

Team Facilitator (South Metro)

TEAM:	Child, Youth and Family Services
LOCATION:	Perth
REPORTING LEADER:	<i>Executive: Child, Youth and Family 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.

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PRIMARY DUTIES AND RESPONSIBILITIES

1. Team Leadership

- Ensuring contractual requirements are met by leading the team effectively;
- Guiding and developing staff professionally, enhancing their capacity to deliver outstanding service through mentorship, coaching and performance management strategies;
- Providing informal and formal performance feedback, initiating regular appraisal meetings, discussing performance in relation to KPI's;
- Supporting staff, being attentive to their needs and presenting work-based solutions where possible;
- Taking ownership of team based KPI's ensuring these are on track to being delivered;
- Developing guidelines and processes to enhance team performance as well as developing new initiatives for delivery of service;
- Providing team coordination including monitoring caseloads
- Managing staff rosters including leave as well as accrual and taking of time off in lieu, ensuring a work life balance for each team member.

2. Reporting

- Providing clear and professional reports on a regular basis which track, and measure contracted funder requirements, using appropriate data retrieval methods and as well as accurate and suitable metrics;
- Reporting of monthly KPI's to the Head of Clinical Services;
- Providing all other reports as required by HelpingMinds management.

3. Budgeting

- Managing the team's budget including maintaining up to date records of funding and costs. Ensuring that these are on track to stay within allocated boundaries;
- Demonstrate evidence of planning for future budgetary requirements and;
- Being mindful of expenses to ensure that contracts are effectively delivered.

4. Counselling and Support

Team Leaders will be expected to carry a case load of 4 recordable contact hours a day, including the provision of:

- Informal counselling and support
- Information about mental illness and its treatment;
- Developing care plans with clients and utilising a strengths based approach, discuss the issues and impact of client mental health and apply goal setting and identifying support networks;

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- Opportunities to develop strategies to strengthen the capacity to support both the person with the mental illness and / or the carer and;
- Opportunities to develop other strategies to strengthen family members' personal resilience and social support networks.

5. Education

- Support and encourage the development of specialised groups, workshops and seminars for clients, ensuring these are consequently promoted and delivered; and
- Represent HelpingMinds at seminars, meetings, expos and workshops as required.

6. Community Development and Advocacy

- Promote the activities of HelpingMinds through liaison with local, state and federal government facilities, referral agencies/community groups and other organisations as necessary;
- Establish, foster and maintain close working links with relevant Aboriginal, non-aboriginal and CaLD service providers to develop and maintain effective services to family members and carers;
- Establish, foster and maintain close working relationships with relevant mental health and other service providers.
- Promote all of HelpingMinds services, including but not limited to Health Promotion and NDIS and build a strong relationship between HelpingMinds and Local Area Coordinators.

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.

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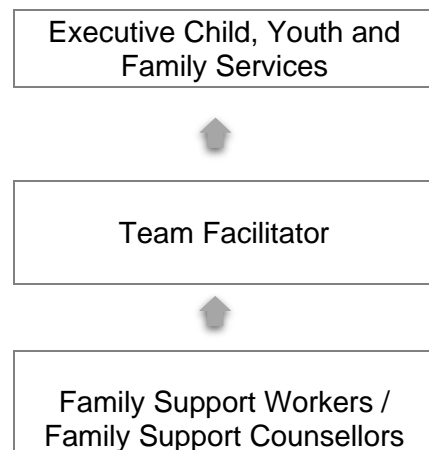
- Perform duties and acts within the legal and financial constraints and boundaries of your role including but not limited to:
 - The Mental Health Legislation and Carers Recognition Act;
 - Commonwealth and State Funding Agreements;
 - Industrial Laws and Occupational Health and Safety Legislation;
 - The National Mental Health Standards 2010;
 - The National Standards for Disability Services;
 - 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 reporting to this position:



POSITION STATUS, REMUNERATION AND BENEFITS

Position type:	Full-time
FTE:	1.0 (76 hours per fortnight)
Position Classification:	Salary level 3

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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

- Current Driver's License and reliable vehicle
- National Police Clearance (no older than 6 months)
- Working with Children Check
- A relevant tertiary qualification in the area of Mental Health (Psychology, Social Work, Counselling)

EXPERIENCE, SKILLS AND KNOWLEDGE

- Demonstrated experience in a mental health leadership role is essential
- Demonstrated high level of interpersonal and communication skills (written and verbal), including report writing
- Demonstrated organisational skills with the ability to manage change in a positive manner
- Demonstrated ability to liaise with partner agencies and organisations in achieving positive and collaborative outcomes and relationships
- Demonstrated ability to lead a team independently, taking accountability and responsibility for day to day office operations and team member service delivery challenges
- Substantial counselling experience working with both youth and adults,
- Experience in budget management, tracking and planning
- Well-developed IT skills, with experience using Microsoft products and databases.

DESIRABLE SELECTION CRITERIA

- Experience in Community Development/Advocacy
- Similar experience in mental health/carer not-for-profit organisation/s;
- Knowledge of the National Disability Insurance Scheme (NDIS)
- Knowledge of contemporary mental health carer issues;

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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/>

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