

# Job Description



## OUR ORGANISATION

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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](http://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](http://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:** Understanding, Connection, Optimism, Courage .

## 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:*

<b>Organisation:</b>	Aligning to Skylight’s Strategic Goals
<b>Program/Work Area:</b>	Business and Financial Planning: meeting business objectives and financial targets Business Systems and Intelligence: delivering on reporting requirements Leadership and Plan Development: enhancing team capability to deliver on business outcomes Sustainability: continuous improvement in productivity, systems and resources including building a positive culture, policies and procedures Governance: adhere to legislative requirements with Skylights QMS

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## POSITION SUMMARY

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<b>TITLE:</b>	Team Leader
<b>PROGRAM/WORK AREA:</b>	Service Delivery
<b>AWARD:</b>	Social, Community, Home Care and Disability Services Industry Award 2010, SACS Level 6
<b>LOCATION:</b>	Metropolitan Adelaide

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 Team Leader will hold an integral leadership role within Skylight Service Delivery team, working under the limited 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 Team Leader will oversee operation and service delivery of Skylight across a range of Skylight sites and service locations.

## SPECIAL CONDITIONS

The Team Leader role may be required to work some afterhours until 9pm. 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 Team Leader will work across metropolitan and country SA locations. There may also be a requirement at times for interstate travel. The position is based at Skylight Metropolitan Sites.

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

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

# Job Description



## **DUTIES**

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- Develop and diversify the business product increasing capacity for future strategic and financial growth
- In consultation with the Manager - Service Delivery, ensure staff are trained and supervised for the delivery of high quality, appropriate and up-to-date services
- Coordinate, develop, deliver and evaluate high quality Skylight Services in accordance with psychosocial rehabilitation and recovery principles to facilitate participants' recovery and/or carer journeys through culturally competent practice
- Participate and provide timely budget reporting to ensure business objectives are being met
- Provide informed analysis data using dashboard reporting to build continuous improvement strategies
- Develop and implement resources, policies, processes and networks relevant to Skylight Services, including working closely with community partner organisations and key stakeholders to ensure high quality consistent delivery of organisational and program objectives
- Maintain appropriate records and complete reports relating to the administration of Skylight Services
- Maintain up to date appropriate mental health knowledge and 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 special projects and events as directed by the CEO or delegate to meet specific and identified needs. This may include working within or alongside other Skylight Services/Work Areas from time to time to achieve Skylight's strategic goals

# Job Description



## **SELECTION CRITERIA**

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### **Skills, Knowledge and Experience**

- A tertiary qualification, diploma or certificate relevant to the health or mental health sectors, business development and/or extensive work experience in community or related services
- Experience in implementing and managing budgets, resources and governance processes
- Experience in the development and growth of community services' business aims
- Experience in the leadership and management of staff with a proven ability to support staff to deliver services according to business targets
- Demonstrated exceptional interpersonal skills with a preparedness to work collaboratively with staff, participants and stakeholders
- Highly developed ability to work autonomously as well as within small team environment
- Demonstrate the ability to deal with difficult situations, work under pressure and deal with change
- Demonstrated capacity to maintain appropriate records and fulfil service reporting requirements
- Strong ability to develop beneficial agency partnerships, networks and effective working relationships
- 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