

## Position Description

<b>Position Title:</b>	Support and Connect Lead
<b>EBA / Award:</b>	Dependant on qualifications
<b>Classification:</b>	RPN5 or equivalent
<b>Reports to Operational:</b>	Mildura Local Operations Manager
<b>Primary Site:</b>	Mildura
<b>Last updated:</b>	11 April 2024

Be part of a major boost to mental health and wellbeing in Victoria!

The Mental Health and Wellbeing Locals are an important part of Victoria's reformed mental health and wellbeing system. The Victorian Government has committed to establishing 50 Mental Health and Wellbeing Locals.

In Mildura, Wellways, Mildura Base Public Hospital, Mallee District Aboriginal Services and Sunraysia Community Health Services are working together to offer an easy way to access care and support for people aged 26 years and over who are experiencing mental health concerns – including people with co-occurring alcohol and drug support and care needs and their family, carers, and supporters.

Mental Health and Wellbeing Locals are free, voluntary, and easy to access, with no referral required. Importantly, these new services will be delivered on the basis of *'how can we help?'* and a *'no wrong door'* approach, focused on giving choice and control over how the participant wants to receive support.

This new service will make it easier for the participant to access the support they need, closer to home and family, carers, and support networks.

Most importantly, Mental Health and Wellbeing Locals are safe spaces for everyone.

## Commitment to Reconciliation

The Mental Health and Wellbeing Local knows that Aboriginal and Torres Strait Islander people have not always been well-served by mental health and disability organisations. Their social and emotional wellbeing has been impacted by generations of trauma, injustice and deprivation. As partner organisations, we recognise our responsibility in addressing these issues of injustice, inequality and stigma as part of ensuring our services are both welcoming and helpful for people and their families. As part of our commitment to reconciliation, we are working to create culturally aware and safe services for First Nations Community Members.

## Working together - how we will deliver services

The Mental Health and Wellbeing Local is community-led and integrated through partnership that shares power, creating a responsive, flexible and helpful service.

The Local will operate seven days a week, with extended operating hours to support a flexible and responsive service. The Local Service model will provide integrated clinical support, care, and wellbeing support to participants and their family members or carers. The provided services will be in response to participants experiencing a mental health challenge and co-occurring substance use or addiction. This approach will improve the capacity of individuals to engage in our community and respond to any future psychological distress.

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### Community

The Mental Health and Wellbeing Local Services will be community-led, coproduction will be the means in which we ensure a diverse range of perspectives are included in design, delivery and governance of the local ensuring it reflects, responds and is accountable to the local community it supports.

### Connected

An integrated service system connected through governance (partnership, operational and clinical) systems and workforce ensures people can access the right support at the right

## Creating capacity for citizenship

Our model of care and governance structure has been designed to create capacity; in community, our workforce, individuals and their natural supports to recognise and respond to psychological distress and to address the barriers that impact people from participating in community and leading meaningful lives.

## Team

This role makes up part of the Support and Connect Team and is a crucial part of the Victorian Mental health reform work that Wellways and its partners are undertaking. The Support and Connect Team will be pivotal as the first point of contact for many Local participants and will be a warm and welcoming space for those wishing to access the service.

Consisting of peer/wellbeing navigators this team is responsible for ensuring a warm introduction to the service, with a seamless and coordinated approach for clients accessing the Local and broader, appropriate services.

## Role Purpose

The **Support and Connect Lead** is employed by Sunraysia Community Health Services (SCHS) and will support the establishment and ongoing operations for Mildura's Mental Health and Wellbeing Local. The role requires experience in establishing and the ongoing delivery of entry point access to mental health services in a community-led, inclusive, and values-driven culture.

The role will be responsible for leading the Intake and Assessment, Care Co-ordination, Service Navigation and Wellbeing Interventions at the Local Service. A key component of this role is to support the peer navigator workforce to work with clients and carers whilst they remain engaged with the service. This will be undertaken with the goal of improving outcomes for participant, carers, and the wider community.

The role will have overall responsibility for managing Support and Connect Team members as they:

- Welcome new participants into the Local Service
- Support participants to engage with the service and continue to walk alongside them on their recovery journey.
- Facilitate the initial conversation for all participants at point of entry to identify their goals and support needed to achieve them including their mental health needs, linking them in with appropriate Local and external services to support recovery.

## How you will make a difference

You will play a vital role in ensuring that participants, carers, and their families receive valuable and supportive mental health care. This role will play an integral role in changing and shaping the way mental health and wellbeing services and supports are delivered to the Mildura community.

Now is your chance to shape the future of mental health and wellbeing in Victoria to ensure that everyone is supported and included.

## Key areas of accountability

Area	Description
General	<ul style="list-style-type: none"> <li>• Working as part of the leadership team, contribute to the development of the program and regional plans.</li> <li>• Lead the Support and Connect Team to help participants identify, engage and remain engaged with the range of health and social care services they need, as well as access local social and community activities.</li> <li>• Work collaboratively with the Towards Change Team and partners to create safety assessments, including assessment of suicide risk and violence risk, develop action and safety plans to mitigate any risks, providing follow up support if required.</li> <li>• Support your team in ensuring a “no wrong door approach”, whilst creating a warm and safe environment for participants accessing the Local.</li> <li>• Facilitate and participate in joint planning/case conferencing, and Network Meetings at key stages to ensure a coordinated response between the participants health, wellbeing, disability supports and other needs.</li> <li>• Provide direct Line Management support to the Support and Connect Team.</li> <li>• Undertake any additional tasks as requested that reasonably fall within the scope of the position and classification.</li> </ul>
Management, Leadership and Guidance	<ul style="list-style-type: none"> <li>• Provide operational management to the Support and Connect Team in line with mental health evidence based, best practice.</li> <li>• Ensure the Support and Connect Team work effectively to assess and deliver evidence based support to participants accessing the Local.</li> <li>• Support the team to meet program needs, ensuring each member is appropriately orientated to the Local service.</li> <li>• Work with the Local Operations Manager in the implementation and development of the service, ensuring it remains locally relevant and responsive.</li> </ul>
Promote continuous improvements	<ul style="list-style-type: none"> <li>• Provide operational management to the Support and Connect Team in line with mental health evidence based, best practice.</li> <li>• Ensure the Support and Connect Team work effectively to assess and deliver evidence based support to participants accessing the Local.</li> <li>• Support the team to meet program needs, ensuring each member is appropriately orientated to the Local service.</li> <li>• Work with the Local Operations Manager in the implementation and development of the service, ensuring it remains locally relevant and responsive.</li> </ul>

