



ACCESS  
Health & Community



## Employee Position Description

Position Details				
<b>Position Title:</b> Team Leader- Mental Health and Wellbeing Connect	<b>Department:</b> Northeast Metro Mental Health and Wellbeing Connect	<b>Agreement:</b> Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2022		
<b>Reports To:</b> Manager, Mental Health and Wellbeing Connect	<b>Location:</b> Mental Health and Wellbeing Connect Hub (Ivanhoe) - with requirement to work at Family and Carer-led Satellite Sites (North region)			
<b>Direct Reports:</b> Family and Carer Peer Worker, Family Clinician	<b>Employment Status:</b> Permanent: Full time	<b>Classification:</b> Social and Community Services Employee Level 6 (Pay Point dependent on experience)		
Position Primary Purpose				
<p><b>Position summary:</b> The Northeast Metro Mental Health and Wellbeing Connect Team Leader will provide operational leadership and line management to the Family and Carer Peer Workers, and Family Clinicians, based at the same sites. The Team leader will be an important part of the North East Metro Connect leadership team, along with the Lived/Living Experience Practice Lead, Manager, and Executive Lead, Mental Health and AOD.</p> <p>The Team Leader will use their lived/living experience as a family member or supporter of someone with mental health and/or substance use challenges to provide leadership, mentoring and support to the North East Metro Connect staff. The Team Leader, alongside the North East Metro Connect staff, provides connection with and support for families, carers and supporters. This role involves one-on-one direct support and the delivery of peer support and psychoeducation groups.</p> <p>The Team Leader works closely and collaboratively with peer workers, Family Clinicians and other staff at the North East Metro Connect to deliver services that are welcoming, responsive, and flexible for families, carers and supporters. Supported by the Lived/Living Experience Practice Lead and Manager, the Team Leader will work to inspire hope and confidence in families, carers and supporters to achieve improved health and wellbeing with a focus on their strengths and resilience as part of their recovery.</p>				
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**The key components of the role include:**

- Leading, mentoring and supporting North East Metro Connect staff.
- Supporting families, carers and supporters of people with mental health and/or substance use challenges.
- Facilitation or co-facilitation of peer support and psychoeducational groups.
- Leading social events/activities and community development.
- Participating in professional development, supervision and reflective practice.
- Representing the Mental Health and Wellbeing Connect in local, regional and statewide networks, forums and presentations as appropriate.

**Decision Making Authority**

**Decisions in line with the Access HC (as consortium lead)  
Delegation of Authority Policy**

**Key Relationships**

**Internal**

Mental Health and Wellbeing Connect staff including:

- Family and Carer Peer Workers, Family Clinicians
- Lived/Living Experience Practice Lead
- Manager- Mental Health and Wellbeing Connect
- AccessHC management and senior leadership group
- Access corporate services team (including Finance, People & Culture and Communications)

**AccessHC staff including:**

- Alcohol and Other Drug Team
- Mental Health Team
- Service Connection and Customer Service Teams
- Health Promotion Team
- Community Impact Team
- Other teams as needed

**External**

- Mental Health and Wellbeing Connect consortium partners including Inspiro, Self Help Addiction Resource Centre (SHARC) and healthAbility
- Tandem and other carer support services
- Other Connect Centres

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- Other community health organisations as needed

**Key Accountabilities**

Focus Areas	Responsibilities
<p><b>Team Leadership</b></p>	<ul style="list-style-type: none"> <li>• Providing day-to-day operational management of staff in the team, including providing regular 1:1 line management supervision, responding to staff queries, approving leave/timesheets, rostering, leave coverage and other line management duties.</li> <li>• Building Connect staff capacity in participation and engagement mechanisms and supporting the team to apply these in the development of services to families, carers and supporters.</li> <li>• Assisting with upskilling and practice development.</li> <li>• Identifying opportunities and implementing strategies to continually enhance a learning culture within teams.</li> <li>• Assisting with recruitment, induction and training for all new Connect staff.</li> <li>• Leading, mentoring and supporting Connect staff to provide high quality services to families, carers and supporters.</li> <li>• Supporting the Manager, Mental Health and Wellbeing Connect to implement performance improvement plans with staff when required.</li> <li>• Aiding in the development and implementation of therapeutic group programs, education programs and activities.</li> <li>• Working in partnership with Manager, Mental Health and Wellbeing Connect and contributing to service planning and review.</li> <li>• Supporting the Manager, Mental Health and Wellbeing Connect and Lived/Living Experience Practice Lead to ensure policy, procedure and best-practice guidelines are implemented within the Mental Health and Wellbeing Connect team.</li> </ul>
<p><b>Working for and supporting families, carers and supporters</b></p>	<ul style="list-style-type: none"> <li>• Providing empathic and informed peer support, information and referrals to families, carers and supporters whose lives are impacted by mental health and/or substance use challenges, being mindful of the principles of purposeful disclosure.</li> <li>• Encouraging and facilitating referrals to internal and external services, family/carer/supporter support groups and education, and access to hardship funds, where appropriate.</li> <li>• Participating in regular practice supervision with the Lived/Living Experience Practice Lead including self-reflective practice and identification of needs.</li> </ul>

