

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 services 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 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 EXPECTATIONS

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:

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| Organisation: | Aligning to Skylight’s Strategic Goals |
| Program/Work Area: | Setting goals for performance and deadlines in ways that comply with Skylights plans and vision |
| | Organising workflow and ensuring that staff understand their duties and delegated tasks |
| | Monitoring staff productivity and providing constructive coaching, training and feedback. Providing guidance and supervision to staff around practice dilemmas and dealing with complex situations. Assisting staff in developing their professional practice and providing quality services. |

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POSITION SUMMARY

TITLE:	Duty Supervisor
PROGRAM/WORK AREA:	Skylight Service Delivery
AWARD:	Social, Community, Home Care and Disability Services Industry Award 2010, SACS Level 5
HOURS:	0.8 - 1.0 FTE

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

Skylight currently delivers services across a range of sites in South Australia in line with strategic business goals through block funding, NDIS revenue streams, sponsorship and fee for service income. The Duty Supervisor holds an integral role within the Skylight Service Delivery team, working under the direction of a Manager – Service Delivery and working closely with other team members to enhance the provision of quality services and contribute to organisational improvements. The Duty Supervisor is responsible for providing high quality support to Support Workers of Skylight across a range of Skylight sites services and locations.

SPECIAL CONDITIONS

The Duty Supervisor role may be required to work some extra hours. Flexible work hours are subject to the needs of the organisation, as negotiated, with time off in lieu provided by mutual agreement where additional hours are worked, to maintain an average of allocated hours per week. The Duty Supervisor will work across metropolitan locations.

DHS Working With Children check and NDIS Worker Check are required prior to appointment.

The Duty Supervisor may be required to use their own registered, insured and fully maintained motor vehicle and will be compensated for mileage at the Award rate.

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DUTIES

- Supported by a Manager and collaborative partners across Skylight, provide training, coaching and mentoring to staff members according to Skylight's Service Standards
- Set priorities and monitoring workflows by developing policies, procedures and processes, applying an understanding of the relevant legislative frameworks to day to day work practices
- Be available as the first point of contact for staff creating a supportive and engaged workforce
- Facilitate team meetings establishing a culture of safety and empowerment
- Provide "hands on" response in emergency situations and adhere to organisational protocols
- Communicate effectively and sensitively with people from diverse backgrounds - participants, families, guardians, and other key stakeholders
- Maintain appropriate records and provide reports on progress of activities
- Maintain up to date appropriate mental health knowledge
- Engage in regular supervision and annual performance appraisals to ensure ongoing professional development
- Contribute to the high standard of service provided by Skylight by participating in relevant meetings consistent with Skylight's strategic plan, policies and procedures and participating in continuous quality improvement activities
- Plan, develop and implement moderate complex projects as directed by Team Leader. This may include working within or alongside other Skylight Services/Work Areas from time to time to achieve Skylight's strategic goals

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SELECTION CRITERIA

Skills, Knowledge and Experience

- A tertiary qualification, diploma or certificate relevant to the community services or mental health field, and/or extensive work experience in community or related services
- Knowledge and experience of practice excellence
- Management of staff with a proven ability to support staff and a team to develop and deliver support services to assist individuals to progress their journey of recovery and to meet program and service outcomes
- Demonstrated ability to apply National Standards for Mental Health Services and culturally competent practices, including impact on individuals, their carers and the community and relevant community services and means of accessing
- Demonstrated ability to interact effectively with people across different cultures in the delivery of culturally competent services
- Good knowledge of Microsoft Office Programs, email and the internet
- Sound understanding of organisational operations and workplace practices, e.g., Equal Opportunity and WHS

Special Conditions

- Current SA Driver's License and willingness to use own registered, insured (at a minimum Third Party Property Damage Insurance) and fully maintained motor vehicle for work purposes
- Current First Aid and Child Safe Environment accreditation (or willingness to obtain)