



POSITION DESCRIPTION

POSITION TITLE **Mental Health Practice Lead**

CLASSIFICATION **Social, Community, Home Care and Disability Services Industry Award 2010**
Social and Community Services Employee Level 6

ROLE OBJECTIVE

This role will provide clinical oversight and coordination of Qlife clinical responses to related projects. to the Qlife team. Qlife provides anonymous and free LGBTI peer support and referral for people in Australia wanting to talk about sexuality, identity, gender, bodies, feelings or relationships. Qlife services include both telephone and webchat support, delivered by trained LGBTIQ+ volunteer community members and counsellors across the country. Our services are for LGBTIQ+ individuals, their friends and families, and health professionals in Australia.

LGBTIQ+ Health Australia is the contract holder and works in collaboration with four state-based sub-contract partner organisations who deliver the services. Each of the partner organisations have a long history of providing counselling and support within their local LGBTI communities.

All roles at LHA place the needs of LGBTIQ Aboriginal and Torres Strait Islanders, BrotherBoys and SisterGirls as a priority across all of our programs. It is a requirement that all staff ensure that all aspects of their work that LGBT Aboriginal and Torres Strait Islanders, BrotherBoys and SisterGirls are considered and incorporated.

REPORTING OBJECTIVE

This position reports to the Qlife Manager

This position receives fortnightly external supervision

PRINCIPAL DUTIES

Provide clinical direction and guidance for the Qlife national program. This may include, but not be limited to:

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- Work with the QLife Manager and Coordinator to maintain the safety and quality of clinical practice within QLife.
 - Oversee the reviews, adoption of feedback, rewriting and implementation of the QLife Practice Framework, Digital Mental Health Practice Standards with support from the Manager and Coordinator.
 - Oversee the implementation and monitor clinical outcomes of trials such as those developed for frequent contacts.
 - Ensure systematic improvements in clinical practice identified as a result of incident review/s with the support from the Clinical Governance Committee.
 - Provide advice on the scope of clinical practice requirements to support QLife service delivery and design.
 - Monitor the implementation of recommendations regarding quality improvement of practice.
 - Report on any clinical practice issues that demonstrate risk.
 - Make recommendations on best practice models relative to positive mental health and wellbeing.
 - Maintain and update QLife program resources to reflect best practice.
 - Support the QLife Coordinator to review and update clinical policies and processes to ensure that these are of a high quality and are informed by best practice guidelines.
 - Contribute to the overall work and development of LHA office through active participation in staff meetings, quality improvement processes and professional development activities.
 - Adopt continuous learning and improvement processes relative to clinical practice.
 - Understand, implement, participate, and promote Organizational Policies and Procedures, and Workplace Health and Safety (WHS) objectives, processes and procedures.
 - Liaise and work to develop and build relationship between Clinical Governance Committee, Site supervisor, and site clinical staff.
 - Provide Supervision to Team Leaders as well as facilitate operational supervision/ facilitated sharing for relevant groups (such as external supervisors).
 - Maintain oversight and coordination for implementation of the Clinical and Technical Governance standards as outlined in the DMHPS with support from the Manager and Coordinator.
 - Support in the development of appropriate risk reporting structures and provide all relevant details to Manager for escalation.
 - Adhere to all relevant and appropriate Child Risk, Mandatory Reporting, Emergency services escalations required including the support of Partner Sites to report where appropriate
 - Report all risk following organisational policy and procedure.
 - Provide relevant reporting and templates to be used in future tender planning and reporting as requested by the Manager.

KEY SKILLS & EXPERIENCE

Qualifications:

- Tertiary Qualifications in Psychology or Social Work (Mental Health)

Experience Required

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- Demonstrated experience leading quality assurance, and continuous improvement activities in a mental health, health or social welfare setting.
 - Demonstrated experience in clinical risk management at an organisational and/or service delivery level.
 - Understanding of relevant federal and state government guidelines and legislation related to delivery of mental health services.
 - Experience facilitating multidisciplinary meetings.
 - Ability to work with multiple partners in a collaborative and solution focused manner.
 - Good knowledge of the current health disparities and issues affecting indigenous LGBTI, BrotherBoy and SisterGirl communities, especially within the area of mental health.
 - Demonstrated understanding of and commitment to the health and human rights of LGBTI people and communities.
 - Experience of working effectively and collaboratively in a small team environment.
 - An understanding of issues relative to supporting clients accessing Teleweb services
 - Computer Skills.
 - Good working knowledge of Microsoft Office (Outlook, Word and Excel).

Aptitude & Interpersonal Skills

- Outstanding interpersonal and negotiation skills for achieving results while maintaining important relationships and for representing the organisation.
- Excellent communication skills especially the ability to coordinate support in a geographically diverse network of people and organisations.
- Good communication skills in particular the ability to communicate effectively in a team supervision dynamic.
- Excellent administrative and organisational skills and the ability to work with a demanding workload in a timely way.
- Ability to manage complex and often competing tasks and priorities to deliver high quality outcomes – a significant factor in determining performance effectiveness.
- Capacity to work productively in a team both with LHA and QLife partners.
- Ability to work collaboratively to resolve complex issues, including with stakeholders who may hold differing views and conflicting interests.
- Strong initiative and self-motivation and ability to work autonomously and as part of a team.

KEY PERFORMANCE INDICATORS (KPIs)

- Member service and satisfaction, servicing both internal and external clients/members (customer, staff, member, stakeholder feedback).
- Satisfactory achievement of ongoing targets, goals and objectives as set and agreed with the Executive Director and the Organisation.
- Accuracy of data entry, filing, documentation and information management within the Organisation's database and systems.
- Responding to enquiries and emails within set timeframes and dealt with in accordance with Organisational standards.
- Preparing, completing and submitting documentation and reports in accordance with Organisational standards and timeframes.



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- Activities undertaken are fully compliant with statutory, commercial and legal requirements. Following of instructions and completion of tasks in a timely, accurate and efficient manner which meet the requirements of the organisation, members and required regulatory standards.
 - Following, utilisation and promoting of Organisational Policies and Procedures, Organisational Core Values and Work Health and Safety (WHS) requirements.
 - Engaging in Supervision.