
TEAM:	Child, Youth and Family Services
LOCATION:	Hillarys
REPORTING LEADER:	<i>Executive Child, Youth and Family Services</i>

ABOUT HELPINGMINDS

HelpingMinds Limited is a long-established non-profit organisation that provides safe and high quality services in the community to support families, carers and people living with a mental health issue. We provide support and hope to live the best life possible.

Our Purpose is by providing hope, we support our clients, carers and families to live their best lives possible.

Our Mission is to support family recovery and make a positive difference in the community and mental health sector through advocacy, education and the delivery of quality support services.

HelpingMinds promotes mental wellbeing by supporting individuals, families and friends to recovery.

- We understand families are important to the person living with mental distress.
- We understand every family is different
- We understand the importance of listening
- We understand the importance of connections
- We help build skills and confidence
- We empower hope in you and your family through your recovery journey

As a values-led organisation all team members act in accordance with our values of Hope, Collaboration, Trust, Integrity and Respect. Each team member undertakes their role utilising their unique skills and abilities to contribute to our purpose and mission.

PURPOSE OF THE ROLE

The Team Facilitator, Child Youth and Family Services will report to and is directly accountable to the Executive Child Youth and Family Services. The occupant of this role will have a demonstrated positive commitment to providing safe and quality client services by ensuring that the following are embedded into service delivery and underpin all key responsibilities;

- HelpingMinds Care Governance Framework
- The National Standards for Mental Health Services
- The National Safety and Quality Standards for Accreditation version 2

PRIMARY DUTIES AND RESPONSIBILITIES

1. Team Leadership

- Ensuring contractual requirements are met by facilitating the direction of the team effectively;
- Guiding and developing team members professionally, enhancing their capacity to deliver outstanding, safe and quality services to clients;
- Providing mentoring and coaching support strategies to team members;
- Facilitating operational planning processes, including but not limited to;
- Ensuring services are being facilitated across various areas
- Ensuring team members complete appropriate documentation in an accurate and timely manner
- Liaising with Executive Child, Youth and Family in relation to budget constraints followed by uploading marketing briefs to Dolly
- Providing regular constructive performance feedback sessions;
- Taking ownership of team based key performance indicators ensuring;
 - Team members KPIS are on track to being delivered if not, appropriate strategies with deadlines are documented and put in place to improve where required
 - Ensuring all team member data including case notes is of a high standard and entered within 24 hours of service delivery
- Participating in continuous improvement initiatives to develop ways of working that will enhance practice enabling the team to meet ethical, professional and best practice standards.
- Facilitating team meetings on a regular basis to support the team in the following (but not limited to)
 - Caseload review and peer client discussion
 - Operational planning
 - HelpingMinds Policies and Procedures
 - Team member and client feedback
 - Health and Safety and Client Risks
- Ensuring team members are aware of and following internal escalation processes when required.
- Supporting and encouraging the development of specialised groups, workshops and seminars for clients, ensuring these are consequently promoted when in the community and delivered, with clear outcomes and objectives for clients

2. Reporting

- Providing clear and professional reports to Executive Child, Youth and Family on a regular basis including but not limited to;
 - Team member KPIs and contractual deliverables
 - Case Studies
 - Monthly reports on service operations
 -

- Contractual activity work plans
- Team member client audits as per the HelpingMinds Client Audit Policy

3. Budgeting

- Submitting and approving budgets within delegation policy and in consultation with Executive Child, Youth and Family Services to contribute to the effective delivery of contracts
- Demonstrating evidence of planning for future budgetary requirements

4. Counselling and Support

- In addition to team mentoring, Team Facilitators will have deliverable KPIs that are set based support team member ratio;
- This includes the provision of:
 - Directing client facing services, including counselling and support, advocacy and workshop facilitation.
 - Providing information about mental illness and its treatment;
 - Developing care plans with clients and utilising a strengths-based approach, discuss the issues and impact of client mental health and apply goal setting and identifying support networks;
 - Opportunities to develop strategies to strengthen the capacity to support both the person with the mental illness and / or the carer and;
 - Opportunities to develop other strategies to strengthen family members' personal resilience and social support networks.
 - Facilitating appropriate intake processes and supporting clients in line with all HelpingMinds Policies and Procedures.
 - Ensuring all data including case notes is of a high standard and entered within 24 hours of service delivery
 - Following all appropriate escalation process and documentation associated with client risk.

5. Community Development and Advocacy

- Promote the activities of HelpingMinds through liaison with local, state and federal government facilities, referral agencies/community groups and other organisations as necessary;
- Establish, foster and maintain close working links with relevant Aboriginal, non-aboriginal and CaLD service providers to develop and maintain effective services to family members and carers;
- Establish, foster and maintain close working relationships with relevant mental health and other service providers.

