

Position Description

Team Coordinator, Community Businesses

“Where mental wellbeing thrives”

Position Details

Position Title:	Team Coordinator, Community Businesses
Position Level:	Level 4
Award:	Flourish Australia Enterprise Agreement 2018
Employment Type:	In accordance with employment contract
Hours of Work:	38 hours per week. (Occasional on-call and weekend work may be required)

Position Summary

Team Coordinators, Community Businesses support Managers to provide supervision and guidance to lower classified employees. A key feature of this role is to lead by example within the Community Businesses by taking a hands on approach to work and supporting and developing the skills of Supervisors and Supported Employees.

Team Coordinators, Community Businesses achieve Flourish Australia’s vision by providing a high quality and responsive person led recovery-oriented service that best supports people in the Community Businesses. This role aims to realise Flourish Australia’s vision by working with people to develop their recovery journey to meet their hopes and dreams.

About Flourish Australia

Our name reflects our fundamental and enduring commitment to people’s mental health and wellbeing, supporting them to thrive and live a contributing life.

Vision

Flourish Australia’s vision is to enable full participation within a diverse and inclusive community.

Mission

Working together for optimal mental health and wellbeing.

Values

Flourish Australia values hope, inclusion, partnership, diversity, integrity, respect, trust.

Relationships and Authority

Reports to:	Manager.
Direct reports:	Lower classified employees, Supervisors, Peer Workers, Mental Health Workers, and Supported Employees.
External:	Key external relationships may be with families and carers, commercial customers, commercial suppliers, funders, referral sources.

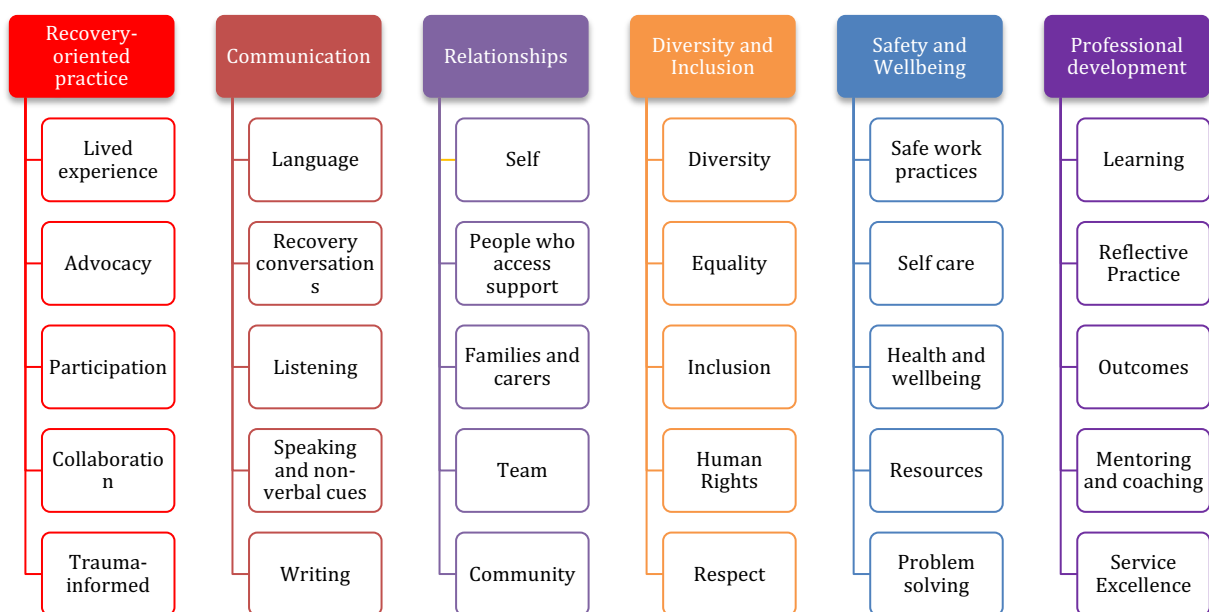
Organisational Accountabilities

- Abide by all Flourish Australia policies and procedures.
- Actively ensure the health, safety and wellbeing of themselves and others at work in accordance with your delegated authority and in accordance with the Work Health and Safety Act 2011.
- Understand and abide by the Flourish Australia Code of Conduct and Ethics, and maintain a professional level of behaviour and conduct in the workplace at all times.

