

Position Information

Position Title	Team Leader, The Way Back Support Service
Stream	Early Intervention and Suicide Prevention
Program	The Way Back Support Service
Reports to	Mental Health Promotion Manager
Direct reports	Way Back Support Coordinators, Administration Officer
Award	Social, Community, Home Care and Disability Services Industry Award 2010 (SCHAD's) or Health Professionals and Support Services Award 2010 (HPSS)
Award classification	SCHAD's Level 5 or HPSS Level 4

Organisation Information

TeamHEALTH has been providing services to people with mental illness in the Northern Territory for over 30 years. TeamHEALTH was established by a group of relatives and service providers of people with a mental illness who wished to provide stable, safe, accommodation for their family members.

Over time TeamHEALTH has developed and now provides a range of supports focusing on prevention, early intervention and recovery including residential services for people with severe and persistent mental illness, a community housing service, individual recovery and group-based support, together with early intervention support, home based aged care support, mental health promotion and education.

TeamHEALTH's vision is that all people should lead a full and valued life. This is articulated through our purpose and operational philosophy of creating community capacity for good mental health, to enable people to live a full and valued life through the provision of supports, advocacy and education. Success in achieving our purpose requires consolidation of existing work, the use of evidence-based approaches and an adaptable skilled organisation.

The range of supports provided by TeamHEALTH are grouped into the following five main categories:

- Early Intervention, Suicide Prevention and Mental Health Education
- Adult (inclusive of Aged)
- Residential
- Housing

With accreditation to the National Standards for Mental Health Services, NDIS Quality and Safeguarding Framework, and the Aged Care Quality Standards, TeamHEALTH continues to focus on ensuring quality service provision and the pursuit of goals with participants.

Position Summary

The Way Back is a non-clinical support service focused on providing practical psychosocial support to people experiencing a suicidal crisis or who have attempted suicide. The overall aim of The Way Back Support Service is to reduce the risk of suicide (re)attempts following a previous attempt or suicidal crisis.

The objectives of the service are to:

- Improve access to high-quality aftercare to support at risk individuals to stay safe
- Connect individuals to community-based services
- Connect individuals with support networks including families, friends and carers; and
- Reduce distress and improve wellbeing.

The provision of support is through an assertive outreach approach which aims to ensure that support is accessible and responsive to the day to day needs of the individual participant by ensuring that the support provided is characterised by proactive, sustained and persistent efforts to reach and maintain contact with participants of The Way Back Support Service in different settings and at times that are mutually suitable. Assertive outreach offers a partnership approach with the participant empowering them to improve their safety and quality of life.

Working closely with and reporting to the Mental Health Promotion Manager the Team Leader will have responsibility to provide day to day and program management of The Way Back Service Delivery Model ensuring the fidelity of the service model is maintained with particular regard to:

- Service Delivery Tools and Templates
- Minimum Data Set and Data Dictionary
- Monthly and Quarterly Reporting Templates
- Beyond Blue Clinical Governance Framework
- The Way Back Clinical Governance Framework

A significant part of the role will be providing regular and timely management and supervision of the Way Back Support Coordinators. The Team Leader will provide advice and consultancy with regard to how the Way Back Support Coordinators support participants of The Way Back Support Service in line with best practice and the Way Back Service Delivery Model. This will include the provision of responsive clinical and incident risk management and ensuring compliance with the clinical governance requirements. Where the appointee is not a Credentialed Mental Health Clinician access to regular and timely external clinical advice and supervision will be provided in line with best practice guidelines.

At times the Team Leader may be required to provide support or assistance to other TeamHEALTH teams which may involve travel that entails overnight or weekly absences.

Key Result Areas

1. **Participant Support Services**
 - 1.1. Establish and monitor protocols as described in the Way Back Support Service Model regarding referrals, eligibility, service duration, service model and service exits.
 - 1.2. Provide leadership and mentoring in the delivery of a highly responsive, assertive outreach, person-centred psychosocial support service that reduces distress and improves the wellbeing of participants.
 - 1.3. Manage the provision of support by Way Back Support Coordinators that ensures improved access to high-quality aftercare for at risk participants to stay safe following a suicide attempt or suicidal crisis.

