

## Position Description

<b>Position Title:</b>	Team Leader - Towards Change (Permanent full time 1.0 FTE)
<b>Classification:</b>	<p>The classification will depend on the relevant qualification / discipline and level of experience of the successful applicant. These may include:</p> <ul style="list-style-type: none"> <li>• Social Worker - Social &amp; Community Services Employee Level 7</li> <li>• Occupational Therapist – Allied Health Practitioner Grade 3 / 4</li> <li>• Psychologist – Grade 4</li> <li>• Nurse - Registered Nurse (Community Health Nurse in Charge - CN6)</li> </ul>
<b>Award/Agreement:</b>	<p>The Award/Agreement will depend on the relevant qualification / discipline of the successful applicant.</p> <p>These may include:</p> <ul style="list-style-type: none"> <li>• Community Health Care (Stand Alone Services) Social and Community Services Employees Multi Enterprise Agreement 2022</li> <li>• Victorian Stand Alone Community Health Centres Allied Health Professionals Enterprise Agreement 2022-2026</li> <li>• Psychologists, Dietitians, Audiologists and Pharmacists (Victorian Stand-Alone Community Health Services) Enterprise Agreement 2023-2026</li> <li>• Nurses and Midwives (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2020-2024</li> </ul>
<b>Reports to Operational:</b>	<p>Operational: Operations Director, Yarra Ranges Local</p> <p>Professional: General Manager - MH and AoD, Inspiro</p>
<b>Primary Site:</b>	Yarra Ranges - Lilydale
<b>Last updated:</b>	September 2024

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 Local, Wellways, Eastern Health, Inspiro and Oonah are working together to offer an easy way to get treatment, care and support for people aged 26 years and over who are experiencing mental health concerns – including people with co-occurring alcohol and drug treatment 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 consumer wants to receive support.

This new service will make it easier for the consumer 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 treatment, care, and wellbeing support to consumers and their family members or carers. The provided services will be in response to consumers 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 Locals 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 - Towards Change* is a joint role, sharing leadership of the *Towards Change* team with an Eastern Health employed Team Leader. The *Towards Change* team is a crucial part of the Victorian Mental health reform work that Wellways, Eastern Health, Inspiro and Oonah are undertaking. This role will be part of a growing service system that places the community in the centre of the Local Mental Health and Wellbeing network across Victoria.

### Role Purpose

This role is employed by Inspiro. While a number of the *Towards Change* clinicians will have a direct line of reporting to this Team Leader role, the overall leadership and management of the *Towards Change* team is shared collaboratively with another Team Leader to ensure an integrated and efficacious approach to clinical service delivery within the Local.

The role requires a skilled mental health clinician and people leader with experience in effectively leading thriving teams and building a consumer and community led, inclusive, and values driven culture. People with personal lived experience of mental health and/or substance use challenges and recovery are encouraged to apply.

The role will also support the development of service delivery, including the establishment of collaborative models of care focused on peer-based supports, service navigation, single session therapies and family and carer programs, and the associated policies and procedures.

## How you will make a difference

You will play a vital role in ensuring that consumers, carers and their families receive valuable and supportive mental health care. This role will ensure decisions are always either directly or indirectly aimed at ensuring the person with lived experience is at the centre of all we do and that the ethos and values of clinical professionalism are imbued within the culture of the organisation and play an integral role in changing and shaping the way mental health and wellbeing services and supports are delivered to the Yarra Ranges community.

