

POSITION DESCRIPTION

MANAGER - PEER PATHWAYS AND GROUP SUPPORTS

Employment framework: Social and Community Services (Western Australia) Interim Award 2011. CSW Level 7.1

About the role

The Manager - Peer Pathways and Group Supports, reporting directly to the Executive Manager - Operations, manages our Peer service navigation helpline that assists people with mental health issues to navigate the mental health and other systems to find services to best meet their needs.

The role also oversees the implementation and facilitation of a Group Supports program, the Listening Lounge, for people with a lived experience of mental health issues.

This position works collaboratively across the organisation, and closely with other key stakeholders and sector colleagues.

In this busy environment, you will be supported by an organisation made up of various subject-matter experts, including systemic advocacy, independent advocacy, peer workforce development, and sector representation and leadership. Your work will be informed by on-going Consumer and sector engagement, focus groups and needs analysis.

Mental health is a fast-moving sector, and this role will come with great variety and may see you lend a helping hand on projects and events throughout the year in addition to regular duties. This position requires ability to work on site from the CoMHWa offices. It will also require some hours worked outside of the usual 9-5 work day as part of managing delivery of group supports.

CORE SKILLS AND ATTRIBUTES FOR THIS POSITION

- **Values Driven:** The ability to demonstrate kindness, respect, integrity, connection, courage and social justice.
- **Flexibility:** The capacity to work and act flexibly in order to meet peer and organisational goals.
- **Collaborative:** A demonstrated commitment to working collaboratively and constructively with others including consumers, their families/carers, staff, volunteers and sector partners.
- **Creative and inquisitive:** Capacity to contribute to developing and evaluating innovative approaches with new and fresh ideas and a positive approach.
- **Organised and Structured:** Demonstrated ability of solid time-management, organization and prioritization skills.
- **Leadership and initiative:** A demonstrated ability to proactively take carriage of specific tasks, programs and projects and to exercise sound judgement in seeking feedback and direction.

BRIEF STATEMENT OF DUTIES / PERFORMANCE AREAS

A. PEER PATHWAYS

- Ensure Peer Pathways is continually developed, coordinated, delivered, and managed effectively.
- Through supervision, mentoring, debriefing and capacity building, support staff to deliver a high quality peer navigation service.
- Provide Peer support and service navigation on the phone when required.
- Ensure delivery of program outputs and outcomes within agreed timeframes and to required standards.
- Build and maintain relationships with key stakeholders to support program goals and outcomes.
- Identify and manage risks to project objectives, and manage immediate risk effectively and safely as it arises, including being an escalation point for complex risk.
- Oversee and maintain high-quality data collection and documentation and lead program reporting and evaluation of the program.
- Ensure that staff are supported to work within the scope of the program and provide effective de-brief support as required.

B. GROUP SUPPORTS PROGRAM (THE LISTENING LOUNGE)

- Oversee the delivery of multiple Peer-led Mental Health Support Groups across the Perth metropolitan area. Facilitate some of these Peer-led support group sessions.
- Drive the marketing of the support groups to relevant consumers, organisations and stakeholders.
- Lead program reporting and evaluation.
- Ensure delivery of outputs and outcomes are met within agreed timeframes, and to required standards, as per the CoMHWA annual plan.
- Build and maintain relationships with key stakeholders to support core business and other project goals and outcomes.
- Through supervision, mentoring, and capacity building, support staff and volunteers to deliver a quality group support program. Identify and manage risk effectively and safely as it arises, including being an escalation point for complex risk.
- Ensure that staff are supported to work within the scope of the program and provide effective de-brief support as required.

C. QUALITY IMPROVEMENT

- Participate in ongoing evaluation and quality improvement activities in CoMHWA.
- Participate in professional and performance development programs as required.

D. GENERAL

- Manage, support and develop high performing, integrated teams.

- Identify and manage risks to business operations and objectives.
- Represent CoMHWA on various committees, working parties and reference groups as required.
- Identify and progress opportunities to maximise longer-term sustainability, outcomes and impact of CoMHWA activities.
- Collect quantitative and qualitative data as required by the CEO or their delegate.
- Prepare and deliver written and verbal presentations as required by the CEO or their delegate.
- Conduct all activities in compliance with relevant legislation including Equal Employment Opportunity, Occupational Health and Safety, and all policies, procedures and guidelines as determined by CoMHWA from time to time.
- Perform other duties as required by the CEO or their delegate.

E. REPORTING REQUIREMENTS

This role reports to: Executive Manager - Operations

The following roles report to this role:

- Peer Pathways Coordinator
- Peer Navigator
- Group Supports Officer

SELECTION CRITERIA

QUALIFICATIONS

Tertiary or vocational qualifications in social sciences, humanities, community development or related field, and/or relevant professional experience.

ESSENTIAL MINIMUM REQUIREMENTS

- It is a genuine occupational qualification of this position to have a lived experience of mental health/social and emotional wellbeing issues and recovery in accordance with section 66(s)(c) of the Equal Opportunity Act 1984.
- Excellent interpersonal, written and verbal communication skills with a strong team orientation and consumer focus, including demonstrated ability to create program reports to funding bodies.
- High level understanding of the Peer Workforce and the mental health sector in WA.
- Demonstrated management skills relevant to project planning, implementation and evaluation.
- Demonstrated capacity to work as part of a team on the basis of an ethos of collaboration, kindness, co-operation, respect and mutual support.
- Ability to work autonomously, use initiative and provide leadership of a team to meet required outcomes.
- Demonstrated analytical and problem solving skills in order to develop strategies, ideas and opportunities for resolving issues.

DESIRABLE

- Experience in providing peer support for people experiencing mental health challenges.
- Experience in working with people with lived experience of mental health issues.
- Experience in working with people across a diversity of backgrounds.

Research shows that candidates from underrepresented groups (Aboriginal, Torres Strait and Pacific Islander peoples, people of colour, women, non-binary and gender diverse people, LGBTQIA+ communities, and people with a disability) often do not apply for roles if they do not meet all the criteria – unlike majority candidates meeting significantly fewer requirements. We strongly encourage you to apply if you are interested, we would love to know how you can amplify our team with your unique experience.

APPOINTMENT FACTORS / PREREQUISITES:

- Current Western Australian Drivers Licence; (if applicable – to be advised at interview);
- National Police Certificate (if applicable – to be advised at interview);
- Working with Children Check (if applicable – to be advised at interview);
- Certification of tertiary qualifications (if applicable).

POSITION TYPE / REMUNERATION

POSITION TYPE AND TERM

Position type: Contract
Position term: Fixed term to 30th June 2027

A full-time equivalent position (1.0 FTE) at CoMHWA is seventy-five (75) hours per fortnight.

FTE for this position:	0.8-1.0
Hours per fortnight:	60-75

REMUNERATION

Salary: \$108,747 p/a pro-rata
Superannuation 12%

- * Salary packaging / sacrifice is available on approval from the Chief Executive Officer. CoMHWA is classified as a Health Promotion Charity by the Australian Taxation Office. Fringe Benefits Tax exempt salary sacrifice is available on approval from the Executive Director to a maximum of \$30,000 grossed up per annum.

Please refer to the Australian Taxation Office website <http://www.ato.gov.au/nonprofit> and follow the links for further information.