



# Position Description

## Lead Clinician

**Mental Health and Resilience Program**

**Wesley LifeForce**

### Agreement

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Signed-Manager

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Signed-Employee

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Date

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Date

**Do all the good you can**  
because every life matters



# Lead Clinician

## Mental Health and Resilience program

### 1 Overview of Wesley Mission

Wesley Community Services Limited, a company limited by guarantee pursuant to the Corporations Act 2001, is a Public Benevolent Institution operating as Wesley Mission to deliver services and programs to provide direct relief of poverty, sickness, suffering, distress, adversity, disability, destitution, and helplessness in New South Wales and other parts of Australia as inspired by the work of Jesus Christ in Word and deed. Our vision is to:

“Do all the good you can, by all the means you can, in all the ways you can, in all the places you can, at all the times you can, to all the people you can, as long as ever you can”.

Out of Christian love and compassion we are driven by Christlike servanthood, unfailing integrity and courageous commitment.

The organisational plan is based on four key result areas, namely:

- our clients
- our people
- our operations
- our financials.

Our position descriptions and performance plans are aligned with these four key result areas.

### 2 Overview of Mental Health and Resilience Program

Depression and poor mental health amongst retired people is a serious and increasing problem as our population ages. Wesley LifeForce’s Mental Health and Resilience program helps build resilience for life’s challenges by providing one-on-one counselling and therapeutic group mental health sessions at the Wesley Retirement Villages and in support of other Wesley Mission program clients.

### 3 Overview of role

The Lead Clinician of the Mental Health and Resilience Program is a crucial role of the Wesley Suicide Preventions Services Branch. The role provides accessible and targeted individual and group counselling support to Older Persons both; residing in Aged Care Retirement Villages; accessing Wesley School for Seniors; and other Wesley Mission program areas. The Lead Clinician provides support with the coordination and delivery of programs which enhance Older Persons wellbeing, promote resilience and address factors which contribute to social isolation and suicide. The role oversees and line manages a team of Mental Health Clinicians delivering similar interventions across other Wesley Mission Retirement villages and programs.

### 4 Relationships

Reports to: Group Manager, Wesley Lifeforce

Manages: Mental Health Clinicians and other Mental Health and Resilience Program staff

Liaise with: Other Wesley Mission staff, e.g. Wesley LifeForce Training; Wesley LifeForce Networks; Lifeline Sydney & Sutherland, Wesley Training Central Unit; and other Wesley Mission teams, volunteers, networks, committees and Boards.

## 5 Major role responsibilities

<p>Provide technical and clinical mental health support to designated Project</p>	<ul style="list-style-type: none"> <li>• Line manage and support other Mental Health and Resilience program staff to achieve program deliverables and objectives</li> <li>• Facilitate team meetings regularly with staff, building a high performance and constructive team culture</li> <li>• Implement an approved Wellbeing index across targeted programs catchment area to measure the efficiency and effectiveness of strategic interventions</li> <li>• Offer training to targeted participants in Mental Health, Resilience, Emotional Wellness and Pastoral Care</li> <li>• Establish a bespoke Wesley Lifeforce program within each location to support residents to maintain good mental health and respond when they are concerned about a friend or a family member</li> <li>• Establish a program to provide low cost/no cost individual or group counselling services to support clients life transitions, relationship issues and key triggers for depression and mood disorders</li> <li>• Provide individual or group counselling services to support clients life transitions, relationship issues and key triggers for depression and mood disorders</li> <li>• Support special "Mental Health", "Wellness" and "Suicide Prevention" projects which enhance the core business of the Wesley LifeForce and the Health Conferences and Education portfolio, with specialist knowledge, research and analysis.</li> <li>• Support Wesley Missions Joined Up Thinking approach by providing exceptional customer service to internal and external stakeholders at all times.</li> <li>• Provide direction in research, compliance, governance, policy and procedures and related information on the status of projects efficiency and effectiveness.</li> <li>• Assist in the preparation of budgets and financial reports, ensuring the program is delivered to budget</li> <li>• Track progress of projects, monitor costs and undertake cost analysis and reconciliations as requested.</li> <li>• Prepare progress reports for stakeholders as directed by the Group Manager, Wesley Lifeforce and other Wesley Mission management</li> </ul>
<p>Partnership Management</p>	<ul style="list-style-type: none"> <li>• Work in partnership with Village Management, Chaplaincy, General Practitioners, and other identified internal and external partners as delegated.</li> <li>• Manage internal and external relationships with funders to ensure the longevity and sustainability of the program</li> <li>• Travel as requested to attend or present at conferences, complete stakeholder engagement, validation, compliance and relationship management functions as requested by the Group Manager, Wesley Lifeforce</li> </ul>
<p>Continuous Improvement and Quality</p>	<ul style="list-style-type: none"> <li>• Support a culture of continuous quality improvement by actively recording, reviewing and responding to compliments and complaints within the intent of Wesley Missions Vision and Values</li> </ul>

Customer Service	<ul style="list-style-type: none"> <li>Engage with residents, students, stakeholders, employers, staff and customers as required to maximise their positive Wesley Mission experience.</li> </ul>
Other Duties	<ul style="list-style-type: none"> <li>Perform other duties consistent with the functions of your role and as directed by your supervisor</li> </ul>