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

Area	Deliverable
Effective, high quality, recovery-oriented service delivery	<ul style="list-style-type: none"> <li>• Work collaboratively as part of the Yarra Ranges Local leadership team to contribute to the development of program and regional plans, championing person-centred and recovery orientated approaches.</li> <li>• Ensure timely and contemporary evidence informed/best practice and culturally safe treatment is available to participants and their families, carers, and kin.</li> <li>• Support co-design and co-production activities in collaboration with the Yarra Ranges Local Leadership team.</li> <li>• Promote responsiveness to the needs and concerns of participants' families and carers.</li> <li>• Support the work of team members with people experiencing crisis and psychological distress in ways that maximise opportunities for engagement.</li> <li>• Provide timely debriefing support to team members where needed.</li> <li>• Facilitate skill development and knowledge sharing through the identification of skill gaps and facilitation of workshops, forums and access to relevant Communities of Practice.</li> <li>• Review and update systems and practices in consultation with relevant stakeholders to ensure best practice methods are in place and align with the vision for Locals services.</li> <li>• Provide regular performance reporting data across all key metrics.</li> </ul>
Team Leadership	<ul style="list-style-type: none"> <li>• Support recruitment, lead and oversee a multidisciplinary team ensuring all members of the team have the necessary skills, support, and knowledge to carry out their role.</li> <li>• Collaborate with and lead team members to improve their understanding of personal recovery and build capacity to deliver mental health services grounded in recovery-oriented approaches.</li> <li>• Lead, coach and develop team members with empathy, vision, humility, creativity, and integrity.</li> <li>• Promote awareness and compliance with discipline specific professional codes of practice for all within the team.</li> </ul>

Area	Description
	<ul style="list-style-type: none"> <li>• Maintain a performance development and accountability process with team members reporting to the position.</li> <li>• Lead the team with high levels of emotional intelligence, understanding of trauma informed leadership principles and commitment to supporting a psychologically safe workplace and healthcare setting.</li> </ul>
Day to day operations	<ul style="list-style-type: none"> <li>• Participate in relevant leadership, clinical, operational and project committees as identified by the Operations Manager.</li> <li>• Develop, review, and manage data for KPIs and other relevant outcome data to ensure regular feedback loop for service planning and improvement.</li> <li>• Regular review of new referrals and allocation of aligned work duties for effective care coordination and intervention.</li> <li>• Support development of procedures, policies and processes including financials and human resources, to deliver services and monitor and evaluate compliance and effectiveness.</li> <li>• Provide line management supervision for each team member at agreed intervals.</li> <li>• Coordinate and manage the administrative and operational organisational (partner) specific requirements such as payroll, mandatory training and scheduled activities and events, in close collaboration with the leadership team.</li> <li>• Monitor and support individual team member performance and conduct annual reviews, against professional development goals.</li> </ul>

## Key Requirements

Qualification	<ul style="list-style-type: none"> <li>• Tertiary qualifications in relevant Health discipline including Psychology, Nursing, Social Work, Occupational Therapy.</li> <li>• Nursing, Occupational Therapy: <ul style="list-style-type: none"> <li>○ Professional Registration with AHRPA</li> </ul> </li> <li>• Social Work: <ul style="list-style-type: none"> <li>○ Holds a degree qualification in Social Work and is eligible for membership with the Australian Association of Social Workers (AASW).</li> </ul> </li> <li>• Psychology: <ul style="list-style-type: none"> <li>○ Full registration or eligibility for full registration as a Psychologist by the Psychology Board of Australia</li> <li>○ Hold approved Supervisor status with AHPRA.</li> </ul> </li> </ul>
Required knowledge and experience	<ul style="list-style-type: none"> <li>• Minimum of 5 years' experience managing teams in a mental health/related setting.</li> <li>• Proven ability to lead, manage and motivate team members to thrive in their roles.</li> </ul>

	<ul style="list-style-type: none"> <li>• Demonstrated commitment to the lived experience voice and ability to embed lived experience within models of care.</li> <li>• Demonstrate thought leadership qualities and attributes through being observant, curious, reflective and action oriented.</li> <li>• Alignment with a Culturally respectful approach that includes and strengthens all peoples, traditions, stories and Culture.</li> <li>• Ability to demonstrate self-awareness and ability to continuously reflect, learn and grow.</li> <li>• Demonstrated effective written and verbal communication and interpersonal skills.</li> <li>• Demonstrated ability to lead and sustain system change and a vibrant, productive, and collegiate workplace culture.</li> <li>• Strong leadership as demonstrated through previous experience in positions of leadership or clinical supervision of other employees.</li> <li>• Knowledge and understanding of relevant legislation and its impact on the delivery of frontline services, practice, and risk management.</li> <li>• Evidence of continuing professional development.</li> </ul>
Information Technology	<ul style="list-style-type: none"> <li>• Willingness to learn and adapt to technology platforms relevant to the position.</li> <li>• Experience with and confident in using Microsoft Office Suite and CRM systems.</li> </ul>
Compliance	<ul style="list-style-type: none"> <li>• National Police Check</li> <li>• Current Victorian Driver's License</li> <li>• International Police check (if required)</li> <li>• Current Working with Children Check- Employee Check</li> <li>• Evidence of Right to Work in Australia</li> <li>• NDIS Workers Screening Check</li> <li>• 100 points of identification</li> <li>• NDIS Workers Orientation Modules – free online course</li> <li>• Evidence of Vaccination Status (including Booster COVID vaccination or valid medical exemption)</li> </ul>
Other	<p>Desirable:</p> <ul style="list-style-type: none"> <li>• Completion of Intentional Peer Support Manager training, Organisational Readiness for Peer workforce training or other peer workforce related training</li> <li>• Open to working across different sites within the Yarra Ranges and work in the community.</li> </ul> <p>Welcomed:</p> <p>We are committed to employing people with diverse</p>

