

## Position description

### Team Leader – Outreach Program

#### Section A: Position Details

Position title:	Team Leader – Outreach Program
Employment Status:	Full-Time
Classification and Salary:	<b>Cert 4 in Mental Health</b> - Social, Community, Home Care and Disability Services (SCHADS) Industry Award 2010 – Social and Community Services Employee Level 4 (\$31.03 per hour + loadings as per award)
Location:	Variable
Hours:	Must be available between 8am-8pm Monday to Sunday (rotating roster between these hours)
Contract details:	Permanent

#### Organisational context

*Pathways To Recovery* is a private business in South Australia, designed to operate within the National Disability Insurance Scheme (NDIS). We offer disability and mental health support services to NDIS participants, and to the general community. We were borne from a desire to bring the disability and mental health sectors together so that people can access the support they need to live where they would like to live.

*Pathways To Recovery* prides itself on being flexible and innovative. We use a recovery approach in our work with all participants, and respect that finding meaning in life is an individual process for each person. We believe that motivation comes from within, so we focus on developing strengths and values and working on the goals that the participants recognise as important to them, no matter how big or small.

*Pathways To Recovery* support people with a range of primary diagnosis, including but not limited to; ASD; ABI; Psychosocial Disability; and dual disability. We provide support in participants' homes (outreach support) and in the community to support social participation and skill development. We also work with a range of housing providers to source appropriate share-housing for participants who need 24/7 support to live in the community.

#### Position overview

The Team Leader – Outreach Program will be responsible for the supervision of staff delivering direct supports to participants with complex and multiple needs living in their own accommodation in the community. They will incorporate a coaching approach with staff to implement a range of rehabilitation and supports to participants, tailored to meet their individually identified needs. The Team Leader will oversee a diverse team of full time, part time and casual workers, with duties including but not limited to:

- Direct supervision of all Outreach staff
- Rostering support for the Outreach Team
- Responding to participant/families/carers and other services enquires
- Complete registration meetings with new participants
- Advocating for participants as required
- At times, support provision including cooking, budgeting, shopping, personal hygiene, managing behaviours of concern, and supports to access the community
- Crisis management and support including debriefing
- Identification of individual and team training needs
- Completing reports, paperwork and administrative responsibilities, including financial
- Developing staff capacity and resilience
- Lead regular team meetings
- Participate in leadership meetings
- Support the identification of new opportunities for service delivery

You will work with staff, participants and their support networks (e.g. family/friends/carers/guardians as identified by them). You will also collaborate with Support Coordinators and other community partner organisations, and the broader leadership team within PTR.

You will be based at our Salisbury Office, but may be required to work within a range of locations, including but not limited to, the participant's own home or in the community.

## Period of employment

Permanent Full Time

## Accountability

The Team Leader – Outreach Program is accountable to the Manager – Outreach & SC programs.

## Conditions of employment

- The terms and conditions of employment will be in accordance with the Social, Community, Home Care and Disability Services (SCHACDS) Industry Award – Social and Community Services Employee.
- Criminal record checks completed within the last 6 months must be supplied for all new appointments. Where a new employee has lived outside of Australia for 12 months or more within the last 10 years, an International check is required.
- DHS clearances (Disability and WWCC) must be supplied before commencement of work.

In addition you will need:

- Excellent computer literacy and communication skills
- Current full Australian driver's licence (not provisional)
- A roadworthy vehicle insured to a minimum level covering third party property damage (comprehensive cover is recommended)
- Certificate IV in Mental Health or higher or be willing to attain
- Current Provide basic first aid and CPR certificates
- Current Child Safe Environment Certificate
- Minimum 12 months work experience in disability or mental health.
- Experience working with clients with a dual diagnosis/forensic history highly desirable
- Previous supervisory experience will be highly regarded

## Section B: Application Procedure

To discuss the position, please contact:

Sally Ryan, General Manager. Ph: 8281 3626

Applications should include a Resume and a Cover Letter explaining your interest in the position and working at *Pathways To Recovery*. **Your cover letter should include responses to the following questions:**

1. Why do you want to work at *Pathways To Recovery*?
2. What experience and transferrable skills can you bring to the role?
3. How does your approach contribute to Person-Centred care and support Recovery-Orientated Practice?

To apply, please:

- Include a resume with three current referees. One must be your current line manager (if not currently employed your last line manager is sufficient).
- Include a cover letter responding to the questions above.
- Email your application to: [recruitment@pathwaystorecovery.com.au](mailto:recruitment@pathwaystorecovery.com.au)

## Section C: Key Responsibilities

Provide direct support to participants

- Engage participants and develop trusting and professional relationships
- Provide support to participants within a coaching framework, to assist participants to cope with life's challenges and become more aware of their strengths and work towards goals that are in line with personal recovery in their Individual Support Plan
- Using a strengths-based approach provide direct practical support to participants applicable to their Individual Support Plan so that they gain/maintain independent living skills. This may include, but is not limited to, community access and engagement, assistance and skill

development in cooking, nutrition, personal care, budgeting skills, shopping, maintaining the home, utilising public transport, etc.

