

## Position Description

# Senior Practice Leader

## Section A: Position Details

Position Title:	Senior Practice Leader
Employment Status:	Part- Time 0.8 FTE
Classification and Salary:	CSD Level 4 from \$80,890 - \$84,578, pro rata, dependent on skills and experience
Location:	Nundah House
Hours:	7 Day Rotating Roster
Contract Details:	Maximum Term Contract until 31 December 2021 (possibility of extension)

## Organisational Context

Neami National is a community-based recovery and rehabilitation service supporting people living with mental illness and psychiatric disability to improve their health, live independently and pursue a life based on their own strengths, values and goals.

We provide services in over 50 locations, ranging from the inner-city and suburbs to regional and remote parts of Australia.

Our vision is for full citizenship for all people living with a mental illness in Australian society. Our mission is to improve mental health and wellbeing in local communities across the country.

We believe that recovery is an individual process and that with the right kind of support everyone can live a life based on their own strengths, values and goals for the future.

We use an approach called the Collaborative Recovery Model (CRM) to support people through our services. The CRM assists individuals to identify their personal strengths and values, to set goals and then helps them make progress towards achieving them.

We are a smoke free organisation.

We acknowledge Aboriginal and/or Torres Strait Islander peoples and communities as the Traditional Custodians of the land we work on and pay our respects to Elders past, present and emerging. We recognise that their sovereignty was never ceded. Neami National is committed to cultivating inclusive environments for staff, consumers and carers. We celebrate, value and include people of all backgrounds, genders, sexualities, cultures, bodies and abilities. We are an environmentally conscious organisation.

## Position Overview

The Senior Practice Leader works in close partnership with the Service Manager to provide leadership, practice development and coaching sessions to service delivery staff. This position

provides instruction and guidance on practice issues to a number of Community Rehabilitation and Support Workers and Peer Support Workers, applying coaching and mentoring principles. In addition, you will work with the Service Manager to establish the Individual Recovery Support – Transition from Correctional Facilities Program and maintain strong working partnerships with clinical mental health teams and other community partner organisations to deliver the best possible comprehensive service to consumers.

## Period of Employment

Maximum Term Contract until 31 December 2021, subject to a 6-month probationary period (possibility of extension).

## Accountability

The Senior Practice Leader is accountable to the Service Manager.

## Conditions of Employment

The terms and conditions of employment will be in accordance with the Neami National Employment Agreement – CSD Level 4 from \$80,890 - \$84,578 pa, pro rata, dependent on skills and experience.

A number of benefits are available to staff, including generous salary packaging with rewarding NFP fringe benefit tax exemptions.

### **Core requirements prior to any offer, or commencement of employment:**

- Criminal record checks are mandatory for all new appointments. Neami National will cover the cost of an Australian check. Where a new employee has lived outside of Australia for 12 months or more within the last 10 years, the cost of an International check will be borne by the applicant (~\$142.00).
- Working with Children checks are required before commencement of work (employee responsibility) – Blue and Yellow Card
- You must maintain a right to work in Australia, in the position and location of employment during your employment with Neami. You must comply with all terms of any such grant of a right to work in Australia

## Section B: Application Procedure

To discuss the position, please contact:

Name	Lauren Merchant
Title	Service Manager
Contact Phone Number	0429 705 871

Applications should include a CV and a Cover Letter explaining your interest in the position and working at Neami National. You do NOT need to provide a written response to the selection criteria.

To apply, please:

- Include three current referees.
- Ensure the files are in Word (.doc) or Adobe Reader (.pdf) format.

**Closing date for applications: 3 June 2020**

Please visit [www.neaminational.org.au](http://www.neaminational.org.au) for more information on our organisation, services and other employment opportunities around Australia.

