

Position Description

The Role

Title:	Team Leader, Forums
Purpose Statement:	The Team Leader, Forums is responsible for leading and managing the Forums team of Peer Workers; and the Community Guides (volunteers) team. The main function is to ensure effective quality service provision to our clients in the areas of forums, self-help and online peer support through overseeing the delivery of peer led community moderation support for online communities.
Team:	Service Delivery
Reports to:	Manager, Groups & Communities
Staff Reporting to:	Peer Support Workers & Community Guides (Volunteers)
Location:	Sydney (Preferred) / Melbourne
Employment Status:	Full Time (Fixed Term contract to June 30 2023)
Industrial Award:	Social, Community, Home Care and Disability Services Industry Award – Level 5

Key Functions:

- **Service Leadership**
 - Maintain and implement operational plans for the Forums under the Groups and Communities banner in line with SANE's strategic goals to achieve the goals of the department. Specifically accountable to:
 - Provide day to day support for peer moderators
 - Support Peer workers to facilitate support on the forums consistent with community guidelines, code of conduct and national peer standards
 - Escalate critical incidents in consultation with Manager
 - Participation in client support planning group
 - Contribute to Forums client experience review project
 - Manage Community Guides program
 - Measure and evaluate the Groups and Communities teams progress against goals and contractual obligations through KPIs and timely and effective feedback.
 - Ensure moderation roster coverage by Peer Workers, with support from the Support Centre where needed.
 - Provide feedback, support and training for moderators.
 - Disseminate information and update peer supporters and moderators on critical matters.
 - Maintain community facing documents and content (eg community guidelines).
 - Develop and implement processes that support the provision of SANE's services.
 - Support future development of the Groups and Communities services and seek opportunities for operational improvement and growth including new initiatives and partnerships with aligned organisations.
 - Participate in planning processes and project implementation meetings.
 - Review and update policies and procedures in line with compliance and legislative requirements.

- Ensure effective delivery of services within the budgetary constraints.
 - Identify efficient service provision strategies that ensure expenditure is justifiable and relevant.
 - Prepare timely and accurate reports on the Groups and Communities service provision and operations as required (for the Executive, the Board, Funders etc).
- **Quality and Safety**
 - Work with the Manager, Groups & Communities and the Head, Service Delivery to implement continuous improvement activities to enhance service provision and workflows.
 - Identify key policy and advocacy issues relevant to those who access support and provide guidance to the Leadership Team on these issues.
 - Monitor emerging themes from feedback and complaints and ensure they're responded to through continuous improvement.
 - Keep up to date on best practice, evidence-based support within the Groups and Communities setting and develop an evaluation framework for continuous service development and improvement.
 - Oversee safety management plans for high-risk clients.
 - Ensure services are delivered in accordance with SANE's processes and in line with our mission, vision and values.
- **Leadership, People and Culture**
 - Provide day-to-day leadership, mentoring and coaching to the Peer Workers in the Groups and Communities team.
 - Develop and empower employees to deliver high quality, client-centred and efficient services.
 - Provide role clarity for all team members, set and document clear standards and ensure accountability for performance and results.
 - Work with the Manager, Groups and Communities to ensure recruitment, onboarding and training is a high standard across the team.
 - Manage ongoing performance and development of peer workers within the Groups and Communities team.
 - Facilitate regular group supervision and professional development activities for Groups and Communities team members.
 - Optimise skill development and develop a training schedule to meet individual needs, ensuring there are appropriate development opportunities.
 - Provide internal training, advice, and practical assistance to build competence and expertise.
 - Participate in the people leaders group and related activities.
 - Drive a high-performance culture to achieve team and organisational goals.
 - Embrace the SANE Australia values in everything you do
 - Maintain respectful relationships and communications with all SANE Australia team members, partners and supporters.

Key Relationships:

- External Professional Supervisors

Essential Requirements – Key Selection Criteria:

- **Skills & Expertise**
 - Personal lived experience of mental health concerns, service use and recovery, and a willingness to share your story purposefully to support the mental health of others
 - High level knowledge and understanding in providing peer support for those affected by complex mental health issues (including families, friends and colleagues).

- Experience leading peer-based teams in digital environments, providing supervision, leadership, coaching and mentoring to team members – delivering positive and negative feedback constructively and managing performance issues as needed.
 - Experience in managing clinical risk in a trauma informed environment.
 - Demonstrated ability to develop, implement and evaluate community engagement or community development programs.
 - Demonstrated interest and ability to work collaboratively with people impacted by mental health issues with the aim of improving their health and well-being.
 - Knowledge of and commitment to mental health system safety, quality, risk management, improvement systems to meet the changing needs of service users.
 - Outstanding communication skills – including interpersonal/liaison skills to achieve success through influence; written & verbal reports on key performance measures
 - Commitment to ongoing learning and development with a growth mindset that is applied practically in terms of continuous improvement and innovation.
- **Qualification and Experience**
 - Tertiary qualifications in Human Services, Health Sciences, Psychology, Mental health or other related discipline etc; or Minimum Certificate IV Peer Support Work or currently working towards a higher relevant qualification.
 - Desirable – Completed ASIST training (Applied Suicide Intervention Skills Training) or equivalent.
 - Minimum 3 years' experience in a similar role