

# 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:** 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:*

<b>Organisation:</b>	Skylight and our strategic goals, including positive culture, policies, procedures and legislative requirements
<b>Program/Work Area:</b>	Program/Work Area tasks & responsibilities
<b>Team:</b>	Working relationships within Skylight teams
<b>Individual:</b>	Individual performance areas
<b>Supervisor:</b>	Working relationship with your direct supervisor
<b>Leadership:</b>	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

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<b>TITLE:</b>	Manager – Service Delivery
<b>PROGRAM/WORK AREA:</b>	Service Delivery
<b>AWARD:</b>	Social, Community, Home Care and Disability Services Industry Award 2010, SACS Level 8
<b>HOURS:</b>	1.0 FTE, 38 hours per week
<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 Manager – Service Delivery works under the broad direction of a General Manager – Service Delivery, within a Service Delivery Management Team, and has managerial responsibility of a suite of programs across various Skylight sites and service locations. The Manager – Service Delivery will lead the provision of high quality services, manage the development of key program initiatives within budget and lead continuous quality organisational improvements. This role will require working closely with Corporate Services functions.

Leadership responsibilities include projects which develop policy, program and strategic directions for the organisation. Working closely with the Skylight Management Team, the Manager – Service Delivery will collaboratively design activities and participate in project development and implementation, monitoring and recording, thereby contributing to organisational improvements and achievement of strategic directions.

## SPECIAL CONDITIONS

The Manager – Service Delivery role will require flexible work hours with some out of hours work, with intrastate travel required. There may also be a requirement at times for interstate travel. Flexible work hours are subject to the needs of the organisation, as negotiated with the General Manager – Service Delivery, with time off in lieu provided by mutual agreement where additional hours are worked, 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 Manager – Service Delivery 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

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- Develop, maintain and oversee the implementation of a range of programs, initiatives and services, in consultation with the General Manager – Service Delivery and in accordance with Skylight's strategic goals
- Manage budgets, oversee productivity and ensure high performance against service KPI's
- Provide input into organisational leadership, strategic planning, business planning, strategic partnerships, development and implementation of policies and procedures within Skylight so as to contribute to a high standard of service delivery
- Prepare updates, reports and strategies on program service delivery performance, issues, risks and concerns to the CEO, Board of Management, Skylight Management Team and funding bodies
- Manage operational program needs and ensure high quality of practice consistent delivery of organisational and program objectives
- Ensure that staff and volunteers are appropriately selected, supported, trained and guided, and professional development is nurtured within a learning and high achievement culture, including developing and implementing strategies to build a strong, competent leadership workforce to achieve high quality outcomes for and with participants
- Ensure appropriate records are maintained and coordinate reports related to the administration of Skylight Service Delivery in accordance with Funding and Service Agreement requirements, ensuring legislative compliance is met and programs are operating within dedicated budgets
- Engage in regular supervision, annual performance appraisals and maintain up to date management, leadership and mental health knowledge to ensure ongoing professional development and the delivery of quality services
- Plan, develop and implement special projects as directed by the CEO or delegate to meet specific and identified needs of participants, the community and the organisation. This may include working within or alongside other Skylight Service Delivery/Work Areas from time to time to achieve Skylight's strategic goals

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## **SELECTION CRITERIA**

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

- A tertiary qualification relevant to organisational and/or business management or equivalent experience
- Comprehensive knowledge and ability to undertake service delivery leadership within a community services environment, with a high capacity for aligning with respectful modes of practice.
- Demonstrated strategic business acumen, with experience in establishing and monitoring budgets, revenue lines and monitoring costs.
- Demonstrated ability to manage organisational processes and workplace practices which include budgeting, recruitment, reporting, incident management, quality management, risk management, WHS, HR and asset management
- Demonstrated ability to problem solve, including developing operational responses to recurring or emerging issues based on knowledge, expertise and accurate appraisal of facts
- Excellent communication skills, including high-level verbal communication, written communication, interpersonal, negotiation and mediation skills
- Demonstrated ability to establish and maintain beneficial agency partnerships, networks and effective working relationships with key stakeholders to maximise organisational objectives
- Highly developed ability to be flexible and adaptable in a dynamic setting, to work autonomously and as a part of the broader Skylight team
- Sound competencies within Microsoft programs and ability to learn to work with other databases and client management systems
- Current SA Driver's Licence