

Position Description

Position Title:	Support and Connect Team Leader
EBA / Award:	Non Award Contract
Classification:	Non Award Contract
Partner Employer:	APMHA HealthCare Ltd
Reports to:	Shepparton Local Operations Manager & Clinical Director
Location:	Primary location - Greater Shepparton Shire Outreach to Strathbogie – Moira Shires
Last updated:	22 nd 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 Greater Shepparton Strathbogie - Moira (GSSM), Wellways, APMHA Healthcare and GV Health 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

This role makes up part of the Support and Connect Team and is a crucial part of the Victorian Mental health reform work that APMHA Healthcare Ltd (APMHA) and its partners 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 (Local) network across Victoria.

Consisting of peer/wellbeing navigators, an intake clinician and a psychosocial worker, the Support and Connect Team are responsible for ensuring a warm introduction to the service, with a seamless and coordinated approach for clients accessing the Local and broader, appropriate services.

Role Purpose

The Support and Connect Team Leader, employed by APMHA, will lead the team in the establishment and ongoing operations for the GSSM Local Mental Health and Wellbeing Local. The Support and Connect Team will be pivotal as the first point of contact for many Local participants and will be a warm and welcoming space for those wishing to access the service.

The role will have overall responsibility for managing Support and Connect Team members as they:

- Welcome new participants into the Local Service
- Support participants to engage with the service and continue to walk alongside them on their recovery journey.
- Facilitate the initial conversation for all participants at point of entry to identify their goals and support needed to achieve them including their mental health needs, linking them in with appropriate Local and external services to support recovery.

How you will make a difference

The Support and Connect Team will play a vital role in ensuring participants, carers, and their families are able to access valuable and supportive mental health care. The role will help ensure Local participants are welcomed into the service, and guided towards their recovery goals, through an evidence based and warmly supported, integrated team approach.

Now is your chance to shape the future of mental health and wellbeing in Victoria to ensure that everyone receives the support they want when the need it.

Key areas of accountability

Area	Deliverable
General	<ul style="list-style-type: none"> • Working as part of the Greater Shepparton Strathbogie - Moira (GSSM) leadership team, contribute to the development of the service. • Lead the Support and Connect Team to support participants to identify, engage, and remain engaged with the range of health and social care services they need, as well as access local social and community activities. • Collaborate with the Towards Change Team to create safety assessments, including assessment of suicide risk and violence risk, develop action and safety plans providing follow up support when required, and communicating participant safety matters with the Leadership team. • Support the Senior Wellbeing Navigator and team of Peer Navigators to facilitate referrals, ensuring a “no wrong door approach” and warm and safe environment is created for participants accessing the Local. • Facilitate and participate in joint planning/case conferencing, and Network Meetings at key stages to ensure a coordinated response between the participants chosen support team. • Provide Operational Management support to the Support and Connect Team Intake Clinician and Psychosocial worker. • Undertake any additional tasks as requested that reasonably fall within the scope of the position and classification.
Management, Leadership and Guidance	<ul style="list-style-type: none"> • Provide operational management to the Senior Wellbeing Navigator, Intake Clinician and Psychosocial Worker, in line with mental health evidence based, best practice. • Ensure the Support and Connect Team work effectively to provide support to participants accessing the Local. • Support the team to meet program needs, ensuring each member is appropriately orientated to the Local service. • Work with the Local Operations Manager in the implementation and development of the service, ensuring it remains locally relevant and responsive.

Area	Description
Promote continuous improvements	<ul style="list-style-type: none"> • Oversee the implementation of evaluation activities of the program, ensuring they are evidence-based, driven by lived experience and tailored to meet the needs of the local community. • Ensure all services are delivered according to the Locals policies, procedures, and applicable legislative, accreditation standards and service level agreements. • Ensure the Local Service is meeting funding obligations and key performance indicators and targets are met in the areas of family, peer, and community services. • Ensure the Service Model is delivered with a continuous quality improvement lens applied. • Assist the Local Operations Manager to ensure operational and administrative requirements of the program are met including OH&S reporting, fleet management, finances, purchasing, QDC and other such requirements. • Ensuring that participant complaints/issues are promptly addressed with support of the Leadership team. • Adhere to organisation policies and procedures relating to Workplace Health and Safety and at all times, take responsibility for own and colleagues wellbeing.

