

Schizophrenia Fellowship of NSW

Position Description

Team Leader

Personal Helpers and Mentors (PHaMs) Program

What is PHaMs?

The PHaMs Program utilises a strengths-based, holistic recovery approach to support people whose mental illness severely limits their efforts in managing their daily activities. The PHaMs Team will mentor individuals towards improved access to services they need, and foster a sense of hope, dignity and capacity for resilience through different stages of life, recovery and experiences.

The Schizophrenia Fellowship of NSW (SFNSW), Recovery Services, offers the PHaMs program at Dubbo, Ulladulla, Wagga Wagga and Eurobodalla Valley– Bateman's Bay and Moruya.

Reporting to and supported by:

State Manager, General Manager - Recovery Services

Hours of Work:

Full time - 38 hours per week.

Occasional requirements to work evening, weekend and public holidays.

Tenure:

Contracted position to 30th June, 2010.

Site location:

Office - Station Place Wagga Wagga

Salary:

SACS Award Grade 4 Year dependant on experience plus vehicle - package enhanced by salary packaging

Position Overview:

Applicants for this position will have leadership and team management skills and genuine compassion, patience and empathy for people with a mental illness. A commitment to helping people along their recovery journey will be demonstrated through a capacity to relate to program participants' with dignity and respect, and as person with unique and specific strengths and goals. The nature of this position requires a willingness to be flexible in adapting to changing roles and additional requirements, and therefore a spirit of leadership with collegiality is a permanent necessity.

Responsibilities:

1. Ensure that PHaMs Wagga Wagga operates in accordance with PHaMs Program Guidelines, National Mental Health Service Standards, FaHCSIA funding requirements, and all policies and procedures (e.g. OH & S, Codes of Conduct, confidentiality and privacy) of the Schizophrenia Fellowship of NSW.
2. Lead a PHaMs Team (including peer support workers and volunteers) to mentor, support and assist program participants to develop personal goals and make healthy choices around accessing appropriate services and increasing opportunities for community participation, personal health, wellbeing, capacity and self-reliance by:

- a. Identifying potential PHaMs participants in the community, with particular emphasis on those people with severe and persistent mental illness who are isolated in the community and receiving little or no service;
 - b. Promoting the rights, responsibilities, and recovery of programme participants through ethical and anti-discriminatory practices that treat consumers, family with dignity and respect, and balances the right to privacy and confidentiality with duty of care;
 - c. Participating in assessment of needs, Individual Recovery Plans, linking with clinical case management, advocacy, peer support, personal development, relevant mediation and mentoring people in a way that supports effective management of daily activities and a unique recovery journey for the program participant;
 - d. Facilitation of appropriate referrals to other services i.e. housing support, employment and education, drug and alcohol rehabilitation, independent living skills courses, clinical services, allied and other mental health services as required;
 - e. Monitoring and reporting – (non face to face) including monitoring participant referrals, monitoring progress against Individual Recovery Plans, data collection and reporting to FaHCSIA.
3. Develop and maintain the PHaMs team to have a sense of healthy teamwork, mutual support, continuous professional development and accountability by:
 - a. Providing supervision, support and timely debriefing, and overseeing the team workload;
 - b. Implementing a team-based approach to decision making and using effective non-judgmental listening and communication skills;
 - c. Ensuring team members have appropriate in-service training and awareness of the programme to effectively undertake their work;
 - d. Overseeing development and correct use of individual recovery plans, functional assessments and outcomes tools;
 - e. The ability to think and act calmly and sensitively when dealing with people who may be distressed and/or unpredictable.
 4. Establish a strong working relationship with Recovery Services Management Team and other PHaMs Team Leaders that:
 - a. fosters a collaborative approach to problem sharing/ solving, and
 - b. is common place to daily practice and program management.
 5. Develop and maintain positive working relationships and linkages with community agencies, clinical services and all other relevant service providers by:
 - a. establishing relationships within the community at all levels and encouraging significant involvement of all stakeholders, and
 - b. promoting mental health issues and consumer rights and responsibilities.
 6. Evaluate, report on, and continuously improve personal professional performance, knowledge and skill sets.
 7. Attend training as required e.g. SFNSW Annual Staff conference.
 8. Other duties as appropriate.
 9. Adherence and compliance to the Continuous Quality Improvement policies and principles of SFNSW.

Essential Criteria:

- Experience in the delivery of mental health services to consumers in a manner consistent with the PHaMs principles
- An understanding of mental illness and the recovery based approach to assisting people with severe and persistent mental illness
- A minimum of three years experience in managing a team
- Good computer skills (Windows, MS Word, MS Outlook and MS Excel)
- Good organisational and administration skills
- Current driving licence

Desirable Criteria:

- Tertiary qualification in a relevant discipline
- Experience in working with consumer workers
- Knowledge of the NSW mental health system
- Knowledge of local services
- Experience in working with volunteers

Date Ratified: 10/02/2010

By: Rob Ramjan, CEO

Next Review: February 2011