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	<ul style="list-style-type: none"> <li>• Seeking support, debriefing and actively following up challenging or concerning issues with Lived/Living Experience Practice Lead or Manager, North East Metro Connect</li> <li>• Informing Lived/Living Experience Practice Lead or Manager, North East Metro Connect, when duty of care issues arise.</li> <li>• Monitoring service quality and feedback and implementing continuous improvement initiatives.</li> <li>• Being available to work after hours and on weekends when required.</li> </ul>
<b>Facilitation or co-facilitation of groups</b>	<ul style="list-style-type: none"> <li>• Working as part of a team to guide the group according to the principles agreed upon by group participants, North East Metro Connect and/or other stakeholders.</li> <li>• Being committed to and abiding by the North East Metro Connect privacy and confidentiality policy applicable to all staff.</li> <li>• Providing a supportive environment for group members to participate, learn and share in a group setting.</li> <li>• Attending all group meetings as an authentic and active participant being mindful of the principles of purposeful disclosure.</li> <li>• Ensuring the focus of the group is supporting the needs of the participants. Participating in evaluation, identifying gaps in content and/or updating group materials for continuous improvement.</li> <li>• Providing support for various administration duties, which may include maintaining records of group attendance and current group membership, communicating with members from time to time, organising group rosters, preparation of meeting topic planners, etc.</li> <li>• Regularly attending meetings and committing to ongoing professional development and training.</li> <li>• Seeking support and debriefing and actively follow up challenging or concerning issues with practice lead or centre manager. Informing Lived/Living Experience Practice Lead or Manager, North East Metro Connect, when duty of care issues arise.</li> </ul>
<b>Networking, Liaison and Partnerships</b>	<ul style="list-style-type: none"> <li>• Working closely with the Family and Carer Peer Workers, Lived/Living Experience Practice Lead, and Manager, North East Metro Connect, to provide an accessible and welcoming service for families, carers and supporters.</li> <li>• Actively participating and working cooperatively with the multidisciplinary team, collaborative partner organisations, North East Metro Connect participants, referrers and other stakeholders.</li> <li>• Developing and maintaining appropriate networks and resources to enable the referral of North East Metro Connect participants to broader community services.</li> <li>• Participating in regular peer-to-peer learning through communities of practice.</li> <li>• Representing North East Metro Connect on relevant networks and committees as required in a professional and respectful manner.</li> </ul>

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	<ul style="list-style-type: none"> <li>Supporting the Manager, North East Metro Connect, and other North East Metro Connect staff to ensure integration between mental health and alcohol and other drug services and other programs at North East Metro Connect</li> </ul>
<b>Quality, Reporting and Clinical Governance</b>	<ul style="list-style-type: none"> <li>Participating in regular self-reflection, group, operational (line management) supervision and professional development in line with individual work plan, and as directed by the Manager, North East Metro Connect and Lived/Living Experience Practice Lead.</li> <li>Participating in regular carer perspective supervision including self-reflective practice, self-care, risk management and identification of needs.</li> <li>Participating in and/or facilitating team meetings with the Family and Carer Peer Workers.</li> <li>Seeking support, debriefing and actively following up challenging or concerning issues with Lived/Living Experience Practice Lead and/or Manager, North East Metro Connect including when duty of care issues arise.</li> <li>Reporting and documenting any clinical or other risk incidents, which occur.</li> <li>Encouraging consumer feedback to the service and implementing continuous improvement initiatives as directed by the leadership team.</li> <li>Ensuring that data collection and reporting requirements are completed to a high standard and in a timely manner.</li> <li>Supporting the Manager, North East Metro Connect to ensure that the North East Metro Connect delivers high quality services that meet quality and accreditation standards and align with the North East Metro Connect Clinical Governance Framework.</li> <li>Maintaining registration with relevant professional bodies if applicable and ensuring all registration requirements are met.</li> </ul>
<b>FCLC Values</b>	<p>Through actions and behaviour, demonstrating the Northeast Family and Carer-led Centre values of:</p> <ul style="list-style-type: none"> <li>Self-determination</li> <li>Equity</li> <li>Collaboration</li> <li>Respect</li> <li>Innovation</li> <li>Community</li> </ul>

