

## POSITION DESCRIPTION

# TEAM LEADER – PSYCHOSOCIAL SUPPORT AND NDIS SERVICES

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## PURPOSE OF POSITION

The Team Leader – Psychosocial Support and NDIS position assists Support Facilitators to provide high quality support coordination services for people with multiple support needs due to their mental illness/psychosocial disability. This Team Leader position will co-lead a team of Support Facilitators to build the capacity of participants to achieve a meaningful life. The position will ensure the Support Facilitators actively engage services and supports to enhance recovery outcomes. The position sits within the Mental Health Care Coordination Team at Hunter Primary Care and is funded under the National Psychosocial Support measure and NDIS Services.

## REPORTS TO

- Manager - Mental Health Care Coordination

## DIRECT REPORTS

- Support Facilitators

## KEY RESPONSIBILITIES

### SERVICE DELIVERY

- Ensure Support Facilitators undertake an initial assessment of the service risks, the person's needs and that a plan is implemented in collaboration with the client, their carer/s and family, and other relevant services.
- Monitor service practices such as home visiting or assertive outreach to ensure the maximum engagement of people with severe and persistent mental illness, especially from harder to reach and vulnerable population groups with complex needs.
- Ensure high quality service provision which is recovery oriented and which is complimentary to the person's clinical supports especially the person's GP and mental health clinician.
- Monitor the achievement of service outcomes and key performance indicators.
- Improve pathways which increase access to specialist supports as needed.
- Ensure timely and appropriate allocation of clients to team members.

### SERVICE DEVELOPMENT

- Work with team members to support the ongoing development of the program.

- Contribute to service development by identifying improvement areas and being actively involved in implementation of any agreed changes.
- Collaborate and communicate with a range of service providers to strengthen relationships with providers in order to meet the health needs of chronic/complex clients.
- Manage incident and risk records and investigations as needed.

## STAFF SUPERVISION

- Undertake regular supervision with direct reports and monitor workloads, quality and service responsiveness and professional development.

## TEAM

- Lead a positive team culture through awareness of impact on others, respectful collaboration and proactive problem solving.
- Actively engage in recruitment and selection processes

## ORGANISATION

- Behaviour is perceived to be consistent with the HPC core values and code of conduct.
- Employees in area of influence understand the goals and strategic direction of HPC and their part in achieving those goals
- Decisions are made in accordance with the HPC Board Delegation of Authority policy, strategic direction and organisational values.

## EXTERNAL RELATIONSHIPS

- Participate in maintaining relationships with the NDIA, Hunter New England Mental Health Services, Community Managed Organisations, GPs and other services that support persons with a severe and persistent mental illness and complex needs

## PROFESSIONAL DEVELOPMENT

- Maintain and develop professional skills and knowledge through involvement in ongoing professional development activities

## WORK HEALTH AND SAFETY

- Take reasonable care of own health and safety and take reasonable care that own acts or omissions do not adversely affect the health and safety of other persons
- Comply so far as is reasonably able, with any reasonable instruction by management and comply with HPC policies and procedures relating to health and safety
- Proactively address any issues that may adversely affect the health and safety of any persons at HPC.

## KEY COMPETENCIES

<b>Competency</b>	<b>Definition</b>
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Integrating	Integrating and linking various data into a coherent whole, formulating alternatives and transforming this information and alternatives into a valuable and correct conclusion.
Processing Information	Gathering, decoding and processing information efficiently within the given time frame. Collecting information in a structured manner and interpreting and presenting it in a personal way. Recognising possible gaps in the information.
Organising	Translating strategy into specific, measurable objectives, drawing up transparent plans, using the right resources and taking the necessary steps to avoid or overcome possible future obstacles.
Problem Solving	Responding to and controlling unexpected situations by evaluating possible solutions based on experience and knowledge and by taking the initiative to implement the best solution.
Building Teams	Encouraging cooperation between teams and team members by taking the necessary steps to deal with internal conflicts and by consulting them on a broad basis to ensure that everyone feels valued for his/her contribution.
Coaching / Developing others	Providing positive and negative feedback to others about their performance in a constructive way, helping and guiding them in their growth.
Relating	Establishing and maintaining formal and informal relationships within and outside the organisation, with peers and across various organisational levels.
Advising	Giving targeted advice to others within or outside the organisation and establishing trusting relationships based on one's own credibility and expertise.
Achieving Objectives	Generating results by assuming responsibility for one's performance and the correctness of one's interventions, recognising opportunities and acting efficiently, at the appropriate moment and within the given deadlines.
Self-Development	Actively planning and managing one's personal growth in accordance with capabilities, personal interests and ambitions by critically assessing one's own performance and continuously acquiring new insights.

## SELECTION CRITERIA

### ESSENTIAL CRITERIA

- Tertiary qualifications in Social Work, Psychology or other relevant discipline
- Demonstrated experience at leading a team to meet KPI's and provide high quality services
- Ability to use innovative approaches to complex service coordination collaboratively with community and health services

- Sound experience working with and assessing the needs of clients with complex mental health barriers of people with severe mental illness
- Ability to ensure recovery oriented services and culturally appropriate services are provided
- Excellent partnership and collaboration skills
- High level of interpersonal skills, particularly, diplomacy, negotiation and conflict resolution
- High level of competence using technology to coordinate service delivery and reporting outcomes within a Quality Improvement and Governance Framework.

**DESIRABLE CRITERIA**

- Understanding of the primary health care sector and the NDIS

**SPECIAL CONDITIONS**

- Regular travel required
- Current NSW Drivers Licence
- Comprehensively insured motor vehicle
- NDIS Worker Screening Check
- National Police Check

**ACCEPTANCE OF POSITION**

I hereby accept the position as outlined in the above points and agree to abide by the HPC values, policies and procedures.

I understand this Position Description is designed to provide a guide to the responsibilities and activities to be undertaken in this position. This is not intended to be an exhaustive list and is not exclusive of additional responsibilities that may arise from time to time.

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Signature

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Print Name

.....  
Date

Position Approved by: Katrina Delamothe, Executive Mental Health Services