- 1.4. Provide guidance on, and monitor use of the safety planning and wellbeing scales and measures, as described in the Way Back Service Delivery Model, ensuring their application is completed at prescribed intervals.
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2. **Relationship Management**
 - 2.1. Ensure that referrals, and communication regarding referral pathways into The Way Back Support Service are responsive, coordinated and integrated with key stakeholders.
 - 2.2. Develop and maintain professional working relationships within TeamHEALTH, key stakeholders and clinical service providers including organisations with which there is a service agreement or operational protocol, to ensure participant supports are provided in a responsive, coordinated and integrated manner.
 - 2.3. Provide regular in-service or other information sharing sessions with key stakeholders to ensure that communications, referrals and information regarding The Way Back Support Service is responsive to the needs of participants and in line with clinical governance and Service Delivery Model requirements.
 - 2.4. Work effectively with all people, with particular regard to those identified as most vulnerable to suicide, including youth, people of Aboriginal, Torres Strait Islander descent, gender diverse and those with Culturally and Linguistically Diverse (CALD) backgrounds.
 - 2.5. Uphold the TeamHEALTH values of Integrity, Accountability, Wellbeing and Respect in all engagement with staff, participants, carers and external contacts.
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3. **Team Management**
 - 3.1. Provide leadership, mentoring and assist in day to day management of The Way Back Support Service, including responsive and regular supervision of support coordinators.
 - 3.2. Ensure that staff are trained to complete all duties as required and ensure that a process is established for effective participant support in accordance with prescribed safety planning and wellbeing scales and measures.
 - 3.3. Regularly complete audits of case notes and data entry to ensure accuracy and relevance in line with funding reporting requirements.
 - 3.4. Conduct and facilitate Team meetings monthly.
 - 3.5. Ensure all clinical governance aspect of the service including staff supervision and support, performance reviews with staff, quality and risk management to ensure safe and effective service delivery.
 - 3.6. Regularly review service and support standards identifying and recommending areas of improvement within Policies, Instructions and ways of working.
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4. **Reporting & Administration**
 - 4.1. In consultation with the Manager, develop and manage the budget, assets and expenditure, ensuring appropriate Policy, Instructions and Reports are completed within established timeframes and delegation levels.
 - 4.2. Ensure participant case notes are updated daily, safety plans and wellbeing scales and measures are documented and reviewed in accordance with the service delivery model.
 - 4.3. Ensure that support related data gathering, and all internal and external reporting is accurate and completed within timeframes required by the Primary Health Network and TeamHEALTH.
 - 4.4. Participate in the development and use of evaluation tools and processes.
 - 4.5. Actively participate in regular support and supervision with the Manager, including continued professional development and performance reviews.

Key Selection Criteria

TeamHEALTH recognises the value of experience in all facets of life and work and encourages individuals with a lived experience of mental illness to apply.

All TeamHEALTH Staff

1. A National Police Certificate that was issued less than two years ago or proof of an application for a National Police Certificate.
2. A current Driver's Licence.
3. A current Ochre Card.
4. NDIS Worker Orientation Module Certificate.

Essential for Position

5. Tertiary or Diploma level qualification in a relevant community services or mental health discipline or for appointment to HPSS Level 4 an approved mental health qualification, including accreditation with the appropriate professional body.
6. Minimum of three years experience in the management and delivery of services to people with a mental illness and/or suicide prevention or aftercare.
7. Demonstrated understanding of person-centred and trauma-informed practices, and recovery model, psychosocial rehabilitation and goal setting.
8. Demonstrated ability to build relationships and communicate effectively with key stakeholders including community services and government departments.
9. Proven leadership skills and experience with the capacity to manage, support and supervise staff.
10. Demonstrated ability to manage workload in a busy environment and prioritise to ensure deadlines are met.
11. Demonstrated ability to analyse and exercise good judgment in problem solving and decision making with a commitment to strive for continuous quality improvement.
12. Demonstrate a high level of communication skills, including written and verbal, and demonstrated computer literacy.
13. Action orientated, flexible and innovative with the ability to work under general direction and collaboratively as part of a wider team.
14. Demonstrated ethical work practices including the limits of confidentiality and the use of appropriate personal boundaries.

Desirable for Position

15. Diploma of Management or willingness to obtain.

Position Description Approval

Approved by	Kylie Ella, Mental Health Promotion Manager
Date approved	1 April 2020
Signature	