

POSITION DESCRIPTION

Position Title	Northern Team Leader
Reports to:	Program Manager, Outreach Services
Location:	Northern Office, Rosana working across the Local Government areas of Darebin, Banyule, Nillumbik and Whittlesea.
Conditions:	ARAFEMI EBA 2009 & Social Community Home Care Disability Award Services Award 2010
Grade / Classification:	Social Worker Class II, (SACS Award 2000), plus Team Leader loading
Last Updated	31 August 2010

AUTHORITY RESPONSIBILITIES

Organisational Budget:	\$2.5 Million
Employees	18 FT & 19 PT, plus volunteers & casual staff
Overseeing	3 x FT Outreach Workers & 2 x PT Family Services employees

Organisational Context:

ARAFEMI's mission is to promote and improve the well being of people affected by mental illness. ARAFEMI has a strong belief in recovery for people with a mental illness and their carers. All people have the right to live with respect and dignity in a society that provides equality of opportunity.

ARAFEMI provides a range of services including: Home-Based Outreach Support (HBOS), Mental Health / Homelessness Outreach, Personal Helpers & Mentor's (PHaMs), Contract work, Carer Advocacy, State-wide carer services (information provision, Helpline, support groups, counseling), Flexible Respite Options and Prevention and Recovery Care services (PARC).

ARAFEMI is a Psychosocial Disability Rehabilitation Support Service (PDRSS) that has been providing outreach support for people since 1981. Services are provided in the eastern suburbs across Boroondara, Manningham, Whitehorse and Yarra, the south, in and around Greater Dandenong and in the north eastern suburbs of Darebin, Whittlesea, Banyule and Nillumbik. We provide psychiatric disability support to approximately 100 people, either living in their own accommodation or residing in housing managed by ARAFEMI and partner agencies.

Position Overview:

This key position will require you to provide operational leadership to our northern team, seek opportunities for the expansion and development ARAFEMI's services in the northern region, and provide mental health homeless outreach to support a small caseload of clients. As team leader you will be expected to work closely with the Program Manager to coordinate the work of the northern team to fulfill our contractual and reporting obligations with DoH. This will involve managing & providing supervision to three outreach and two p/t family support staff, managing waiting lists & caseloads, attending local and regional meetings,

participating in an on-call roster, program development and promoting links with local services.

The Team Leader will also work at the local level developing relationships with key stakeholders and identifying possible funding opportunities. The Team Leader will provide vital information to the ARAFEMI Management Team that will assist in developing its Northern office and services

This position provides assertive outreach to locate and support people who are homeless, at risk of homelessness and isolated as a result of serious mental health issues combined with multiple and complex needs. ARAFEMI holds nomination rights to five transitional units & two long-term Group Homes situated in the inner northeast. The Team Leader will develop links with local housing services to increase housing options in the area.

The Team Leader will carry a two to three client case load. Other employees will manage a staff/client ratio of approximately one to five, depending on the needs and complexity of the clients. Some after-hours service provision may be required for specific clients. In a crisis situation, the Team Leader may work alongside CAT + MST teams.

This role has a large degree of autonomy, yet works within a strong culture of teamwork and support. With the aim of enhancing ARAFEMI's consumer and carer focus, this position will be supported by the Outreach & Family Services Manager.

Position Duties:

Team Leading

- Receive enquiries and coordinate new referrals for the northern team
- Maintain an up-to-date waiting lists
- Liaise with local providers, attend meetings and build connections throughout the region
- Service development & promotion
- Maintain administration and reporting records
- Provide supervision and support to other team members

Mental Health Homeless Outreach Role

- Engage with this challenging client group to establish effective working relations and interventions
- Provide high quality, mental health homeless outreach support in a manner sensitive to client needs, including cultural, age and gender
- Maintain confidentiality and privacy in line with clients wishes and legislative responsibilities
- Work in a goal focused manner
- Encourage individuals' participation in decisions regarding their use of services and enhancing their capacity to manage their health and welfare needs
- Provide crisis support as required
- Link people to mainstream and /or specialist services such as clinical mental health, drug and alcohol agencies, housing, physical health, social, leisure and recreational services
- Develop Individual Recovery Plans (IRP's) that are updated every 6 months in conjunction with partner agencies