Governance, Safety and Quality Requirements

In addition to your role specific responsibilities, HelpingMinds expects team members will:

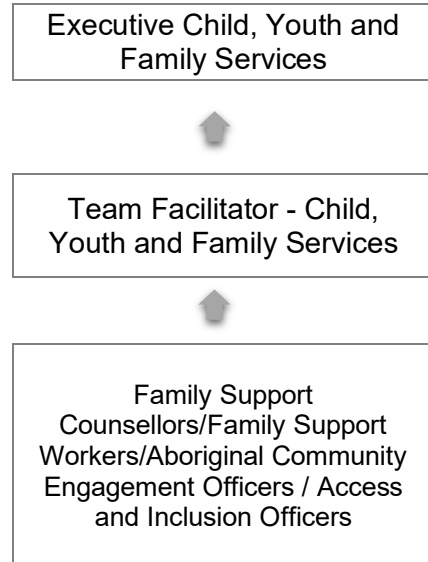
- Perform other duties as requested or required and which are within the scope of their role and the capabilities of the employee.
- Be responsible for ensuring, as far as practicable, the provision of a safe working environment.
- Have an understanding and fulfils National Safety and Quality Standards requirements including but not limited to:
 - Participating in continuous safety and quality improvements actions, such as audit reviews and drills that result in improvements to patient care, team member knowledge or the consumers experience that align with actions describes within the standard.
 - Participating with the development, implementation, reporting and monitoring of HelpingMinds activities.
 - Ensuring records and statistics are kept in accordance with establish procedures.
 - Participating in annual performance development review.
- Perform duties and acts within the legal and financial constraints and boundaries of your role including but not limited to:
 - The Mental Health Legislation and Carers Recognition Act;
 - Commonwealth and State Funding Agreements;
 - Industrial Laws and Occupational Health and Safety Legislation;
 - The National Mental Health Standards 2010;
 - The National Standards for Disability Services;
 - The Australian Commission Safety and Quality Standards for Accreditation version 2;
 - The HelpingMinds Staff Agreement 2016 as well as current organisational Policies and Procedures;
 - HelpingMinds Code of Conduct, NDIS Code of Conduct and
 - Work in accordance with your Employee Classification Definition according to the HelpingMinds Staff Agreement 2016.

AUTHORITY AND SUPERVISORY REQUIREMENTS

This role may have duties under the purview of other management team members, however, will ultimately report to:

This position is:

Roles supported by this position:



POSITION STATUS, REMUNERATION AND BENEFITS

Position type:	Full-time
FTE:	1.0 (38 hours per fortnight)
Position Classification:	Salary level 3.5 – 4.2.
Wellness days:	2 Wellness days per calendar year (more than 0.5 FTE) 1 Wellness day per calendar year (less than 0.5 FTE)
District and Remote Allowances:	Employees located in regional WA may be entitled to payment of District and Remote allowances.
Salary Packaging	Permanent employees salary packaging available up to \$15,900 <i>*HelpingMinds recommends employees seek independent advice prior to salary packaging**</i>

ESSENTIAL MINIMUM SELECTION CRITERIA

QUALIFICATIONS AND LICENCES

- National Police Clearance (no older than 6 months)
- Working with Children Card
- A relevant tertiary qualification in Mental Health (Psychology, Social Work, Counselling)
- Are accredited within a relevant Australian professional association (Australian Counselling Association, Psychotherapy and Counselling Federation of Australia, Australian Association of Social Workers)
- Minimum of 3 years counselling experience
- Current Driver's License and reliable vehicle
- Current First Aid Certificate

EXPERIENCE, SKILLS AND KNOWLEDGE

- Demonstrated experience in a mental health leadership role is essential
- Demonstrated high level of interpersonal and communication skills (written and verbal), including report writing
- Demonstrated organisational skills and ability to manage change in a positive manner
- Demonstrated ability to liaise with partner agencies and organisations in achieving positive and collaborative outcomes and relationships
- Demonstrated ability to lead a team independently, taking accountability and responsibility for day to day office operations and team member services delivery challenges
- Substantial counselling experience working with both youth and adults,
- Experience in budget management, tracking and planning and staff supervision/mentoring
- Well-developed IT skills, with experience using Microsoft products and databases.

DESIRABLE SELECTION CRITERIA

- Similar experience in mental health/carer not-for-profit organisation/s, government departments or corporations;
- Experience in Community Development/Advocacy
- Similar experience in mental health/carer not-for-profit organisation/s;
- Knowledge of contemporary mental health carer issues, Aged Care and Disability;
- Knowledge of the National Disability Insurance Scheme (NDIS)
- Understanding of legislation and standards supporting carers

EMPLOYEE DECLARATION

I have read and understand the responsibilities and duties set out in this job description.

Signed: _____

Date: ____/____/____

Print name: _____

HelpingMinds is an equal opportunity employer supporting diversity in the workplace. We are committed to creating and safe environment for all team members and clients. To view our diversity statement please visit the HelpingMinds website <https://helpingminds.org.au/diversity-statement/>

<p>This document can be made available in alternative formats on request for a person with a disability.</p>
--