



## Position Description

<b>Position Title</b>	Team Leader Mental Health Services (Maternity Backfill Position)
<b>Directorate</b>	Community and Wellbeing Services
<b>Reports to</b>	Manager Mental Health and Wellbeing
<b>Date of Job Description</b>	31/03/2025
<b>Conditions</b>	Conditions of employment are documented in the Mallee family Care Enterprise Agreement 2012
<b>Employment Status</b>	Full-Time Fixed Term Contract
<b>Salary</b>	This position is classified as Band 7 – Team Leader, with a salary range of \$101,009 - \$122,899, dependent on qualifications and experience, plus superannuation and the ability to salary package up to \$15,834 tax free, pro-rata
<b>Hours of Work</b>	This is a full time position. Work outside normal office hours may be required.

### Position Objectives

To provide leadership, supervision and direction to a team of staff delivering Community Mental Health Services and be responsible for operational and financial management and provision of safe, quality and cost-effective mental health care consistent with contemporary standards, policies and best practices.

This position encompasses different streams of contract funding support:

### Early Intervention Psychosocial Support Response (EIPSR)

The EIPSR is a Victorian State Government funded support program, administered through Mildura Base Public Hospital.

The EIPSR program is a psychosocial support model targeted to adult clients of the clinical mental health service system living with a severe mental illness and associated psychiatric disability who are:

- Not eligible for the NDIS because they do not have a significant, permanent functional impairment(s) associated with their mental health condition; or
- Are eligible for the NDIS and are waiting for an access decision and their NDIS plan to begin.

The service model provides short to medium term, specialist psychosocial support to help eligible client to:

- Build their capacity to better manage their mental illness;
- Develop practical life skills for independent living and social connectedness;
- Achieve health, functional lives; and
- If eligible transition to the NDIS.

### **The Mental Health Pathways Program**

The objective of the Mental Health Pathways Program is to prevent people exiting psychiatric facilities into homelessness through the provision of housing and brokerage support.

The program seeks to provide appropriate support to people who are identified as being homeless or at risk of homelessness upon exit from a bed-based psychiatric facility. This includes individuals residing in long-term housing (public housing, private rental) which may be at risk of deteriorating or breaking down while receiving treatment in a psychiatric facility.

### **Earn and Learn Mental Health and Wellbeing Workforce Program**

The Earn & Learn Traineeship is an initiative under Victoria's Mental Health and Wellbeing Workforce Strategy, which outlines a strategic approach to building a diverse, skilled, and multidisciplinary workforce for the State's reformed mental health system. The program offers 50 trainee positions across eight organisations statewide, with Mallee Family Care eligible for two of these roles. This program creates opportunities for individuals to have exposure to the mental health sector whilst undertaking a Certificate IV in Mental Health.

Key Responsibilities & Duties	Performance Expectations
Strategic and Operational Leadership.	<p>Demonstrate a high standard of professional conduct and actively promote and model the objectives and values of the Agency.</p> <p>Follow defined service quality standards, occupational health and work policies and procedures relation to the work being undertaken in order to ensure high quality, safe services and workplaces.</p> <p>In conjunction with senior management, lead the integration of key objectives from strategic and operational plans into service delivery.</p> <p>Establish priorities and manage competing deadlines for self and others.</p> <p>Provide high level expertise and leadership in the development and maintenance of quality practice standards, procedures and guidelines within the team and across the</p>

	<p>Agency and community settings.</p> <p>Implement and monitor relevant quality standards, work health and safety policies, procedures and processes and provide clinical governance of the service.</p>
People Management.	<p>In consultation with senior management and HR, set performance standards and ensure compliance with practice frameworks, contractual and program level agreements and Agency policies and procedures.</p> <p>Undertake performance management and ensure performance development planning for all staff, including provision of regular formal and informal supervision and mentoring of staff.</p> <p>Participate in own performance appraisal and development planning with the direct line manager.</p> <p>Maintain high level interpersonal and communication skills with external and internal stakeholders, including clients, senior management, team members, community partners and the general public.</p> <p>Embed a culture of excellence, safety, accountability and continuous improvement.</p>
Financial, Risk and Operational Management.	<p>Effectively manage workforce, financial and operational service risks and responsibilities, including defined KPIs and targets, within the position's delegations and Agency direction.</p> <p>Assist senior management in the development and implementation of service monitoring, control and reporting systems and processes that:</p> <ul style="list-style-type: none"> <li>• Effectively track and measure outputs and outcomes against targets and best practice;</li> <li>• Garner reliable historical, current and projected data to undertake trends analysis, projected performance and risk mitigation;</li> <li>• Enable regular and accurate reporting of performance; risk and remedial/improvement strategies to the Executive and Board;</li> <li>• Implement business, workforce and service improvement plans as required; and</li> <li>• Manage the service within the approved budget.</li> </ul>

Community Partnerships and Networking.	<p>Take a lead role in the development and maintenance of a multidisciplinary continuum of care approach across clinical and community settings and between internal and external stakeholders within the continuum and throughout the service catchment area.</p> <p>Facilitate professional partnerships and work collaboratively with key internal and external stakeholders in the provision of an integrated and coordinated service model that is: evidence and 'best practice' based; contemporary; responsive to client need; and effective, efficient and sustainable.</p> <p>Support family and carer roles through building relationships and understanding their concerns and challenges.</p> <p>Oversight and participate in the provision of information, education to increase client, family and community understanding of a continuum of care approach, community support networks, referral pathways and resources.</p>
Practice Knowledge and Skills.	<p>High level understanding of community partnership and integrated service delivery approaches and application of proficient practice knowledge and skills, utilising evidence-based principles.</p> <p>Ensure quality practice within a service framework that is embedded within a continuum of care and is recovery-oriented, flexible, strengths-based and individualised to the needs of each client.</p>
To participate in supervision.	As per Mallee Family Care Supervision Policy.
To be compliant with MFC E Learning courses.	Completing compulsory allocated courses each quarter.
To undertake other duties as may reasonably be required.	Undertaking other duties required by your Line Manager.

