriately managed
- Report areas of serious risk to next level supervisor and work together to mitigate those risks.

Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e. equal employment opportunity, health, and safety) and mandatory training specific to position.
- Declare anything that you become aware of through the course of your engagement which may impede your suitability to work with children and/or young people.
- Declare any potential or actual conflict of interest that you become aware of through the course of your engagement:
 - Based on a relationship with a current member of Uniting's workforce
 - Based on my ongoing work with another organisation

5. Person specification

Qualifications

- Tertiary qualifications (minimum certificate IV) in Mental Health, Psychology, Social Work, Occupational Therapy, or other health related field

Position Description

Team Leader, Lived Experience & Consumer Training and Development

Experience

- Extensive understanding and experience working in the Alcohol and other Drug Sector, Mental Health sector
- Leadership experience with a passion for motivating and leading teams
- Experience coordinating, developing and delivering training and/or skills development programs.
- Experience and/or formal qualifications in project management
- Excellent stakeholder management skills and experience building and maintaining partnerships

Desirable

- Certificate IV in Workplace Training and Assessment
- A lived experience of mental health and / or AOD challenge, trauma or emotional distress and/or experience of accessing AOD or mental health related services. Applicants must consider themselves to be work ready; be capable of reflecting on how their own lived experience interacts with that of others; and be able of contributing to the development and implementation of collaborative ways of working.
- Experience working with people from a forensic background, AOD and or Mental Health challenges.

Core selection criteria

- Proven leadership skills and experience with the capacity to manage, support and supervise a team of staff
- Demonstrated experience working in mental health, alcohol or other drugs, community or similar health services
- Demonstrated knowledge of harm minimisation principles, recovery-oriented principles, and client centred models of care.
- Demonstrated experience in the delivery and facilitation of training / psychoeducational groups
- Demonstrated experience with end-to-end project management
- Skills in coaching, mentoring, capacity building of staff, trainees and students
- Ability to accurately assess staff's competencies, strengths and areas for development and promote ongoing professional learning and development through supervision
- Highly developed networking and interpersonal skills including the ability to liaise effectively with a wide range of people
- Demonstrated ability to support and promote consumer engagement initiatives
- Demonstrated commitment to strive for continuous improvement
- Demonstrated ability to be flexible and innovative, and work collaboratively as part of a wider team
- Well-developed written and verbal communication skills
- **Values alignment:** ability to demonstrate and authentically promote Uniting's values.

6. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and relevant Working With Children Check (and NDIS Worker Screening Check where relevant) to your State prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.

Position Description

Team Leader, Lived Experience & Consumer Training and Development

7. Acknowledgement

I have read, understood, and accepted the above Position Description

Employee

Name:

Signature:

Date: