

Team Facilitator – Individualised Services



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| TEAM: | Individualised Services |
| LOCATION: | Darwin, Northern Territory |
| REPORTING LEADER: | <i>Executive Individualised Services</i> |

ABOUT HELPINGMINDS

HelpingMinds Limited is a long-established non-profit organisation that provides safe and high quality services in the community to support families, carers and people living with a mental health issue. We provide support and hope to live the best life possible.

Our Purpose is by providing hope, we support our clients, carers and families to live their best lives possible.

Our Mission is to support family recovery and make a positive difference in the community and mental health sector through advocacy, education and the delivery of quality support services.

HelpingMinds promotes mental wellbeing by supporting individuals, families and friends to recovery.

- We understand families are important to the person living with mental distress.
- We understand every family is different
- We understand the importance of listening
- We understand the importance of connections
- We help build skills and confidence
- We empower hope in you and your family through your recovery journey

As a values-led organisation all team members act in accordance with our values of Hope, Collaboration, Trust, Integrity and Respect. Each team member undertakes their role utilising their unique skills and abilities to contribute to our purpose and mission.

PURPOSE OF THE ROLE

The Team Facilitator – Individualised Services is responsible for providing quality services to our Clients as well as coaching and mentoring Support Workers ensuring that the company's values are upheld, and championing changes required organisationally to drive stronger performance.

PRIMARY DUTIES AND RESPONSIBILITIES

1. Leadership

- Coaching and mentoring to support staff in their duties ensuring that policies, procedures and documentation requirements are followed to enhance quality service delivery.
- Facilitate quality improvement through Helping Minds review processes with staff
- Provide advice and feedback to the support staff on individual service delivery performance and developmental needs via case review meetings.
- Identify and implement strategies to ensure continuous improvement of service delivery
- Facilitate the onboarding of clients through the Individualised Services Intake process and assess support needs of participants
- Act as a role model and advocate for best outcomes for people with a mental illness

2. Client Support

- Engage and develop rapport with participants who have a psychosocial disability;
- Establish good working relationships with NDIS participants and work effectively with them to define and achieve the goals as identified in their NDIS Plan;
- Enhancing the client's capacity to manage their health, welfare and life needs;
- Engage and support family and/or carers in the recovery process, providing an information and referral service where appropriate;
- Advocate for clients as necessary;
- Establish, foster and maintain close working links with relevant mental health and NDIS service providers to support referral pathways and access to other services.

3. Service Delivery

- Ensure services are provided in ways that reflects the underpinning values and principles for supporting people with a psychosocial disability.
- Undertake risk assessments and management of workplace practices and client's living environment to mitigate potential risk.
- Advise the Operations Lead and Executive of any concerns regarding breach of policy and procedure
- Interact with clients in ways that are respectful and encourages personal choice and protects the individual's rights and dignity
- Develop, implement, monitor and review client's individual plans which include behaviour management and complex health plans in consultation with key stake holders.
- Provide accurate and timely reports
- Actively contribute to the ongoing monitoring and review of your own work practices.
- Competent with driving and transporting clients to appointments and activities
- Onboarding all referrals with responsibility for completion of all Individualised Service intake processes.

4. Quality and Safety

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- ~~Apply an understanding of the relevant legislative frameworks to day to day work practices in supporting people with a psychosocial disability.~~
 - Respond to day to day workplace health and safety issues to ensure safe work practices and advise Operations Lead and Executive of Service of any Work Health & Safety risks and follow through with required actions
 - Advise on Continuous Quality Improvement activities within the service delivery sector including collating feedback from stakeholders

5. Research

- Research and identify providers and other relevant stakeholders and build strong working relationships
- Assist participants in successfully coordinating their support needs and in achieving objectives of their NDIS plan;
- Complete support coordination tasks within agreed timeline in partnership with Support Coordinators

6. Employee Contribution

- Positive and constructive work environment is promoted where employees are valued.
- Employees adhere to the Helping Minds Code of Conduct and
- a. Attends Core Training and maintains all compliance requirements relevant to their role and employment

Governance, Safety and Quality Requirements

In addition to your role specific responsibilities, HelpingMinds expects team members will:

- Perform other duties as requested or required and which are within the scope of their role and the capabilities of the employee.
- Be responsible for ensuring, as far as practicable, the provision of a safe working environment.
- Have an understanding and fulfils National Safety and Quality Standards requirements including but not limited to:
 - Participating in continuous safety and quality improvements actions, such as audit reviews and drills that result in improvements to patient care, team member knowledge or the consumers experience that align with actions describes within the standard.
 - Participating with the development, implementation, reporting and monitoring of HelpingMinds activities.
 - Ensuring records and statistics are kept in accordance with establish procedures.
 - Participating in annual performance development review.
- Perform duties and acts within the legal and financial constraints and boundaries of your role including but not limited to:
 - The Mental Health Legislation and Carers Recognition Act;
 - Commonwealth and State Funding Agreements;
 - Industrial Laws and Occupational Health and Safety Legislation;
 - The National Mental Health Standards 2010;
 - The National Standards for Disability Services;

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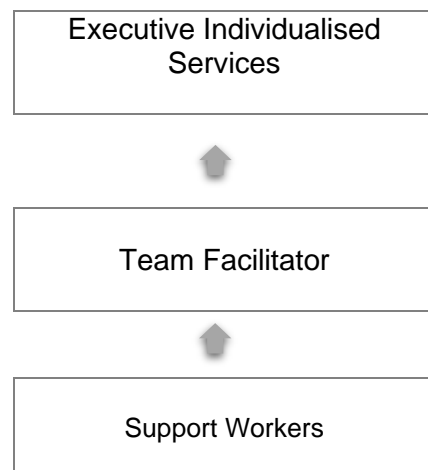
- The Australian Commission Safety and Quality Standards for Accreditation version 2;
- The HelpingMinds Staff Agreement 2016 as well as current organisational Policies and Procedures;
- HelpingMinds Code of Conduct, NDIS Code of Conduct and
- Work in accordance with your Employee Classification Definition according to the HelpingMinds Staff Agreement 2016.

AUTHORITY AND SUPERVISORY REQUIREMENTS

This role may have duties under the purview of other management team members, however, will ultimately report to:

This position is:

Roles supported by this position:



POSITION STATUS, REMUNERATION AND BENEFITS

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| Position type: | Permanent Part-time |
| FTE: | 0.6 (45.6 hours per fortnight) |
| Position Classification: | 3.2 |
| Wellness days: | 2 Wellness days per calendar year (more than 0.5 FTE) 1 Wellness day per calendar year (less than 0.5 FTE) |
| District and Remote Allowances: | Employees located in regional WA may be entitled to payment of District and Remote allowances. |
| Salary Packaging | Permanent employees salary packaging available up to \$15,900 <i>*HelpingMinds recommends employees seek independent advice prior to salary packaging**</i> |

ESSENTIAL MINIMUM SELECTION CRITERIA

QUALIFICATIONS AND LICENCES

- Tertiary qualification in Mental Health or Disability Services; or
- Diploma and/or Cert IV in Mental Health / Mental Health Peer work or relevant area of study and minimum of 3 plus years' experience working in a similar position
- Current Driver's License and Vehicle
- National Police Clearance
- Working with Children Check

EXPERIENCE, SKILLS AND KNOWLEDGE

- Demonstrated experience working in Mental Health Support including working with psychosocial clients on NDIS plans
- Demonstrated excellent communication skills including report writing skills
- Capacity to build rapport with clients and other staff members is crucial
- Demonstrated ability to communicate with a diverse range of people, including CALD, Indigenous and marginalised clients, adults and young people, family, carers, allied service providers and team members
- Demonstrated ability to consult, liaise and maintain close working relationships with other service providers
- Demonstrated ability to be self-motivated and function autonomously while working effectively toward team goals
- Demonstrated capacity to engage with and empower people to achieve their identified goals within a structured individual recovery plan
- Ability to work collaboratively with a team, clients and other agencies
- Strong leadership and management skills
 - Strong administrative, organisational and planning skills with high level attention to detail
 - Well-developed IT skills, with experience using Microsoft products and databases
- Ability to work collaboratively with a team, clients and other agencies
- Well-developed IT skills, with experience using Microsoft products and databases

DESIRABLE SELECTION CRITERIA

- Experience in a not-for-profit organisation
- Experience, connection or capacity to engage with culturally and linguistic diverse backgrounds

Other

- Proof of eligibility to work in Australia will be required

EMPLOYEE DECLARATION

I have read and understand the responsibilities and duties set out in this job description.

Signed: _____

Date: ____/____/____

Print name: _____

HelpingMinds is an equal opportunity employer supporting diversity in the workplace. We are committed to creating and safe environment for all team members and clients. To view our diversity statement please visit the HelpingMinds website <https://helpingminds.org.au/diversity-statement/>

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| <p>This document can be made available in alternative formats on request for a person with a disability.</p> |
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