

Position Description

Position Title:	Team Leader - Support and Connect
EBA / Award:	Community Health Care (Stand Alone Services) Social and Community Services Employees Multi Enterprise Agreement 2022
Classification:	Social and Community Services Award, Level 7
Reports to:	Operational: Operations Director, Yarra Ranges Local Professional: General Manager - MH and AoD, Inspiro
Primary Site:	Yarra Ranges - Lilydale
Last updated:	November 2023

Be part of a major boost to mental health and wellbeing in Victoria!

The Mental Health and Wellbeing Locals are an important part of Victoria's reformed mental health and wellbeing system. The Victorian Government has committed to establishing 50 Mental Health and Wellbeing Locals.

In the Yarra Ranges, Wellways, Eastern Health, Inspiro Health, and Oonah are working together to offer an easy way to access care and support for people aged 26 years and over who are experiencing mental health concerns – including people with co-occurring alcohol and drug support and care needs and their family, carers, and supporters.

Mental Health and Wellbeing Locals are free, voluntary, and easy to access, with no referral required. Importantly, these new services will be delivered on the basis of *'how can we help?'* and a *'no wrong door'* approach, focused on giving choice and control over how the participant wants to receive support.

This new service will make it easier for the participant to access the support they need, closer to home and family, carers, and support networks.

Most importantly, Mental Health and Wellbeing Locals are safe spaces for everyone.

Commitment to Reconciliation

The Mental Health and Wellbeing Local knows that Aboriginal and Torres Strait Islander people have not always been well-served by mental health and disability organisations. Their social and emotional wellbeing has been impacted by generations of trauma, injustice and deprivation. As partner organisations, we recognise our responsibility in addressing these issues of injustice, inequality and stigma as part of ensuring our services are both welcoming and helpful for people and their families. As part of our commitment to reconciliation, we are working to create culturally aware and safe services for First Nations Community Members.

Working together - how we will deliver services

The Mental Health and Wellbeing Local is community-led and integrated through partnership that shares power, creating a responsive, flexible and helpful service.

The Local will operate seven days a week, with extended operating hours to support a flexible and responsive service. The Local Service model will provide integrated clinical support, care, and wellbeing support to participants and their family members or carers. The provided services will be in response to participants experiencing a mental health challenge and co-occurring substance use or addiction. This approach will improve the capacity of individuals to engage in our community and respond to any future psychological distress.



Community

The Mental Health and Wellbeing Local Services will be community-led, and co-production will ensure a diverse range of perspectives are included in the design, delivery, and governance of the Local Services, ensuring it reflects, responds and is accountable to the local community it supports.

Connected

An integrated service system connected through governance (partnership, operational and clinical) systems and workforce ensures people can access the right support at the right time.

Creating capacity for citizenship

Our model of care and governance structure has been designed to create capacity. Our workforce, individuals, and their natural supports recognise and respond to psychological distress and address barriers that prevent people from participating in their community and leading meaningful lives.

Team

The *Team Leader - Support and Connect*, will lead a highly skilled, knowledgeable and diverse team comprised of designated Lived/Living Experience roles. The Support and Connect team champions the voices of Lived/Living Experiences and person-centred approaches within the Local. The team is supported by a skilled and capable leadership structure supporting the delivery of high quality, trauma informed care and support.

Role Purpose

The *Team Leader - Support and Connect* employed by Inspiro and is integral to the establishment and ongoing vision and operations for the Yarra Ranges Mental Health and Wellbeing Local by providing exceptional leadership to the peer workforce and championing Lived/Living Experience. You will provide discipline specific supervision to the team within an Intentional Peer Support framework, monitor team KPIs and ensure the delivery of high-quality peer support and service navigation.

As the *Team Leader - Support and Connect* you will develop and nurture a culture grounded in peer work values, trauma-informed principles, trust, respect, hope, and empowerment. In close collaboration with the Yarra Ranges Local leadership team you will drive an inclusive and values-driven culture that cultivates and nurtures participant and community-led initiatives. Your leadership in this role reflects peer work values, trauma-informed principles and human rights perspectives and supports effective communication, guidance and collective problem-solving.

How you will make a difference

In this vital position, you play a crucial role shaping the future of mental health and wellbeing in Victoria, ensuring the voices of lived/living experience are centred in service planning and delivery. Your responsibilities will significantly impact the enhancement of participant well-being, aligning with human rights and recovery frameworks. You play an integral role in reshaping the delivery of mental health and well-being services and supports for the Yarra Ranges Local community through collaborative efforts with the Leadership team.