- Be able to describe the stages of Recovery and use this knowledge to discuss with participants and design support that is appropriate to where the person is at
- Assess participants support needs and develop programs and plans to meet these needs
- Assist participants to establish and maintain as independent a level of community living as possible through specific intervention strategies
- Work with participants to enable them to advocate on their own behalf
- Attend meetings and forums to represent and advocate on behalf of *Pathways To Recovery* when necessary
- Undertake a range of operational activities and exercise responsibilities for various functions, as requested by the Manager
- Lead and participate in regular team meetings and case review processes
- Support the identification of appropriate referrals and complete registration meetings
- Together with support staff regularly monitor the progress towards participant's identified goals
- Coordinate a range of supports including informal, mainstream and funded providers
- Engage informal and formal support networks, resolve points of conflict or crisis to develop participants capacity and resilience within their own network and community
- Advocate for the participant as needed or requested
- Comply with all *Pathways To Recovery* policies and procedures, including all WH&S procedures to ensure safe work practices
- Perform any other duties as required by Management that is within candidate skill level and capabilities
- Attend relevant professional development training as approved by your Manager

## Lead and Participate fully as a team member

- Using the team approach to support work, supervise and cooperate closely with team members in order to ensure continuity of care and provision of a comprehensive service to participants
- Actively plan and participate in supervision, team meetings, decision-making processes, service planning sessions and staff development activities
- Assist the team to further develop best practice, review and develop policies
- Identify staff training needs
- Assist the team to regularly evaluate the effectiveness of the service in consultation with participants
- Support *Pathways To Recovery* efforts in reducing our impact on the environment and work towards a sustainable future
- Support *Pathways To Recovery's* effort in identifying and implementing best practice for WH&S for the safety of staff and participants

## Working with community partners

- Liaise as required with staff, other agencies and significant others involved in the participant's care and provide information and support to carers as required (in accordance with confidentiality and privacy laws)
- Involve carers, family and friends (and other support networks) as identified by the participant in the Individual Support Plan for the participant

### Maintain records and resources

- Collect, collate and maintain data on participant contact
- Maintain participant records/case notes and statistical information
- Maintain staff supervision and performance records
- Provide regular feedback and reports to managers and funders as required
- Support and coach staff to participate in the development and review of the participant's Individual Support Plan (ISP) every 3 months, and regularly report to management regarding achievement of participant's individual plans
- Complete management reports as required
- Complete financial reports as required

## Section D: Key Competencies

### Creating diverse staff teams

The values, skills, attributes and commitment of our staff are key to our success as a disability and mental health service that provides high quality support services to people living with disability/mental ill-health.

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, caring for someone who has a disability/experience of mental ill-health, and those with lived experiences of disability or mental ill-health 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

- Upholds ethical behaviour, consistent with values as characterised by honesty, fairness, respect, responsibility and hope
- Demonstrates integrity and credibility, and fosters open and honest communication
- Demonstrates commitment to the organisation and its values

### Working with people and building relationships

- Adapts to the team and contributes to a positive team dynamic
- Listens, consults others and communicates proactively to address conflict

- Develops and openly communicates self-insight such as an awareness of own strengths and areas for development
- Clearly conveys opinions and information verbally
- Establishes respectful professional relationships that have clear boundaries with participants, staff and partner organisations
- Demonstrates an interest and understanding of others and relates well to people at all levels
- 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

## Communicating and facilitating

- Speaks clearly, fluently and honestly to engender trust
- Demonstrates awareness of, and ability to regulate, own emotional reactions
- Adapts communication style to meet the needs of others, and identifies changing needs within a group
- Engages a diverse range of people, and facilitates groups with skill and confidence
- Produces new ideas, approaches or insights when working with participants
- Can creatively tailor group activities to engage and meet the needs of participants
- Uses self-disclosure in a purposeful, meaningful and safe way

## Planning, organising and problem solving

- Manages time effectively
- Sources and organises resources required for a task
- Is accountable and proactive about reviewing progress and outcomes
- Appropriately follows instructions from others and understands and respects authority
- Exercises common sense in making judgments and seeks solutions to problems

## Adapting and responding to change, and coping with challenges

- Adapts to changing circumstances and responds to the reactions and feedback of others
- Adapts interpersonal style to suit different people or situations
- Shows respect and sensitivity towards diversity
- Deals with ambiguity, making positive use of the opportunities it presents
- Puts appropriate boundaries around personal issues
- Maintains a hopeful and positive outlook even during challenging times at work
- Demonstrates self-awareness and ability to reflect and handle feedback well and learn from it