

## Position Description

<b>Position Title:</b>	<b>Team Lead, Commonwealth Psychosocial Supports</b>
<b>Classification:</b>	Stream D - Direct Service Delivery, Band 3

### Purpose of the Role

The Team Lead, Commonwealth Psychosocial Support is responsible for providing oversight and supervision of employees delivering Commonwealth Psychosocial Support services as well as oversight of day-to-day operations. The Team Lead will support the Portfolio Manager Psychosocial and Senior leadership team in ensuring stakeholder relationships are maintained, reporting requirements are met, and implementing and evaluating growth strategies to ensure Commonwealth Psychosocial Supports meets program deliverables and KPIs.

### Key Relationships

The Team Lead, Commonwealth Psychosocial Support will work closely with the Portfolio Manager Psychosocial, the CPS Recovery Coach Advisor, the General Manager Operations and the Principal Practice Lead. This position will have key responsibilities for maintaining positive engagement with external stakeholders this includes participants and their families, and other organisations such as Health NSW, NFP's, NDIA and the PHN.

### Position Responsibilities

Responsibilities for this position include, but are not limited to:

- Ensuring program staff are meeting KPIs and managing performance issues
- Ensure contractual obligations are being met
- Responsible for submission of high-level reports in a timely manner including but not limited to program annual work plans, quarterly reporting updates for senior management etc
- Ensuring delivery of best practice and striving to meet Marathon Health's strategic goals
- Attendance at and positive engagement with external stakeholder groups e.g Interagency Meetings
- Directly manage staff – including safety and wellbeing, home visit forms, caseloads, workplans and performance reviews, audits and timesheets
- Lead program intake to assess program eligibility and client suitability and assign appropriate caseloads to staff
- Ensure knowledge of policies, procedures and legislative change remains up to date and adjust programs according to changes
- Provide expert recommendations for Psychosocial Service delivery
- Working with the Portfolio Manager Psychosocial to manage program spend
- Other duties as directed Cert IV Mental Health or minimum 2 years' experience working with people living in community with complex mental health diagnoses
- Demonstrated experience in leading a large team
- Demonstrated experience in developing teams and creating an environment that encourages ideas, quality improvement and reflection on performance
- Comprehensive knowledge of person centred principles and outcomes focused support

- Demonstrated high standard of interpersonal and communication skills, including the ability to adapt services to meet varying needs
- Demonstrated ability to establish effective relationships with a diverse range of professionals and stakeholders
- Well-developed time management and organisational skills
- Demonstrated ability to work both independently and as part of a team
- Demonstrated ability to maintain confidentiality at all times
- Sound computer skills and the ability to adapt to new software applications
- Knowledge of service providers in local area
- Demonstrated ability in delivering culturally appropriate services
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### Other Duties

- Demonstrate and uphold our values at all times.
- Comply with the Work Health and Safety policies and procedures at all times.
- Undertake continuing professional development as required to ensure job skills remain current.
- Attend/participate in out-of-hours meetings and functions as required.
- Participate in staff activities and processes.
- Identify and participate in continuous quality improvement opportunities.
- Actively participate in annual performance planning and review activities.
- Maintain a working knowledge of all equipment used in the office.
- Other duties as directed from time to time.

### Our Values

Staff are expected to demonstrate our **ICARE** values:

**I**ntegrity & Trust

**C**ollaboration & Innovation

**A**chievement & Excellence

**R**espect & Empowerment

**E**mpathy & Understanding

### Special Job Requirements

1. National Police Check with a satisfactory outcome and Working With Children Check clearance for paid work
2. NDIS Worker Screening check, qualifications and professional registration as applicable to this role
3. Eligibility to work in Australia
4. Valid Australian Drivers Licence

### **Note:**

This position description is not a duty statement; it is only intended to provide an outline of the key responsibilities of the position. Employees are expected to carry out any duties, within the scope of their ability, that are necessary to fulfil the position objectives.

It is expected that this position description will change over time due to the nature of Marathon Health activities. A flexible attitude to change is expected of staff. Any proposed changes will be discussed with you.

I, the undersigned, agree to be employed under the terms and conditions as detailed in this position description.

Signed \_\_\_\_\_

Date \_\_\_\_\_

Print Name \_\_\_\_\_

## Selection Criteria

### Essential

- Cert IV Mental Health or minimum 2 years' experience working with people living in community with complex mental health diagnoses
- Demonstrated experience in leading a large team
- Demonstrated experience in developing teams and creating an environment that encourages ideas, quality improvement and reflection on performance
- Comprehensive knowledge of person-centred principles and outcomes focused support
- Demonstrated high standard of interpersonal and communication skills, including the ability to adapt services to meet varying needs
- Demonstrated ability to establish effective relationships with a diverse range of professionals and stakeholders
- Well-developed time management and organisational skills
- Demonstrated ability to work both independently and as part of a team
- Demonstrated ability to maintain confidentiality at all times
- Sound computer skills and the ability to adapt to new software applications
- Demonstrated ability in delivering culturally appropriate services

### Desirable

- Possess or actively undertaking formal qualifications in Allied Health, management or another relevant field
- Knowledge of service providers in local area and appropriate referral pathways
- Thorough knowledge of the NDIS and the application process
- Experience leading remote teams across multiple locations.