



NUNKUWARRIN YUNTI OF SOUTH AUSTRALIA INC

182 – 190 Wakefield St, ADELAIDE 5000

JOB & PERSON DESCRIPTION

POSITION TITLE:	CLASSIFICATION LEVEL:
Team Manager, Mental Health Recovery	NY EB Agreement - Level 6
PROGRAM:	SECTION:
Mental Health Recovery	Social and Emotional Wellbeing
TENURE/STATUS:	LOCATION (if other than Wakefield Street Adelaide):
Ongoing (Subject to Funding) 1.0 FTE.	Primarily NY South Office, however some travel to Wakefield Street and other NY sites would be expected.
WORKS UNDER LIMITED DIRECTION OF:	WORKS CLOSELY WITH:
Middle Manager, Social & Emotional Wellbeing	Manager Social and Emotional Well Being, Mental Health Recovery team members and staff from other Nunkuwarrin Yunti programs.

1. PURPOSE STATEMENT

Nunkuwarrin Yunti works to promote and deliver improvement in the health and wellbeing of all Aboriginal and Torres Strait Islander people in the greater metropolitan area of Adelaide and to advance their social, cultural and economic status. The organisation places a strong focus on a client centred approach to the delivery of services and a collaborative working culture to achieve the best possible outcomes for our clients.

The Mental Health Recovery program provides Narrative Therapy, counselling, psychological services and social health support services which assist people to deal with a wide range of issues including grief & loss, depression, trauma, family and/or relationship matters, and any other issues which impact on Mental Health, within the context of social and emotional wellbeing. The Program also provides outreach counselling and support through a range of other agencies and locations throughout the metropolitan region.

Working under limited direction, the primary role of the Team Manager, Mental Health Recovery is to provide leadership in the delivery of projects, policy and procedures to ensure quality services are provided to clients in an efficient and culturally appropriate manner by:

- Actively developing and ensuring the implementation of annual business plans, program budgets, partnership liaison, resource management and general planning to deliver high quality social health case work, counselling and psychological services.
- Implementing Human Resource activities inclusive of recruitment activities, performance management and staff training and development in line with organisational policies,
- Provide direct line management to the Mental Health Recovery team inclusive of referral processes, caseload oversight and co-ordination of clinical supervision to ensure professional standards, legal obligations and funding agreement KPI's and service quality expectations are met.
- Coordinate multi-disciplinary meetings between the Mental Health Recovery team and other Nunkuwarrin Yunti employees and programs and external agencies.
- Promotion of the service through networking, education and presentations to community groups, service provider agencies and educational institutions to ensure awareness of the program and services within the Aboriginal and Torres Strait Islander community and to ensure continued visibility of the service with referring and peer agencies.

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- Develop and maintain an extensive range of social support networks to assist with accessible and equitable pathways for Aboriginal and Torres Strait Islander families seeking appropriate services and maintaining a strong working relationship with the Australian Primary Health Network.
- Additional periodic or ongoing activities that may arise during the tenure of the role to meet client needs or otherwise as requested of the Social and Emotional Well Being manager.

2. KEY RESPONSIBILITIES/DUTIES

(Identify the significant services of work, which are the key outputs of the position)

KEY RESPONSIBILITIES	PERFORMANCE MEASURES (Measures the outcome of the following activities by quantity, quality, or timelines.)
Direct line management Provide line management to all members of the Mental Health Recovery team, across a broad base of technical disciplines, to ensure professional standards, legal obligations and funding body expectations are met.	This will be measured by: <ul style="list-style-type: none"> • Day to day coordination of work flow. • Provision of clinical oversight. • Ensure practice is undertaken in a manner respectful and considerate of Aboriginal and Torres Strait Islander culture and unique social and emotional wellbeing factors. • Being available to team members and other NY colleagues as a source of information and ideas in relation to client referral pathways. • Coordination and quality control of external practice supervision. • Undertaking regular performance development and addressing underperformance where required. • Ensuring the welfare of all team members is maintained at the highest practicable level through adherence to Nunkuwarrin Yunti policy. • Facilitating team member training and CPD. • Facilitating multi-disciplinary meetings and peer consultation. • Coordinating staff engagement with cultural mentoring and other cultural competency initiatives. • Ensuring practitioner responsiveness to referrals.
Program and systems management Participate in development of the Mental Health Recovery team annual budget and action plan. Coordinate the program as per the Annual Action Plan, Models of Care, budget and funding agreements.	<ul style="list-style-type: none"> • Ensure the Mental Health Recovery team are managed efficiently and resource allocation is undertaken to maximize program goals as defined by the annual plan and funding agreement. • Ensure services are client centered and culturally appropriate. • Maintain a strong working relationship with peer agencies. • Engage in annual planning and budget development. <ul style="list-style-type: none"> • Meet reporting requirements. • Ensure that systems and procedures are in place such that funding body contractual obligations are met.
Promotion of Mental Health Recovery, Social Health services and Community Development Provide information about Mental Health Recovery services to Nunkuwarrin Yunti staff, programs, clients and the wider community. Participate in community and promotional events.	<ul style="list-style-type: none"> • Demonstrate a pro-active and confident approach to promoting Mental Health Recovery and Nunkuwarrin Yunti services. • Promote and present a positive image of Nunkuwarrin Yunti. • Actively participate in community and promotional events which support the social and emotional wellbeing of Aboriginal and Torres Strait Islander people. • Represent the organisation on committees, working parties and relevant community forums. • Undertake networking; promoting the service to relevant peer agencies and other client support services.