## Section C: Key Responsibilities

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### Supervision and coaching of staff

- Mentor Community Rehabilitation and Support Workers/Peer Support Staff
- Provide orientation and induction for new staff in conjunction with Service Manager, and Learning & Development Team
- Provide coaching and mentoring at a practical level to CRSW/Peer support staff on the provision of psychosocial rehabilitation and support services with a focus on applying the Collaborative Recovery Model
- Provide new team members that you supervise with a probation assessment, and existing staff members with an annual performance review, and a corresponding training and development plan
- Lead and participate in reflective practice through team meetings, decision-making processes, service planning session, supervision and staff development activities
- Provide direct support to consumers as required e.g. when CRSW's are on leave

### Service delivery and development

- In collaboration with the Service Manager coordinate the initial needs assessment and intake of all consumers into the service
- In conjunction with the Service Manager, participate in partnership development, creating pathways for Neami consumers into community life
- Encourage and support consumer participation at all levels of program planning and delivery in conjunction with all staff members of the Neami site
- Provide direct practical support to consumers so that they gain/maintain independent living skills. This includes assistance by sharing skills in cooking, nutrition, personal care, budgeting skills, shopping, maintaining the home, utilising public transport Using the Collaborative Recovery Model (CRM) protocols work collaboratively with consumers to identify their needs, set goals and develop a plan to meet those goals

### Administration

- Coordinate the collection of key performance indicator data/output data
- Record case notes as required
- Coordinate rostering and submission of timesheets for the team
- Liaise with other Neami Head Office Staff including Payroll, IT, HR and Learning & Development etc. to maintain records and resources

### Professional development

- Participate in fortnightly Practice Development sessions (supervision) with manager
- Actively work to improve identified skill areas
- Participate in development opportunities, especially in areas of service operation, i.e, budgeting skills, reporting, and HR related activities

## Section C: Selection Criteria

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### Creating diverse staff teams

The values, skills, attributes and commitment of our staff are key to our success and reputation as a national mental health service that provides high quality support services to people living with a mental illness.

We are strongly committed to further developing and diversifying our work force as part of our strategic directions. We celebrate multidisciplinary teams and value the rich skills and experiences brought by applicants from a range of sectors and professional backgrounds.

Further depth is brought by those from diverse cultural backgrounds, Aboriginal staff, and those with lived experiences of mental illness and recovery, all of whom are strongly encouraged to apply for any roles that match their skills and interest.

**The following competency criteria will inform our selection decision:**

### Adhering to principles and values

- Upholds ethical behaviour, consistent with values as characterised by honesty, fairness responsibility and hope
- Demonstrates integrity and credibility, and fosters open honest communication
- Demonstrates commitment to the organisation and its values

### Working with people, and building relationships

- Adapts to the team and builds team spirit
- Listens, consults others and communicates clearly and proactively in an open and honest manner
- Adapts communication style to meet the needs of others, using tools such as humour to develop and enhance relationships
- Openly communicates and demonstrates self-insight through an awareness of own strengths and areas for development, and seeks and accepts feedback
- Demonstrates an interest and understanding of others, and relates well to people at all levels.
- Establishes respectful professional relationships that have clear boundaries with consumers, staff and partner organisations
- Gains agreement and commitment from others by engaging and gaining respect
- Promotes ideas on behalf of self or others, and supports others to self advocate
- Manages conflict in a fair and transparent manner
- Clearly conveys organisational knowledge (collects, classifies, and disseminates), providing others with a clear direction

### Coaching, mentoring and leading

- Recognises staff member strengths and values their contributions
- Communicates high expectations to the team and holds staff members to account
- Motivates and empowers staff members through coaching and mentoring to identify development goals and strategies for achieving them
- Validates achievements of staff, and regularly gives clear, honest feedback and guidance in a timely manner
- Role-models the behaviour that is expected of the staff team
- Provides others with a clear direction and delegates work appropriately and fairly

- Demonstrates confidence and maturity in broaching challenging conversations
- Takes initiative, acts with confidence and works well under own direction
- Responds quickly to the needs, reactions and feedback of staff

## Planning, organising and problem solving

- Sets clearly defined objectives, and is accountable and proactive about reviewing progress and outcomes with the team
- Plans work and projects well in advance, and systematically works to achieve objectives
- Manages time effectively, and prioritises appropriately
- Exercises common sense, considers all available information, and takes account of broader circumstances in decision making

## Adapting and responding to change and Coping with challenges

- Adapts to changing circumstances and responds to the reactions and feedback of others
- Supports the team to accept new ideas and change initiatives, making positive use of the opportunities that change presents
- Shows respect and sensitivity towards diversity
- Demonstrates self-awareness and ability to self-regulate during difficult situations
- Maintains hope, and role models a positive outlook during challenging times at work
- Reflects and accepts feedback, and learns from it

## In addition you will need:

- Computer literacy
- Current Australian driver's licence
- Working with children check