## Key Requirements

Area	Description
Qualification	<p><b>Essential:</b></p> <ul style="list-style-type: none"> <li>• Diploma or Tertiary qualifications in a relevant field (mental health/AOD)</li> <li>• Experience working in mental health and/or AOD sector (<b>minimum 3 years</b>)</li> <li>• Experience in a Team/Senior Leader or Management role</li> <li>• Demonstrated time management abilities, excellent communication (written and oral) and interpersonal skills.</li> <li>• Demonstrate a friendly, proactive approach and work with competing needs, deadlines and balance priorities with efficiency and professionalism.</li> <li>• Ability to work independently and within a team.</li> </ul> <p><b>Desirable:</b></p> <ul style="list-style-type: none"> <li>• Experience working with vulnerable/priority populations in a mental health setting.</li> <li>• A good understanding of Federal, State and Local mental health policy and current reform.</li> </ul>
Information Technology	<ul style="list-style-type: none"> <li>• Good working knowledge of MS Office Suite</li> <li>• Experience in using a Client Information Management Systems (CiMs) and Customer Relationship Management Systems (CRM).</li> <li>• Proven extensive experience establishing and maintaining appropriate health records.</li> </ul>
Compliance	<ul style="list-style-type: none"> <li>• National Police Check</li> <li>• International Police (if required)</li> <li>• Current Working with Children Check-employment</li> <li>• Evidence of right to work in Australia</li> <li>• NDIS Workers Screening Check</li> <li>• 100 points of identification</li> <li>• NDIS Workers Orientation Modules – free online course</li> </ul>
Other	<p>Desirable</p> <ul style="list-style-type: none"> <li>• Personal lived experience of mental health challenges or have cared for someone who has</li> <li>• Aboriginal, Torres Strait Islander, people living with a disability and Culturally and Linguistically Diverse people and people who identify as LGBTIQ+ are encouraged to apply</li> </ul>

## Required Values & Behaviours

Area	Description
Authenticity and Integrity	<ul style="list-style-type: none"> <li>We will bring our whole selves to the table and work from a position of trust and belief in the other, recognising community and wellbeing belongs to all of us.</li> <li>We are committed to leading a culture that is helpful and understands people exist and have complex intersectional circumstances that can lead to psychological distress.</li> </ul>
Compassion	<ul style="list-style-type: none"> <li>We will commit to a compassionate approach and understanding leading with curiosity.</li> </ul>
Respectful Collaboration	<ul style="list-style-type: none"> <li>We are respectful and recognise the power in our different experiences and organisations work views and recognise we all have something to learn from each other.</li> </ul>
Quality and Safety	<ul style="list-style-type: none"> <li>Ensure any risks are identified and reported promptly and that prevention strategies are implemented to ensure the safety of all participants.</li> <li>Ensure and take all reasonable care for your personal safety and the safety of, participants and colleagues.</li> <li>Actively participate in workplace health and safety initiatives and consult with colleagues and management in relation to issues that impact on the safety of the workplace.</li> <li>Comply with all Policies and Procedures</li> <li>Maintain confidentiality as per Mildura Mental Health Local policies and procedures and in accordance with relevant privacy and health records legislation.</li> <li>Actively involve participants and/or carers in quality and safety improvement activities.</li> <li>Maintain up-to-date immunisation status related to own health care worker category.</li> <li>Ensure that the principles of general and participant manual handling are adhered to.</li> </ul>

People & Culture	<ul style="list-style-type: none"> <li>• Act in accordance with the 'Code of Conduct' and 'Workplace Behaviour' Policies.</li> <li>• Actively participate in relevant professional development.</li> <li>• Display high levels of professional behaviour at all time</li> </ul>
Equality and Equity	<ul style="list-style-type: none"> <li>• We will strive for equality and equity in our approach to partnership and the community we serve.</li> <li>• We aim to break down the barriers of power and privilege recognising we come together toward a common goal.</li> </ul>
Honesty and Courage	<ul style="list-style-type: none"> <li>• We will have robust feedback mechanisms in our model of care and governance structure to actively engage with community and participants to ensure we are meeting their needs and we are accountable to these.</li> <li>• We lean into difficult conversations realising this is when there is the greatest opportunity to learn.</li> </ul>
Excellence and Appreciation	<ul style="list-style-type: none"> <li>• Our work will be evidence based and we commit to continuous quality improvement processes to ensure the people using our service have excellent outcomes.</li> </ul>
Commitment to reconciliation	<ul style="list-style-type: none"> <li>• Demonstrates commitment to reconciliation.</li> <li>• Work towards creating culturally aware and safe services for First Nations Community Members.</li> </ul>

### Scope of Authority

<b>Direct employees to start or cease work</b>	Authorised
<b>Recruit/terminate employees</b>	Not authorised
<b>Appoint contracts</b>	Not authorised
<b>Approve expenditure</b>	Authorised (Amount - TBC)
<b>Media contact</b>	Not authorised