**Qualifications and Experience:**

- The person employed as a Team Leader will be expected to have previous relevant experience in Leadership and Management of a service/program and will be required to hold an accredited qualification relevant to the position at Degree Level or above in Social Work, Psychology or other suitable related discipline.
- Leadership experience in the mental health sector will be highly regarded.
- A current driver's licence and a willingness to travel and preparedness to be accommodated overnight when required.

**Key Selection Criteria:**

Applicants are invited to submit their applications addressing the following selection criteria:

- Ability to work in a coordinated and collaborative approach across the agency and service sector, including using collaborative mechanisms to connect partners across service systems with people requiring or receiving supports and share collective knowledge and experience.
- Commitment and ability to promote the values, culture and language of a recovery-oriented and person-centred mental health service; focused on cultural safety; positive expectations; hope and optimism, and individual value, dignity and importance.
- Emotional resilience, flexibility and self-care/protection capabilities and ability to respond and adapt positively, professionally and resourcefully to changing environments and times of crisis.
- Understanding of evidence informed practice, including evidence-based intervention models including;  
Recovery oriented mental health practice; Person-centred approach;  
Strengths-based and solution focused practice; Trauma informed approaches.
- And a proven understanding and ability to support client goal attainment through a case management framework of consecutive collaborative phases, including;  
Assessment;  
Risk identification and mitigation;  
Planning and implementation;  
Monitoring, transitioning and evaluation.
- Leadership and people management skills, including ability to;  
Promote, motivate and model professional and safe organisational culture;  
Undertake workforce performance development and management processes, including regular staff supervision and feedback mechanisms;  
build and maintain a team focused on high quality client service.
- Effectively manage service delivery, financial, physical and human resources.

## **Organisation Structure and Values**

Mallee Family Care is a Company Limited by guarantee with a community based Board of Management. It was established in 1979 and is a large and diverse community service organisation, providing a wide range of services to the communities of North West Victoria and South West New South Wales.

Day-to-day management for the agency is the responsibility of the Chief Executive Officer, Executive Director People, Culture and Performance, Executive General Manager Community and Wellbeing, Executive General Manager Education, Training and Research and Executive General Manager Child and Family Services.

This structure has been designed to ensure a clear focus on the delivery of services and to utilise the skills and experience of staff in the most efficient and effective manner.

## **Our Vision**

Empowering the vulnerable and disadvantaged in our communities.

By this we mean we want:

- Communities where vulnerable children will be protected.
- Communities where disadvantaged families and individuals will be supported.
- Communities that are committed to supporting those in need.

## **Our Mission**

To enrich lives and to increase opportunities (for those in need) through:

- Services;
- Education
- Research; and
- Advocacy

## **Our Approach**

Our approach to achieving this strategic intent will demonstrate that:

- We are focused on the resolution of issues and will be flexible and adaptive in our approach.
- We understand our communities, we are informed by practice and our focus is on outcomes that matter.
- We work in partnership with stakeholders.
- We consult broadly and engage with our communities.

**Other Information:**

Mallee Family Care is committed to building an organisation that reflects the diversity of the communities we support.

As an Equal Opportunity employer, we invite applications from people of all walks of life. Aboriginal and Torres Strait Islander, Culturally and Linguistically Diverse (CALD), LGBTQIA+, and people living with a disability are encouraged to apply for our roles.

As a Child Safe Organisation, we undertake a range of pre-employment screening checks to ensure all candidates are suitable to work for Mallee Family Care. This includes reference checks from your current or most recent employer and probity checks (National Police Check, Working with Children Check Vic & NSW and NDIS Worker Clearance).

We go to great lengths to ensure that the positions we make available are filled by the most appropriate applicants. To assist with this we undertake a number of selection processes beyond initial interviews.

By submitting this job application, you acknowledge and accept Mallee Family Care's policies related to pre-employment screening checks and understand appointment to the position will be subject to the satisfactory completion of the following:

- Psychological Personality Assessment – California Personality Index (CPI)
- Medical Disclosure Six month probationary period
- Referee Checks (two nominated referees including your supervisor if you are currently working)
- Photocopy of Driver's Licence.
- Police Check
- Working with Children Check
- Safety Screening Statutory Declaration

**Benefits of working at Mallee Family Care**

- Discounted membership of your nominated gym/health club.
- Direct salary deduction
- Partially paid study leave and practical assistance available for approved courses after 6 months of employment
- Confidential, responsive counselling available for time when personal and work related issues may affect your ability to perform at work (Employee Assistance Program – EAP)
- Flexible working arrangement options (where appropriate)
- Up to date and ergonomic furniture
- A happy and family friendly work environment