	<p>backgrounds and experiences and encourage applications from:</p> <ul style="list-style-type: none"> <li>• People with personal lived experience of mental health challenges or who have cared for someone who has.</li> <li>• People who identify as Aboriginal and or Torres Strait Islander</li> <li>• People who identify as gender diverse, living with a disability or culturally and linguistically diverse.</li> </ul>
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### Required Values & Behaviours

Area	Description
Authenticity and Integrity	<ul style="list-style-type: none"> <li>• We will bring our whole selves to the table and work from a position of trust and belief in the other, recognising community and wellbeing belongs to all of us.</li> <li>• We are committed to leading a culture that is helpful and understands people exist and have complex intersectional circumstances that can lead to psychological distress.</li> </ul>
Compassion	<ul style="list-style-type: none"> <li>• We will commit to a compassionate approach and understanding leading with curiosity.</li> </ul>
Respectful Collaboration	<ul style="list-style-type: none"> <li>• We are respectful and recognise the power in our different experiences and organisations work views and recognise we all have something to learn from each other.</li> </ul>
Quality and Safety	<ul style="list-style-type: none"> <li>• Ensure any risks are identified and reported promptly and that prevention strategies are implemented to ensure the safety of all consumers.</li> <li>• Ensure and take all reasonable care for your personal safety and the safety of, consumers and colleagues.</li> <li>• Actively participate in workplace health and safety initiatives and consult with colleagues and management in relation to issues that impact on the safety of the workplace.</li> <li>• Comply with all Policies and Procedures</li> <li>• Maintain confidentiality as per Yarra Ranges Mental Health Local policies and procedures and in accordance with relevant privacy and health records legislation.</li> </ul>

	<ul style="list-style-type: none"> <li>• Actively involve consumers and/or carers in quality and safety improvement activities.</li> <li>• Maintain up-to-date immunisation status related to own health care worker category.</li> <li>• Ensure that the principles of general and consumer manual handling are adhered to.</li> </ul>
People & Culture	<ul style="list-style-type: none"> <li>• Act in accordance with the 'Code of Conduct' and 'Workplace Behaviour' Policies.</li> <li>• Actively participate in relevant professional development.</li> </ul>
Equality and Equity	<ul style="list-style-type: none"> <li>• We will strive for equality and equity in our approach to partnership and the community we serve.</li> <li>• We aim to break down the barriers of power and privilege recognising we come together toward a common goal.</li> </ul>
Honesty and Courage	<ul style="list-style-type: none"> <li>• We will have robust feedback mechanisms in our model of care and governance structure to actively engage with community and participants to ensure we are meeting their needs and we are accountable to these.</li> <li>• We lean into difficult conversations realising this is when there is the greatest opportunity to learn.</li> </ul>
Excellence and Appreciation	<ul style="list-style-type: none"> <li>• Our work will be evidence based and we commit to continuous quality improvement processes to ensure the people using our service have excellent outcomes.</li> </ul>
Commitment to reconciliation	<ul style="list-style-type: none"> <li>• Demonstrates commitment to reconciliation.</li> <li>• Work towards creating culturally aware and safe services for First Nations Community Members.</li> </ul>