Key Requirements

Qualifications	<p>Essential:</p> <ul style="list-style-type: none"> • Diploma or Tertiary qualifications in a relevant field (mental health/AOD) • Experience working in mental health and/or AOD sector (minimum 3 years) • Experience in a Team/Senior Leader or Management role • Demonstrated time management abilities, excellent communication (written and oral) and interpersonal skills. • Demonstrate a friendly, proactive approach and work with competing needs, deadlines and balance priorities with efficiency and professionalism. • Ability to work independently and within a team. <p>Desirable:</p> <ul style="list-style-type: none"> • Experience working with vulnerable/priority populations in a mental health setting. • A good understanding of Federal, State and Local mental health policy and current reform.
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Information Technology	<ul style="list-style-type: none"> • Good working knowledge of MS Office Suite • Experience in using a Client Information Management Systems (CiMs) and Customer Relationship Management Systems (CRM). • Proven extensive experience establishing and maintaining appropriate health records.
Compliance	<ul style="list-style-type: none"> • Certification of qualifications • National Police Check • International Police (if required) • Current Working with Children Check - employment • Evidence of right to work in Australia. • NDIS Workers Screening Check • NDIS Workers Orientation Modules – free online course • Current Victorian driver's license.
Other - desirable	<ul style="list-style-type: none"> • Aboriginal, Torres Strait Islander, people living with a disability and Culturally and Linguistically Diverse people and who identify as LGBTIQ+ are encouraged to apply.

Required Values & Behaviours

Area	Description
Authenticity and Integrity	<ul style="list-style-type: none"> 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. 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.
Compassion	<ul style="list-style-type: none"> We will commit to a compassionate approach and understanding leading with curiosity.
Respectful Collaboration	<ul style="list-style-type: none"> 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.
Quality and Safety	<ul style="list-style-type: none"> Ensure any risks are identified and reported promptly and that prevention strategies are implemented to ensure the safety of all participants. Ensure and take all reasonable care for your personal safety and the safety of, participants and colleagues. 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. Comply with all Policies and Procedures Maintain confidentiality as per Greater Shepparton Strathbogie - Moira Mental Health Local policies and procedures and in accordance with relevant privacy and health records legislation. Actively involve participants and/or carers in quality and safety improvement activities. Maintain up-to-date immunisation status related to own health care worker category. Ensure that the principles of general and participant manual handling are adhered to.
People & Culture	<ul style="list-style-type: none"> Act in accordance with the 'Code of Conduct' and 'Workplace Behaviour' Policies. Actively participate in relevant professional development. Display high levels of professional behaviour at all time.

Equality and Equity	<ul style="list-style-type: none"> We will strive for equality and equity in our approach to partnership and the community we serve. We aim to break down the barriers of power and privilege recognising we come together toward a common goal.
Honesty and Courage	<ul style="list-style-type: none"> 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. We lean into difficult conversations realising this is when there is the greatest opportunity to learn.
Excellence and Appreciation	<ul style="list-style-type: none"> Our work will be evidence based and we commit to continuous quality improvement processes to ensure the people using our service have excellent outcomes.
Commitment to reconciliation	<ul style="list-style-type: none"> Demonstrates commitment to reconciliation. Work towards creating culturally aware and safe services for First Nations Community Members.

Scope of Authority

Direct employees to start or cease work	Authorised
Recruit/terminate employees	Not authorised
Appoint contracts	Not authorised
Approve expenditure	Authorised (Amount - TBC)
Media contact	Not authorised

Acceptance/ agreement

I declare that I have read, understand, and will abide by the above position description.

Name: _____

Signature: _____

Date: _____

Authorisation

Name: _____

Signature: _____

Date: _____