- Be responsible for engaging in discussion about, and helping to create and sustain a culture of continuous quality improvement.
- Actively promote a 'no wrong door' approach.
- Work in a respectful manner with people accessing Flourish Australia's service, our partners and our internal and external stakeholders.
- Develop a good understanding of person led recovery-oriented services and personal behaviours, which inspire hope and facilitate the achievement of recovery goals.
- Promoting positive community awareness of the services provided by Flourish Australia and generate a positive attitude in the community towards people with a lived experience of a mental health issue.
- Support skill development at every opportunity through self-directed learning, information and education.
- Identify possible organisational risks and adhere to the Risk Management Framework.
- Work to support and promote the vision, mission, and values of Flourish Australia.

Key capabilities

Flourish Australia's Capability Framework enables staff to develop their career with Flourish Australia. The Capability Framework consists of six core Capability Domains, which are core to the work we do.



A seventh (7th) domain is provided for position-specific competency.

Key Tasks and Responsibilities

- Be 'hands on' and involved in the Community Businesses.
- Develop and maintain rosters (depending on local need).
- Support the Manager to implement programs, policies and local procedures and with planning and coordination of a program or project (when required).
- Support the Manager to review timesheets (depending on local need).
- Provide My Plan supervision and reflective practice with lower classified employees.
- Provide day-to-day supervision and support of lower classified employees.
- Ensure supports for supported employees working for Flourish Australia are of a high standard.
- Ensure commercial contract KPIs are met to customer satisfaction.
- Support staff in undertaking wage assessments and ensure that these meet regulatory requirements.
- Facilitate discussions regarding the individual needs and goals of each person accessing Flourish Australia's services and collaboratively develop, implement and monitor employment that meets these needs. The plan is lead by each individual person supported by Flourish Australia.
- Encourage shared learning experiences, and support skill development at every opportunity through self-help, formal education, and through daily program delivery and shared group experiences.

- Encourage people to develop their skills in a wide range of vocational areas that they are interested in which will meet their needs.
- Maintain an individual focus in supporting people's recovery journeys.
- Ensure that individual support is provided to a person that accesses Flourish Australia services that meets their recovery journey goals and is strengths based and led by the person wherever possible.
- Ensure that all people you are working with receive the appropriate level of support.
- Keep the Manager informed about issues and/or positive outcomes achieved with the team members and the people we are working with.
- Model a strong work ethic that ensures the respect that should be attributed to this important role.
- Have excellent knowledge of statutory and legal requirements and exercise this knowledge with lower classified staff
- Assist in the preparation and delivery of in-service training to other staff.
- Oversee all aspects of service delivery to the highest standard.
- Prepare quotes for Community Business services
- Provide support and assistance to other Flourish Australia Community Business sites or services as operationally required.
- Participate in Interview Panels

Required Skills and Personal Attributes

- Be proficient with technology and have good workable knowledge of databases.
- Obtain working knowledge of all Flourish Australia programs.
- Think creatively to solve problems and be people focused and work in partnership.
- Have advanced working knowledge of person led recovery-oriented practice.
- Have excellent interpersonal skills, be non-judgmental, be fair, patient, have willingness to listen, and display empathy.
- Strong management and people skills.
- Value diversity and be respectful at all times.
- Self-reflect and constantly review work practices.
- Be committed to professional and ethical conduct.
- Work independently (support is available if required on more complex matters) and as part of a team.
- Implement strategies to maintain personal wellness and request support (as required).

Key Selection Criteria

"Flourish Australia supports Affirmative Action. If two candidates present with suitability to a role, and one of those people has a lived experience, the person with the lived experience will be the preferred candidate."

Essential:

1. At least 3 years practical experience working in a relevant industry.
2. A strong commitment and advanced understanding of recovery-based practice in the workplace.
3. Good knowledge of the local area and its health services and other community services.
4. A good understanding of the challenges faced by people with a lived experience of a mental health issue, especially in relation to employment.
5. Good knowledge Microsoft Office and expert knowledge of data information management systems.
6. Maintain a current Australian Driver's Licence.

Desirable:

1. A personal lived experience of a mental health issue.
2. Demonstrated experience in a similar role and in supervising staff.
3. Relevant experience working mental health
4. A current First Aid Certificate.

All appointments with Flourish Australia's Mental Health Services are subject to previous employment reference checks, Working With Children Check, satisfactory Australian residency status, National Criminal Record checks, and other background checks as required by different State legislation (e.g. Working with Disabilities *check* in QLD).

Agreement

I, _____, have read and understand my obligations as a Team Coordinator, Community Businesses with Flourish Australia as outlined in this position description.

I agree to abide by the Flourish Australia Code of Conduct and Ethics, and agree to read, understand, and abide by Flourish Australia's policies and procedures.

Team Coordinator,Community Businesses

Name		
Signature		Date:

Nb: A signed copy of this position description must be returned to the People and Culture team.