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<b>Governance and Compliance</b>	<ul style="list-style-type: none"> <li>• Acting in accordance with North East Metro Connect and Access HC policies, procedures and codes of conduct.</li> <li>• Maintaining updated and valid credentials in accordance with relevant legislation and industry requirements where applicable to the position.</li> <li>• Participating in mandatory training requirements, including induction and ongoing professional development, to support the delivery of safe and effective services.</li> </ul>
<b>Workplace Health and Safety</b>	<ul style="list-style-type: none"> <li>• Acting in accordance with North East Metro Connect and Access HC, health and safety policies and procedures at all times.</li> <li>• Taking reasonable care of own health and safety and that of other people who may be affected by conduct.</li> </ul>

**Selection Criteria**

<p><b>Mandatory Criteria:</b></p> <ul style="list-style-type: none"> <li>• National Police Check</li> <li>• International Police Check (if lived overseas for more than 12 months)</li> <li>• Working With Children Check</li> <li>• NDIS Worker Screening Check</li> <li>• Driver’s Licence</li> </ul> <p><b>Key Selection Criteria</b></p> <ul style="list-style-type: none"> <li>• Be willing to effectively, respectfully and appropriately, use your lived/living experience as a family member, carer or supporter of someone with mental health and/or substance use challenges in your role.</li> <li>• Relevant training, qualifications and/or experience in family/carer peer support. Training such as Intentional Peer Support (IPS) training, a Cert IV in Peer Support or previous paid/voluntary role in lived/living experience family/carer work is highly desirable.</li> <li>• Demonstrated people management and leadership skills, and willingness to undertake further training in this area and having previous experience in Senior Peer Work positions is highly desirable.</li> </ul>	<p><b>Key Attributes and Skill Sets</b></p> <ul style="list-style-type: none"> <li>• High level of cultural sensitivity and awareness, and the ability to work safely and effectively with people from diverse backgrounds, including First Nations, culturally and linguistically diverse and LGBTIQ+ communities.</li> <li>• Commitment to accepting people’s differences and to respecting the rights of others to make their own choices.</li> <li>• Excellent communication, listening and engagement skills and commitment to a collaborative, shared care approach.</li> <li>• Ability to effectively lead a cohesive and supportive team culture.</li> <li>• Effective time management and prioritisation skills.</li> <li>• Ability to organise workload, set priorities and meet performance targets and deadlines.</li> <li>• Demonstrated behaviours consistent with Northeast North East Metro Connect values.</li> <li>• Computer literacy, including proficiency in Microsoft programs such as Word and Outlook.</li> <li>• Prior educational or peer group facilitation/co-facilitation experience highly desirable.</li> </ul>
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- Demonstrated experience facilitating/co-facilitating peer support or psychoeducational groups is highly desirable.
- Demonstrated understanding of the key issues affecting families, carers and supporters of people with mental health and/or substance use challenges, and how these may intersect with physical health, gambling, neurodevelopmental conditions, intellectual and physical disabilities.
- Demonstrated understanding of trauma informed practice, recovery-oriented and strengths-based approaches and family-inclusive practice.

*The North East Metro Connect is a Child Safe Organisation that values inclusivity and diversity. We encourage applications from people with disabilities, those with mental health and/or alcohol and other drug recovery experience, and those with diverse genders and sexualities. We also support Aboriginal and Torres Strait Islander people and people from culturally and linguistically diverse backgrounds. As a vaccine positive organisation, we encourage COVID-19 vaccinations and offer disability services, requiring successful applicants to undergo a NDIS Worker Screening Check, Working With Children Check, Police Check and/or an International Police Check.*

**Authorisations**

**Employee Name:**  
**Signature:** \_\_\_\_\_  
**Date:**    /    /

**Manager Name:**  
**Signature:** \_\_\_\_\_  
**Date:**    /    /

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