Now is your chance to shape the future of mental health and wellbeing in Victoria to ensure that everyone is supported and included.

Key areas of accountability

<p>Duties/Responsibilities</p>	<ul style="list-style-type: none"> • Work with the leadership team to develop warm and welcoming trauma informed approaches and processes that optimise opportunities for participant engagement and a positive experience of the service. • Monitor team KPIs and ensure the delivery of high-quality peer support and service navigation. • In collaboration with the leadership team, ensure smooth operations through coordinated rostering and process development, review, and continual improvement. • Implement effective strategies that integrate consumer perspective principles into systems, processes, and practices. • Work collaboratively with the leadership team, partners, and stakeholders to regularly review and understand service delivery needs and consider innovative alternatives and options. • Work collaboratively as part of the Yarra Ranges Local leadership team to contribute to the development of program and regional plans, championing a person-centred approach. • Where required, facilitate joint planning, ensuring a coordinated response between the participant's care team. • Develop processes that support team members to identify and raise risk issues or concerns in a timely and consistent manner. • Coordinate training and development opportunities for the Lived/Living experience workforce, as well as ongoing education to Locals staff to build capacity, understanding of peer work and support integration within the team.
<p>Leadership</p>	<ul style="list-style-type: none"> • Lead and support co-design and co-production activities across the Yarra Ranges region and implement effective strategies that integrate consumer perspective principles into systems, processes, and practices. • In partnership with the Senior Peer Navigator, provide orientation, and guidance through Consumer Perspective supervision and mentoring to peer navigators. • Lead with empathy, vision, humility, creativity, and integrity. • Drive the transformational change associated with developing and championing the Lived/Living Experience workforce. • Integrate Lived Experience Leadership: Leverage personal lived experience with mental health challenges and the recovery journey to develop and deliver programs and projects.

	<ul style="list-style-type: none"> • Drawing on your lived/living experience, demonstrate a commitment to holistic wellbeing, social change, and human rights principles. • Provide thoughtful, consistent leadership and effective decision making that brings people together.
Knowledge/Experience and Qualifications	<ul style="list-style-type: none"> • Personal experience of mental illness and recovery, accessing and navigating health care services, including mental health services and a willingness to draw upon your experiences and recovery journey to inform your work. • Minimum Qualification in Intentional Peer Support, Certificate IV in Mental Health Peer work, or relevant Diploma level qualification • Minimum 3 years' experience in consumer Lived/Living experience/peer work roles and minimum 2 years' experience leading and supervising Lived/Lived Experience workers. • Proven ability in creating psychologically safe spaces that empower and support diversity and inclusivity. • Strong knowledge of mental health service delivery, development and design, project management and reporting. • Alignment with a Culturally respectful approach that includes and strengthens all peoples, traditions, stories, and Culture. • Experience and commitment to develop the capabilities of the LLE workforce and champion their voices within the organisation and the community. • Demonstrate thought leadership qualities and attributes through being observant, curious, reflective and action oriented. • Ability to demonstrate self-awareness and ability to continuously reflect, learn and grow.
Continuous Improvement	<ul style="list-style-type: none"> • Remain informed about the latest research and best practice for the Lived/Living experience workforce. • Continuously utilise client feedback and other relevant data to inform quality and service safety improvement. • Promote active participant involvement in service design, planning, evaluation, and improvement. • Provide Lived/Living experience perspective to support decision making processes.
Stakeholder Engagement	<ul style="list-style-type: none"> • Build positive and productive relationships both internally and externally. • Develop and maintain strategic relationships and networks throughout the Yarra Ranges region. • Share and celebrate learnings and opportunities to collaborate for broader community reach and impact

Key Requirements

Information Technology	<ul style="list-style-type: none"> • Willingness to learn and adapt to technology platforms relevant to the position. • Experience with and confident in using Microsoft Office Suite and CRM systems.
Compliance	<ul style="list-style-type: none"> • National Police Check • International Police (if required) • Current Working with Children Check – employee check • Evidence of right to work in Australia • NDIS Workers Screening Check • 100 points of identification • NDIS Workers Orientation Modules – free online course
Other	<p>Desirable:</p> <ul style="list-style-type: none"> • Completion of Intentional Peer Support Manager training, Organisational Readiness for Peer workforce training or other peer workforce/LLE workforce related training <p>Welcomed:</p> <p>We are committed to employing people with diverse backgrounds and experiences and encourage applications from people who identify as gender diverse, Aboriginal, Torres Strait Islander, living with a disability or culturally and linguistically diverse.</p>