

Job Description

Links to
Wellbeing



OUR ORGANISATION

Skylight Mental Health (Skylight) is a community-based, not-for-profit organisation that 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 include service delivery that utilises 'lived experience' of people with mental illness and carers, and in accordance with 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: Show Respect, Foster Team, Create Quality, 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:

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

Links to
Wellbeing



POSITION SUMMARY

TITLE:	Lived Experience Team Leader
PROGRAM/WORK AREA:	Links to Wellbeing Lived Experience Telephone Support Service
AWARD:	Social, Community, Home Care and Disability Services Industry Award 2010, SACS Level 6
HOURS:	Up to 1.0 FTE
LOCATION:	Based at Skylight Wayville

The Links to Wellbeing (LTWB) consortium is a group of mental health and community service providers commissioned to provide Primary Mental Health Services. The LTWB Lived Experience Telephone Support Service (LETSS) program is a peer-led telephone and web chat service through which people with mental health issues and their carers can receive real-time **information, navigation and support** in the social afterhours period (5pm – 11.30 pm). LETSS is a component of the Adelaide PHN *After Hours Primary Mental Health Service* strategy. It will assist in the reduction of inappropriate attendances at emergency departments and be proactive in the de-escalation of mental health distress, as well as assist with access to mainstream in-hours mental health services and other services, as required.

Lived Experience Telephone Support Service (LETSS) Specifications

The following service types and their descriptions form the delivery of LETSS.

Information services

1. Providing general information; guidance and advice about mental health and other services; mental health conditions; and other associated topics.

Navigation

1. Assisting with access to relevant mental health and other services.
2. Helping callers understand the service landscape, entry points, eligibility criteria, referral processes, and tips on how to avoid barriers and pitfalls to accessing services.
3. Coordinating access to services in real time.
4. Facilitating referrals including warm referrals.
5. Signposting callers so they receive services / assistance appropriate to their needs.

Support

1. Listening, understanding, brief intervention and informal counselling from people who understand and have experienced mental health issues.
2. Emotional support during times of distress.
3. Advocacy.

Job Description

Links to
Wellbeing



4. Coaching and Mentoring.
5. Supporting callers to implement care, recovery and wellness plans.
6. Facilitating attendance at appointments.
7. Providing follow-up support e.g. scheduled call-backs, welfare checks, and facilitating connection to services.

SPECIAL CONDITIONS

The Team Leader will work during the 'afterhours period' (i.e. most shifts will be between 4pm – 12am). The Team Leader will be one of two Team Leaders rostered in the role. Flexible work hours are subject to the needs of the organisation, as negotiated with the Team Manager – Service Delivery. Time off in lieu is provided by mutual agreement where additional hours are worked, to maintain an average of allocated hours per week. The Team Leader will be required to be available for an On-Call roster, availability to be negotiated with the Team Manager LETSS

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

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

Links to
Wellbeing



DUTIES

- In consultation with the Manager – Service Delivery, recruit, train, direct and supervise a staff team of Lived Experience Peer Workers, ensuring the Lived Experience Telephone Support Service (LETSS) delivers high quality, appropriate and up-to-date services.
- Coordinate, develop, deliver and evaluate a high quality LETSS in accordance with psychosocial rehabilitation and recovery principles to facilitate participants' recovery and/or carer journeys through culturally competent practice.
- Oversee coordination, development, delivery and evaluation of a peer-led lived experience telephone and web chat support service.
- Develop and implement resources, policies, processes and networks relevant to Links to Wellbeing services, including working closely with community partner organisations and key stakeholders to ensure high quality consistent delivery of organisational and service objectives.
- Collect data, maintain appropriate records and complete reports relating to the administration of the LETSS in accordance with Funding and Service Agreement requirements.
- Engage all staff in regular debriefing and structured supervision, and maintain an awareness of workloads, staff challenges and learning opportunities.
- Provide mental health information, navigation and support by way of telephone, email or web chat to enable individuals to access information, services and supports.
- Maintain up to date mental health knowledge and engage in regular supervision and annual performance appraisals to ensure ongoing professional development.
- Contribute to Links to Wellbeing's high standard of service by participating in relevant meetings that are consistent with Links to Wellbeing's strategy, policies and procedures, and participate in continuous quality improvement activities.
- Plan, develop and implement special projects and events as directed by the Links to Wellbeing Executive, or delegate, to meet specific and identified needs. This may include working within or alongside other Links to Wellbeing services/work areas on occasion to achieve Links to Wellbeing's strategic goals.

Job Description

Links to
Wellbeing



SELECTION CRITERIA

Skills, Knowledge and Experience

- A tertiary qualification, diploma or certificate relevant to the health or mental health sectors, and/or extensive work experience in community services.
- Ability to support staff and a team to develop and deliver a peer-led telephone and web chat support service where people with mental health issues and their carers can receive real-time information, navigation and support in the social afterhours period.
- Ability to use lived experience of mental illness or as a carer of someone with mental illness, to facilitate the provision of Information Services, Navigation and Support, as part of a peer-led support service.
- Strong ability to develop beneficial agency partnerships, networks and effective working relationships.
- Comprehensive knowledge of mental illness including impact on individuals, their carers and the community, and knowledge of relevant community services and means of accessing.
- Demonstrated ability to interact effectively with people across different cultures in the delivery of culturally competent services.
- Demonstrated capacity to maintain appropriate records and fulfil service reporting requirements.
- Strong knowledge of ICT software and hardware, ideally including MasterCare EMR, web chat, and general ICT.
- Highly developed ability to be flexible and adaptable in a dynamic setting, to work autonomously, and within a small team environment.
- 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).
- Sound understanding of organisational operations and workplace policies and practices, e.g. Equal Opportunity, WHS and 'out-of-hours'.