

Position Description

Senior Practice Leader

Section A: Position Details

Position Title:	Senior Practice Leader (Sustaining Tenancies in Social Housing Program)
Employment Status:	Full Time
Classification and Salary:	CSD Level 4 from \$84,003 - \$87,806 per annum (pro rata), dependent on skills and experience
Location:	Neami Penrith
Hours:	Monday to Friday 8:30am – 5:00pm
Contract Details:	Maximum Term Contract until 30 June 2022

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.

Position Overview

This position will oversee the Sustaining Tenancies in Social Housing (STSH) program at the Penrith site. The STSH program is aimed at working with clients whose tenancies are considered at risk that are referred by DCJ Housing. The program will assist the clients in understanding their needs and developing collaborative support plans to address their needs and the risk factors associated with their tenancies.

The key responsibilities of this role will be the establishment and implementation of the STSH program as well as the ongoing management. This includes supervising a small team of Community Rehabilitation and Support Workers, engaging key stakeholders, working in close partnership and joined up working approaches with WSNBM DCJ teams and delivering support to a small caseload of clients.

The Senior Practice Leader will have strong leadership capability, excellent casework skills and ability to coach and mentor staff in this area, an understanding of reporting requirements and experience from similar programs to draw upon.

Period of Employment

Maximum Term Contract until 30 June 2022, subject to a 6-month probationary period.

Accountability

The Senior Practice Leader will have dual reporting lines with the Neami Penrith Service Manager and Regional Manager overseeing the STSH program.

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 per annum (pro rata), depending 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:

Police check	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.
Working with Children check	A valid NSW Working with Children check must be supplied by all new employees (employee responsibility).
Right to work within Australia	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.
Car licence	A valid Australian driver's licence (P plate or above) must be supplied by all new employees.

Section B: Key Responsibilities

Supervision and Coaching of Staff

- Provide coaching and mentoring to a team of Community Rehabilitation and Support Workers on the provision of psychosocial rehabilitation and support services with a focus on applying the Collaborative Recovery Model
- Provide orientation and induction for new staff in conjunction with Service Manager, and Learning & Development Team
- 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 and have an active caseload
- Act in the role of Service Manager when the usual manager is absent

Service Delivery and Partnership Development

- 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 and develop regular reports for our Funding Partners
- Record case notes as required and review the case notes & support plans of CRSW's
- 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

Records Management

- Ensure records management obligations are met, including the proper retention of hardcopy and/or electronic records and ensuring files are accurate and up to date.

- Ensure records management processes are followed, including the supervision of files and facilitating training when required.

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 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

- Comply with Neami's values, policies and procedures
- 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 achieves 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