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Accessible

Equitable

Culturally Appropriate

Professional Development Participate in professional development activities	<ul style="list-style-type: none"> • Attending professional development training courses related to effective team management and delivery of social and emotional wellbeing services to clients. • Participating in regular performance development reviews.
Administrative Activities Ensure compliance with administrative practices	<ul style="list-style-type: none"> • Maintaining timely and accurate documentation of client case notes, consistent with industry standards. • Providing regular statistical and other reports as requested. • Ensuring secure management of client data and client files and compliance with privacy policies and legislation.

3. SELECTION CRITERIA

ESSENTIAL – includes qualifications, skills, experience and knowledge.

- Qualifications in a Mental Health related discipline (e.g. Aboriginal Primary Health Care, Psychology, Social Work, Mental Health Nurse) and high level management skills.
- Knowledge of the Mental Health sector, such as awareness of the relevant acts, laws and statutory authorities.
- Demonstrated practice knowledge and experience in mental health, social work or primary care focused case work and/or clinical interventions.
- Demonstrated experience in clinical/social health management within a primary health care context.
- Comprehensive knowledge and understanding of social and emotional wellbeing issues affecting Aboriginal & Torres Strait Islander people in an urban setting.
- Experience in working with Aboriginal people and/or communities.
- Demonstrated experience in providing clinical and case management oversight.
- Analytical and problem solving skills including the ability to formulate strategies to solve complex problems.
- Leading and managing staff including the ability to maximise performance.
- Conflict management and the ability to objectively and impartially distinguish between interpersonal vs professional disagreements.
- Program and service development, implementation and review.
- Experience in providing effective and well informed advice, assessment, advocacy, liaison and referral to practitioners within community services.
- Proven well developed written and verbal communication skills including report writing to funding and other stakeholder groups, the ability to communicate effectively with clients, colleagues and external agencies.
- Data management and analysis.
- Ability to liaise, network and negotiate with a range of human service organisations and government agencies.
- Competent in the use of information and communication technology including MS Office.

DESIRABLE

- Experience in working within an Aboriginal Primary Health Care setting
- An understanding of the principles of Social Justice and Community Development.
- An understanding of culturally sensitive practices.
- Knowledge and/or qualifications in Narrative Therapy
- An understanding of the legal implications of client work.
- Experience with establishing new services and programs.

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4. APPOINTMENT CONDITIONS

Special Conditions and Status

1. Full time position, 38 hours per week.
2. The tenure in this position is subject to funding continuing.
3. Some out of hours work may be required.
4. Some intrastate travel may be required.
5. Appointment is subject to a satisfactory National Police Clearance Certificate.
6. Subject to 6 months satisfactory probationary period.
7. Salary Sacrifice, Superannuation Employer contribution.
8. Current SA Driver's Licence and willing to drive in the course of work activities.
9. Conditions of employment are in accordance with Nunkuwarrin Yunti of South Australia's Enterprise Agreement/Collective Agreement.

5. PERFORMANCE/SKILL STANDARDS

Performance will be measured and assessed against objectives set out during the performance agreement and in alignment with the job and person specifications for the role.

6. WORK HEALTH AND SAFETY

Follow defined occupational health and safety legislation, and Nunkuwarrin Yunti's policies and procedures related to the work being undertaken in order to ensure own safety and of others in the workplace.

Take such action as is within your competence and responsibility to report or make recommendations to a higher level representative as you deem necessary, to avoid, eliminate or minimise hazards of which you are aware in regard to working conditions or practices.

Keep work areas in a safe condition and report any near accident, accident or injury, which arises in the course of your work.

7. EQUAL EMPLOYMENT OPPORTUNITY

Responsibility Statement

Contribute to the maintenance of a healthy, safe and equitable working environment by maintaining knowledge of and adhering to the principles and standards of Equal Employment Opportunity legislation that ensures all employees in the workplace are treated in a fair and equitable manner, free from discrimination, bullying and harassment.

Recognise that confidentiality will be abided by at all times in line with Organisational policy and respect the cultural sensitivity of all clients/customers of Nunkuwarrin Yunti of South Australia Inc.

Abide by the policies and procedures of Nunkuwarrin Yunti of South Australia Inc.

8. CERTIFICATION

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements for the job.

Duties and responsibilities for this position should not be considered definitive. Duties may be added, deleted or modified, in consultation with staff, as necessary.

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Employee Statement:

As occupant of this position I have noted the statement of duties, responsibilities and other requirements as detailed in this document.

Name

Signature

Date

Authorisation

Program Manager

Name

Signature

Date

APPROVED BY

CHIEF EXECUTIVE OFFICER

Name

Signature

Date

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