Secure & Maintain Safe, Affordable and Stable Accommodation

- Develop links with local housing services

- Explore alternative housing opportunities such as community, public and private housing and rooming/boarding houses, and the 'recurring homelessness' segment of the waiting list for public housing.
- Assist clients to access appropriate housing
- Engage with clients in maintaining their living environment & monitoring rent and bill payments
- Assist clients in resolution of conflicts with co-tenants
- Attend house meetings as required
- Collaborate coordination of household maintenance tasks as required
- Help clients, examine future accommodation opportunities through the Office of Housing, private rented and other supported housing
- Ensure any Occupational Health and Safety issues are recognised and acted upon

Collaborative Partnerships and Working Relationships

- Maintain existing partnerships and joint working arrangements
- Seek to develop new links and/or protocols with other individuals and agencies
- Work in a collaborative fashion that enhances the range of support services available
- Engage with Carers and other family members
- Support to partnerships with Northern Alliance and NAHMS to deliver carer peer support

Work within Relevant Legislation and ARAFEMI's Policies and Practices

- Have a basic knowledge of the Revised Mental Health Act 1986, Privacy 2000 and Health Records Act 2001, Occupational Health and Safety Act 2004 as well as other relevant Acts and legalisation
- Work in line with ARAFEMI's ethos, strategic plan, policies and practices

Maintain Accurate Records

- Ensure case notes and client records are recorded accurately and maintained up to date
- Ensure all administrative tasks are carried out and kept up to date
- Ensure data from carer peer support projects is collected and reported to Family Services, NAMHS and the Alliance.
- Ensure all work is monitored and recorded in line with Dept. Of Human Services QDC reporting requirements

ARAFEMI

- Establish effective working relations with the existing outreach teams and family services workers as well as other staff and volunteers within ARAFEMI
- Take responsibility for continued learning using current research plus attending learning opportunities such as courses, training days and conferences
- Participate in staff, team, management and any external meetings as required
- Participate in direct supervision and team supervision
- Undertake any other duties as required by the Program Manager

Key Performance Indicators:

To be agreed as part of the Individual Development Plan

Selection Criteria

Candidates are asked to reply to each of the following criteria. Candidates should outline their relevant experience at a senior level, using examples to illustrate their experience.

Essential

- Relevant tertiary qualifications in Social Work, Psychology, Occupational Therapy, Nursing, Drug/Alcohol, or similar field
- Experience of working with people who have a mental illness, homelessness, drug/alcohol issues and who may have further complex and multiple needs
- Experience of team management
- A satisfactory Police Records check
- A current Victorian Driver's License
- Computer literacy

Desirable

- Psychosocial Disability Rehabilitation Support experience
- Mental health homeless outreach experience
- Clinical experience
- Housing experience
- Working within a recovery framework

ARAFEMI is an equal employment employer. ARAFEMI encourages culturally and linguistically diverse persons to apply for this position.



How to apply

Written applications must include your resume and cover letter and 2 referees (these will not be contact without your prior approval). Only applications that address the selection criteria outlined in the Position Description will be considered. Forward applications to

Private and Confidential
Sarah Rosenberg
ARAFEMI
PO Box 83
Hawthorn
VIC3122
or email to: sarah.rosenberg@arafemi.org.au
Contact Sarah Rosenberg on 03 9810 9300 for further enquiries

Closing Date for Applications: 5.00 pm Friday 17 September

Terms and Conditions

The successful applicant must undertake a Police Check prior to commencement.

The position of Team Leader is a full-time role. The successful candidate will enter an employment contract which sets out all terms and conditions of employment, including remuneration and generous salary packaging entitlements. A motor vehicle is allocated to this position (private use may be negotiated).

AUTHORIZATIONS

Title	Signature	Date
Sarah Rosenberg: Human Resources		
Executive Director:		
Applicant		

Date Written: ____/____/____

Date Revised: ____/____/____