## 6 Other Professional Responsibilities

Values Driven Service Culture	<ul style="list-style-type: none"> <li>Proactively support a positive service culture across all service areas and provide leadership that is supportive, non-judgemental and reflective of Wesley Mission's values</li> <li>Meet monthly with your Wesley Mission supervisor, and as directed with your external registration board approved supervisor to ensure cultural competence, individual accountabilities, attitudes and targets are being achieved.</li> </ul>
Positive Stakeholder Relationships	<ul style="list-style-type: none"> <li>Work with other internal and external partners and specialists, other staff and teams across Wesley Mission in Word and Deed areas as well as the wider work of the Uniting Church as required.</li> <li>Attend significant social events and formal business meetings of Wesley Mission and prepare reports for the Wesley Mission Board and other executive committees as required.</li> <li>Seek to attend internal stakeholder events annually as requested such as: Staff Dedication Service; Staff Thanksgiving Service; Volunteer Appreciation Activities; Annual General Meeting or other events with consultation.</li> </ul>
Financial Accountability & Sustainability	<ul style="list-style-type: none"> <li>Assist Management to contribute to the KPI management process and ensure that the outcomes result in continuous improvement within all programs and services.</li> <li>Encourage staff to implement environmentally positive work practices</li> </ul>
Effective WH&S & Risk Management	<ul style="list-style-type: none"> <li>Be appropriately responsible under the Work, Health and Safety legislation for the health and safety of persons for whom you are responsible, including the reporting of hazards and injuries and compliance with all site procedures</li> <li>Promote the understanding and acceptance of policies and procedures addressing the requirements of Equal Employment Opportunity, Anti-Discrimination, Affirmative Action and Occupational Health and Safety</li> <li>Ensure that risk management principles are exercised; registers are maintained; risk are renewed quarterly; costs for risk mitigation strategies are included in business plans and budgets, and incidents of high or material risk are reported immediately to your line manager, Group Manager, Village Manager, Group Executive Manager, Superintendent and Senior Manager responsible for risk</li> </ul>

Validated  
Compliance  
Standards

- Ensure all service delivery locations have evidence of standards monitoring in place to meet compliance and performance requirements of relevant governance regulations, industry codes associated with service accreditation and external audits, as well as Wesley Mission internal audits on policy and procedure implementation.
- Participate at least annually in the Mission's Personal Review and Development Process

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## 7 Relationships

### Manages:

Mental Health Clinicians and other Mental health program staff

### Reporting to:

Group Manager, Wesley Lifeforce

### Key Management Relationships:

Operations Manager, Wesley Training, General Manager, Health Conferences and Education.

ILU Village Management and HCE Operations Management.

Work in partnership with Wesley Hospitals and Wesley Lifeforce staff, systems and processes.

### Key Networking Relationships:

Executive Management, Operations Managers and other portfolio areas.

Wesley Mission teams, Committees, Networks and Boards as appropriate.

Other relevant organisations outside Wesley Mission e.g. Uniting Church, government departments, service providers, industry organisations and key stakeholders.

## 8 Selection criteria

To be successful in this position, candidates must possess the following:

### **Demonstrated behaviours**

- willingness to affirm Wesley Mission's vision, mission and values and enthusiastically advocate our Word and deed ministry
- demonstrated ability to work unsupervised as well as an effective team player with a positive can-do attitude
- relates well to a range of people with sound listening and problem-solving skills
- displays emotional maturity and resilience.

### **Skills**

- Advanced level skills in establishing new projects and business opportunities: Seeks opportunities and partnerships to ensure the success implementation of viable training programs.
- Advanced level in analysis & problem solving skill: demonstrates the ability to secure relevant information and identifies key issues to make sound decisions with long term positive impact.

- Advanced level in relationship management: Builds and maintains mutually beneficial, collaborative relationships across different groups in a business partnership model, based on Wesley Mission's values.
- Advanced level in innovation management: Generates creative ideas and actively contributes to a continuous improvement culture.
- Strong interpersonal skills: Ability to build individual and team motivation and also secure outcomes in a matrix management environment.

### **Essential skills/knowledge**

- 4-year degree in Psychology with full registration under the national registration scheme regulated by the Psychology Board of Australia and the Australian Health Practitioner Regulation Agency or Accredited Mental Health Social Worker with full Australian AASW registration (AMHSW)
- Demonstrated skills or experience in line managing staff and mental health programs
- Demonstrated experience managing programs to budget, inclusive of achieving financial and commercial targets
- Knowledge and advanced skills in counselling practices and methods
- Demonstrated ability to manage conflicting priorities within a high stress environment
- Knowledge of mental health and intervention options as it relates to people experiencing mental illness
- Ability to work collaboratively, cooperatively and effectively as part of a multi-disciplinary team.
- Well-developed interpersonal skills to effectively develop and maintain positive relationships, networks and therapeutic relationships with families and older people.
- Demonstrated ability to seek supervision and assistance when negotiating complex and unprecedented tasks.
- Demonstrated experience in program development including working with vulnerable people;
- A firm understanding of WH&S;
- Experience delivering mental health training.
- Experience working within a complex case management environment
- Experience working within family or community services
- Significant experience working in disadvantaged communities;
- A current Australian drivers licence
- Have high level office computer skills, including the use of Microsoft Office.

### **Desirable**

- Previous experience working with Older People within an aged care setting
- Knowledge and experience working in suicide prevention