

Position Description

The Role

Title:	Team Leader, Groups
Purpose Statement:	The Team Leader, Groups is responsible for leading and managing the Groups team. The main function is to ensure effective, quality service provision by leading the team delivering online peer work to our service users through online peer groups, including arts and social groups.
Team:	Service Delivery
Reports to:	Manager, Group & Communities
Staff Reporting to:	Peer Support Workers
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**
 - Implement operational plans relating to the online Groups activity in line with SANE's strategic goals to achieve the goals of the department. Specifically, accountabilities include:
 - Provide day to day support for peer workers
 - Implement curated groups program – recovery, arts and social groups
 - Support Peer workers to facilitate groups consistent with community guidelines, code of conduct and national peer standards
 - Escalate critical incidents in consultation with Manager
 - Participation in support planning, and ensuring SANE service users are aware of available groups
 - Coordinate delivery of arts and social group programs
 - Measure and evaluate the Groups teams progress against goals and contractual obligations through KPIs and timely and effective feedback.
 - Facilitate the implementation of new group formats, with a particular focus on the growth of arts and social groups
 - Disseminate information and update peer workers on critical matters.
 - Maintain community facing documents and content (e.g. group 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 and 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.
 - Create, maintain, and foster a safe and mentally healthy workplace
- **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 cost-effective 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 within the Groups and Communities.
 - 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 Leadership 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:

- Group facilitators
- Dax Centre staff as required for art groups

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 group based support for those affected by complex mental health issues (including families, friends, carers)
 - Experience in line management (desirable: line management of peer workers).
 - Demonstrated ability to develop, implement and evaluate group work and group based programs.
 - Experience managing risk in a trauma informed and group based environment.
 - Demonstrated interest and ability to work collaboratively with people impacted by mental health issues with the aim of improving their health and well-being.
 - Outstanding communication skills – including interpersonal/liaison skills to achieve success through influence; written & verbal reports on key performance measures
 - Demonstrated experience and proficiency in the effective use of computer applications (e.g. MS Word, MS Excel, PowerPoint, Teams) and data collection systems.
 - 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.
 - Completed ASIST training (Applied Suicide Intervention Skills Training) or equivalent.
 - Minimum 3 years' experience in a similar role.