

# 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>	NDIS Information Officer
<b>PROGRAM/WORK AREA:</b>	Service Delivery
<b>AWARD:</b>	Social, Community, Home Care and Disability Services Industry Award 2010, SACS Level 5
<b>LOCATION:</b>	Metropolitan

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. Under the general direction of the Manager – Service Delivery, the NDIS Information Officer will provide specialised management and compliance advice to the Leadership Team, by establishing and maintaining processes and procedures that ensures Skylight meets its regulatory, legal and operational NDIS quality, legislative, compliance and risk obligations. The NDIS Information Officer is responsible for providing high quality support to all Skylight workers across a range of Skylight sites, services and locations.

## SPECIAL CONDITIONS

The NDIS Information Officer maybe required to work after hours. Flexible work hours are subject to the needs of the program, as negotiated with the Team Leader 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 NDIS Information Officer may be required to use their own registered, insured and fully maintained motor vehicle and will be compensated for mileage at the Award rate.

The NDIS Information Officer will be based in Metro Adelaide but work across metropolitan and country SA locations.

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SEE MENTAL HEALTH DIFFERENTLY

## DUTIES

- Monitoring for NDIS updates, news, information and attend webinars/information sessions as appropriate. Update Skylight business/stakeholders with any relevant information
- Ensure Skylight's practices are compliant with NDIS rules, regulations, and requirements, and Maintain Skylight NDIS Knowledge base
- Evaluate, analyse, and communicate NDIS requirements on a continuing basis, and maintain systems processes, including the delivery of status reports to all appropriate parties
- Undertake continuous improvement activities as well as project development and implementation including project planning, monitoring, training and reporting to enhance the provision of quality services
- Develop meaningful and lasting relationships with the NDIS and respond to questions and concerns from managers and Team Leaders with supporting research and recommendations.
- 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
- Maintain appropriate mental health knowledge and engage in regular supervision and annual performance appraisals to ensure ongoing professional development
- 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 from time to time to achieve Skylight's strategic goals

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SEE MENTAL HEALTH DIFFERENTLY

## SELECTION CRITERIA

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

- An understanding of the NDIS Quality and Safeguarding Framework and the National Disability Insurance Scheme Act 2013 is a must
- Relevant tertiary qualification together with at least 3 years' workplace experience
- Proven experience in:
  - Quality system development, implementation, monitoring and evaluation
  - Conducting internal/external audit and accreditation processes
  - Continuous improvement models with a strong customer focus
  - Interpreting complex legislation, guidelines, regulations and compliance requirements
- Highly developed self-management, communication, organisational and interpersonal skills
- Capacity to work autonomously at times, and effectively within teams with a diverse range of personnel, programs and services
- Ability to be flexible and adaptable in a dynamic organization
- Effective skills in information technology and systems, including a range of Microsoft Programs, word processing and spreadsheet packages, email and internet
- Familiar with project management practices, with the capacity to lead projects, prioritise tasks and deliver results within set timeframes
- Demonstrated understanding and implementation of organisational operations and workplace practices, e.g., Equal Opportunity and WHS A tertiary qualification relevant to mental health, or community services and/or adaptable skills and experience in those areas
- Current 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
- 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