

## Position description

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# Senior Practice Leader

## Section A: position details

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Position title:	Senior Practice Leader
Employment Status:	Part-time positions available (0.7FTE)
Classification and Salary:	CSD Level 4 from \$84,003 - \$87,806 pa (pro rata) dependent on skills and experience
Location:	Neami Kalgoorlie, 3 Davidson Street, Kalgoorlie
Hours:	7 Day Rotating Roster consisting of morning and afternoon shifts
Contract details:	Maximum term contract until 30 <sup>th</sup> June 2025

## Organisational context

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

We provide services in over 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.

## Position and Site overview

The Kalgoorlie Step Up/Step Down Service is a 10 bed, maximum 28 day stay facility, that provides a Step Up/Step Down option for people who are becoming unwell or are still recovering from an acute illness and need a short period of additional support and consolidation to complement their treatment and support. The Kalgoorlie Step Up/Step Down is operated by Neami in partnership with WA Country Health Service. The Step Up/Step Down Service will accept referrals from the Goldfields region. During their stay consumers are assisted to develop a wellness plan including relapse prevention. The staff team at Kalgoorlie Step Up/Step Down will consist of a Manager, a Senior Practice Leader, Community Rehabilitation and Support Workers (CRSWs), an AOD Liaison Worker, Peer Support Worker (PSW), and Administration Support. The facility is staffed 24 hours per day, 7 days per week and operates on a 7 day rotating roster consisting of morning and afternoon shifts.

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 (CRSW) and Peer Support Workers (PSW). Neami's work with consumers occurs within the context of their community of friends, family and neighbourhood. At Neami, rehabilitation and support is provided within a team approach and all staff are supported by regular opportunities to reflect upon and improve their practice.

In addition you will work with the Service Manager to establish and maintain strong working partnerships with clinical mental health teams and other community partner organisations to deliver the best possible comprehensive service to consumers. The position also provides a range of rehabilitation and support to consumers, which are tailored to meet their individual needs.

## Period of employment

Maximum term contract 30 June 2025; subject to a 6 month probationary period. Further contract post June 2025 dependent on further funding contracts and performance.

## Accountability

The Senior Practice Leader is accountable to the Service Manager. The position is part-time and will require work outside standard business hours. The Senior Practice Leader will be expected to participate in state wide meetings and have some on call responsibilities outside of the designated hours. Provision for on-call duties will be through the on-call allowances, as per the Neami National Employment Agreement.

## Conditions of employment

The terms and conditions of employment will be in accordance with the Neami National Employment Agreement – Consumer Service Delivery Level 4 from \$84,003 - \$87,806 pa (pro rata) dependent on skills and experience and set out in an individual contract of employment.

The employee's employment is not regulated by any award or enterprise agreement but is covered by the National Employment Standards ("the NES") prescribed in the Fair Work Act 2009. The terms and conditions which are set out in the Neami Limited National Employment Agreement apply except and save for where the terms are expressly provided in this Agreement. Where there is inconsistency between the terms of the Neami Limited National Employment Agreement and this Agreement, the terms of this Agreement prevail.

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:

<b>Police check</b>	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.
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<b>Working with Children check</b>	A valid Working with Children check must be supplied by all new employees (employee responsibility).
<b>Experience</b>	Experience in clinical mental health or similar residential settings is preferred.
<b>Car licence</b>	A valid Australian driver's licence (P plate or above) must be supplied by all new employees.
<b>Suitable Vehicle</b>	You may be required to use your own roadworthy vehicle insured to a minimum level covering 3rd party fire and theft (comprehensive cover is recommended).
<b>Right to work within Australia</b>	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: key responsibilities

### Supervision and Coaching Staff

- Mentor Community Rehabilitation and Support Workers and Peer 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 CRSWs and PSWs 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

- Take a lead role in planning the activities of each day, including delegating tasks to staff
- Oversee the delivery of the Optimal Health Program, including educating staff on the key elements of the program and in conjunction with clinical staff take a lead role in facilitating the program
- 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

### Administration

- Coordinate the collection of minimum data set 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

## Section C: key competencies

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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

### Deciding and initiating action

- Makes prompt, clear decisions which may involve tough choices of considered risks
- Takes responsibility for actions, projects and people
- Takes initiative, acts with confidence, and works under own direction
- Leads and supports continuous improvement through new ideas and change initiatives
- Identifies and initiates strategic partnerships of mutual benefit

### 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

### Leading, coaching and mentoring

- 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 the 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, implementing, analysing and problem solving

- Manages time effectively, and prioritises appropriately
- Sets clearly defined objectives, and is accountable and proactive about reviewing progress and outcomes with the team
- Exercises common sense, considers all available information, and takes account of broader circumstances in decision making
- Produces workable solutions to a range of problems
- Supports the implementation of organisational goals, while seeking opportunity for organisational improvement
- Purposefully analyses numerical data, verbal data, and all other sources of information
- Demonstrates an understanding of how site specific practices fit into larger organisational structures

## Adapting and responding to change and coping with challenges

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