

Job Description



OUR ORGANISATION

Skylight Mental Health (Skylight) is a community based, not for profit organisation, which provides a range of education, support, rehabilitation and recovery based services and programs for people with mental illness, their carers (family and friends) and the community. Skylight programs are delivered utilising “lived experience” of people with mental illness and carers, and according to a psychosocial rehabilitation model and recovery philosophy and practice.

Skylight’s objectives include promoting greater community knowledge, awareness, support and understanding of the effects of mental illness on individuals and their carers. These objectives are pursued through research, illness management, support, reducing stigma and advancing the rights of people with a mental illness and their carers. Skylight is a member organisation of MIFA (Mental Illness Fellowship Australia, www.mifa.org.au), a national body with branches across states and territories in Australia. For more information about Skylight services and programs go to www.skylight.org.au

OUR VISION, MISSION and VALUES

OUR VISION is a South Australian community which understands mental illness and responds with confidence, respect and hope.

OUR MISSION is to increase opportunities to achieve good mental health, to promote acceptance of mental illness in the community and provide quality services for people with mental illness, their family and friends.

OUR VALUES: Show Respect, Foster Team, Create Quality, and Embrace Opportunity.

KEY PERFORMANCE AREAS

All Skylight employees are required to meet at least the minimum level of satisfactory performance in the following areas within the context and performance of their positions:

Organisation:	Skylight and our strategic goals, including positive culture, policies, procedures and legislative requirements
Program/Work Area:	Program/Work Area tasks & responsibilities
Team:	Working relationships within Skylight teams
Individual:	Individual performance areas
Supervisor:	Working relationship with your direct supervisor
Leadership:	Additional responsibilities which apply to Team Leaders, Coordinators, Specialists and Managers who participate in Leadership Group meetings at Skylight

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POSITION SUMMARY

TITLE:	Customer Relations Team Member
PROGRAM/WORK AREA:	Service Delivery
AWARD:	Social, Community, Home Care and Disability Services Industry Award 2010, SACS Level 2
LOCATION:	Wayville

Skylight Service Delivery delivers a range of recovery oriented community mental health services by working alongside people experiencing mental illness (psychosocial disability), family and friends who care for them, and the broader general South Australian community. Skylight Programs are developed with input from participants to ensure responsive, effective services which build on strengths, increase resilience and improve mental health and associated comorbidities. Services include individual support, carer programs, therapeutic groups, social and recreational activities, together with information, education, advice and referral.

Under the general direction of a Team Leader or delegate, the Customer Relations Team Member will support Skylight programs and service delivery within a front-of-house position. The tasks may include but are not limited to, responding to general enquires from participants and members of the community, identifying service needs and creating appropriate service plans for participants and engaging in administrative functions to support organizational requirements. The Customer Relations Team Member will be required to build and maintain respectful and compassionate relationships with Skylight Program participants.

SPECIAL CONDITIONS

The Customer Relations Team Member will work on a casual basis, between the hours of 6am to 8pm Monday to Sunday. Hours of work are subject to the needs of Skylight Programs as negotiated and may occur during weekdays, on evenings and weekends, including some overnight work.

Satisfactory National Police clearance and DCSI Child-related Employment Screening are required prior to appointment. You must hold a Permanent Resident Visa or be an Australian Citizen to apply for this position.

The Customer Relations Team Member will be required to use their own registered, insured (at a minimum Third Party Property Damage Insurance) and fully maintained motor vehicle and will be compensated for mileage at the Award rate for driving required for work purposes.

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DUTIES

- Maintain appropriate records and reporting related to the administration of the Program/Work Area and in accordance with Funding and Service Agreement requirements.
- Respond to enquiries from current participants and members of the general community in relation to Skylight programs and services.
- Create and maintain positive relationships with participants and members of the general community in relation to Skylight programs and services.
- Maintain up to date knowledge regarding the National Disability Insurance Scheme (NDIS) and an understanding of how NDIS participants can access services.
- Support NDIS participants to design and access Skylight services through appropriate referral pathways.
- Prepare and maintain appropriate records and data, and complete a range of general administrative tasks regarding participant support.
- Utilise existing resources, policies, processes and networks relevant to Skylight programs, including working closely with community partner organisations and key stakeholders.
- Maintain up to date mental health knowledge and participate in regular supervision to ensure ongoing professional development and the delivery of quality services.
- Contribute to a high standard of service provided by Skylight by participating in relevant meetings, delivering programs consistent with Skylight's strategic plan, policies and procedures and participating in continuous quality improvement activities.
- Plan, develop and implement special projects and events as directed by the CEO to meet specific and identified needs. This may include working within or alongside other Skylight Programs/Work Areas from time to time to achieve Skylight's strategic goals.

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SELECTION CRITERIA

Skills, Knowledge and Experience

- A tertiary certificate or diploma relevant to the health or mental health area, at a minimum qualification of Certificate III Individual Support (Home and Community) and/or knowledge and skills gained through work experience commensurate with community mental health services.
- Demonstrated front-of-house or customer service experience.
- Demonstrated ability to effectively interact with people living with mental illness and their carers.
- Ability to take initiative, problem solve and work autonomously when required.
- Demonstrated high level communication skills including verbal, written and interpersonal.
- Ability to embrace change and strive for continual improvement.
- Demonstrated teamwork skills including the ability to build and maintain good working relationships with team members, volunteers and students.
- Demonstrated ability to be flexible, multi-task and prioritise duties as required by Skylight programs.
- Sound knowledge of mental illnesses including impact on individuals, their carers and the community.
- Sound knowledge of Microsoft Office Programs, email and the internet and ideally CRM databases.
- Sound understanding of organisational operations and workplace policies and practices, e.g. Equal Opportunity and WHS.