

Position description

Senior Practice Leader

Section A: Position details

Position Title:	Senior Practice Leader
Employment Status:	Full Time
Classification and Salary:	CSD Level 4 from \$84,003 - \$87,806 pa (pro rata) dependent on skills and experience
Location:	Street to Home, Light Square, Adelaide (CBD)
Hours:	Monday to Friday (Some requirement for 6.00am shift starts or 9.00pm shift finishes)
Contract Details:	Maximum term contract until 30 June 2021

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 more than 54 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.

As an organisation based strongly on our mission, vision and values, Neami is committed to demonstrating the highest standards of safety and quality across all of our services. Neami views quality, safety and clinical governance activities as key components of the role and responsibilities of all staff and an essential process in the provision of safe and high quality support services to consumers.

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.

We are a smoke free organisation.

Position overview

Neami Street to Home service provides culturally appropriate, assertive outreach and case management to homelessness people sleeping rough in the Adelaide CBD within a Housing First approach.

The assertive outreach model is aimed at providing integrated services that focus on consumer identified goals, improved health outcomes and transition from homelessness to safe, secure and sustainable long term accommodation. We persist and work with people over the medium to long term supporting people to maintain their tenancies once they are in housing.

The Street to Home Neami National team is a multidisciplinary primary health care team consisting of a service manager, two SPLs, a team of community rehabilitation and support workers, peer support workers, Registered Nurse, General Practitioner and an operational support officer. Regular foot patrols are conducted to identify people rough sleeping through assertive street work patrols and will provide support for people accessing the Street to Home Service Hub.

The Senior Practice Leader (SPL) will work in close partnership with the Service Manager in the day-to-day operations and to provide health services to consumers housed and supported by Street to Home and assist Street to Home to provide assertive outreach to consumers sleeping rough in public space, identifying and treating any immediate health issues and referring to appropriate health service for follow up

The SPL is responsible for developing and building partnerships within the housing sector and will help establish connection and be actively engage in building rapport with the rough sleepers of Adelaide. The SPL will be responsible for maintaining the Housing First focus of service and support consumers to negotiate Adelaide's housing systems and access suitable, long-term housing.

The SPL will provide leadership, practice development and coaching sessions through professional development (PDS) framework. This position provides instruction and guidance on best practice to a number of Community Rehabilitation and Support Workers and Peer Support Workers, applying coaching and mentoring principles including monitoring housing KPI's to ensure that targets are met. In addition you will work closely with homelessness and mental health service clinical case managers and other community partner organisations in order to deliver the best possible service to consumers.

Regular foot patrols are conducted to identify homeless people most in need. The assertive outreach model is aimed at providing integrated services that focus on consumer identified goals, improved health outcomes and transition from homelessness to safe, secure and sustainable long-term accommodation. We persist and work with consumers for up to three months to develop management plans to help maintain their tenancies once they are in housing.

Period of employment

Maximum term Contract until 30 June 2021

Accountability

The SPL 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 – Consumer Service Delivery Level 4: \$84,003 - \$87,806 pa (pro rata) depending on 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.

- 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.

Qualifications

- It is a requirement of the SPL position that you hold, and provide Neami evidence of, a Mental Health (or equivalent Human Services or Community Services) qualification of Certificate IV level or above, or complete such a qualification within 2 years of your commencement of employment. Some leadership skills and demonstrated practice supervision experience is desirable and advantageous

Section B: key responsibilities

Supervision and coaching of staff (~45 - 65% of time)

- Mentor up to seven Full Time Equivalent (FTE) Community Rehabilitation and Support Workers
- 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 a number of SOWs on the provision of psychosocial rehabilitation and support services with a focus on applying the Collaborative Recovery Model
- Provide support and guidance to ensure CRSW's meet KPI's as set to ensure targets are met
- 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 proficient clinical nursing care and / or individual case management to consumers
- Provide direct support to consumers and participate in foot patrols as required e.g. when SOW's are on leave
- Act in the role of Service Manager when the usual manager is absent

Service delivery and development (~15 - 30% of Time)

- 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 conduct planning, implementation and evaluation of Neami's programs and service delivery. (Neami's homelessness assertive outreach service)
- Assess consumers needs, plan, implement and coordinate appropriate service delivery options and communicate changes in condition and care
- Oversee the provision of nursing care within Street to Home
- Provide health education, counselling and / or therapeutic / rehabilitation programs to improve the health outcomes of individual consumers or groups.
- Monitor consumer care plans and participate in clinical auditing and/or evaluative research to ensure appropriate consumer care outcomes are achieved on a daily basis.
- Demonstrate and promote risk minimization approach to practice and support implementation and maintenance of systems to protect consumers and staff
- Encourage and support consumer participation at all levels of program planning and delivery in conjunction with all staff members of the Neami site

Administration (~10% of Time)

- Coordinate the collection of minimum data set, Basis 32 and CAN data for the team
- Camberwell Assessment of Need, Vulnerability Index, CRM Protocols) data for the team
- 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 (~10% of time)

- 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

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 heritage, 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
- Work closely with homelessness and mental health service clinical case managers and other community partner organisations
- Possess an understanding of the issues that impact on Aboriginal & Torres Strait Islander people, their mental health and wellbeing
- 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 license
- Experience and working knowledge of homelessness
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