

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: 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:

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

Job Description



POSITION SUMMARY

TITLE:	Community Development Officer
PROGRAM/WORK AREA:	Service Delivery
AWARD:	Social, Community, Home Care and Disability Services Industry Award 2010, SACS Level 4
LOCATION:	Northern Metropolitan

Skylight programs deliver a range of recovery-oriented community mental health services by working alongside people experiencing mental illness, family and friends who support them, and the broader general South Australian community. Skylight develops programs with input from participants, to ensure responsive, effective services that build on strengths, increase resilience and improve mental health.

Services include individual support, carer programs, therapeutic groups, social and recreational activities, together with information, education, advice and referral. The Community Development Officer will perform one or more of these services.

Under the general direction of a supervisor, the Community Development Officer will assist in the development, delivery and evaluation of high quality Skylight programs. The Community Development Officer will contribute to a collaborative and flexible team culture, to build and maintain respectful and compassionate relationships all stakeholders. This will include working closely with community partner organisations and key stakeholders in a range of locations, including Skylight sites, community centres, local community settings, within people's homes and residential group accommodation.

SPECIAL CONDITIONS

The Community Development Officer position may require flexible work hours. Flexible work hours are subject to the needs of the program, as negotiated, with time off in lieu provided by mutual agreement when the employee works additional hours, to maintain an average of allocated hours per week.

DHS Working With Children check and NDIS Worker Check are required prior to appointment. You must hold a Permanent Resident Visa or be an Australian Citizen to apply for this position.

The Community Development Officer will be required to use their own registered, insured and fully maintained motor vehicle and will receive compensation for mileage at the Award rate.

Job Description



DUTIES

- Collaborate with key stakeholders to establish and lead partnership forums and meetings. ■ Liaise with supervisors and funding bodies to co-design service delivery components.
- Support the establishment of processes for providing isolated participants access to suitable service offerings.
- Facilitate improved referral pathways for vulnerable people - including undertaking eligibility assessments, client registrations, risk assessments and processes.
- As appropriate, provide pathways for people to apply for the NDIS.
- As needed, support and supervise staff, students and volunteers in the delivery of services. This includes a focus on practice, general support and administration.
- Ensure that a high level of documentation and data is maintained, within a timely manner from all aspects of service delivery.
- Implement appropriate crisis intervention and risk assessment processes. ■ Contribute to a collaborative and flexible team culture.
- Utilise and implement principles and culturally competent practices, based on National Standards for Mental Health Services.
- Contribute to the progress of Skylight's Reconciliation Action Plan. ■ Develop and implement resources, policies, and processes.
- Maintain current practice knowledge, and engage in regular supervision and annual performance appraisals to ensure ongoing professional development.
- Contribute to the high standard of service that Skylight provides 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 or delegate to meet specific and identified needs. This may include working within or alongside other Skylight programs/work areas on occasion to achieve Skylight's strategic goals.

Job Description



SELECTION CRITERIA

Skills, Knowledge and Experience

- A tertiary qualification relevant to the health or mental health sector, and or extensive experience in the community services sector.
- Excellent partnership building skills.
- Experience in confidently planning, leading and chairing community groups and meetings. ■ Well-developed skills in implementing community development programs and initiatives.
- Extensive experience of working with government and non-government agencies, community groups and individuals.
- Excellent skills in record keeping, reporting and data management processes.
- Sound knowledge of the requirements for vulnerable people to connect and/or reconnect with their community, resulting in positive reengagement and wellbeing.
- Demonstrated ability to apply National Standards for Mental Health Services and culturally competent practices.
- Knowledge of the NDIS desirable.
- Excellent organisational skills including attention to detail. Highly effective oral and written communication skills as well as interpersonal skills.
- Demonstrated excellent teamwork and willingness to take on new challenges.
- Strong personal and interpersonal skills, open to continuous personal development and responsive to feedback.
- 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.
- Strong working knowledge of, and experience with, Microsoft Office, customer relationship management (CRM) databases, scheduling software, email and internet.
- Current Introduction to First Aid and Child Safe Environment accreditation (or willingness to obtain).
- Sound understanding of organisational operations and workplace policies and practices e.g. Equal Opportunity and WHS.