

Position title	Team Leader – Integrated Therapeutic Community (ITC)
Reports to	Manager – Youth Mental Health Services
Date	February 2023

About EACH

EACH provides an integrated range of health, disability, counselling and community mental health services across Australia. We offer a wide range of supports to assist members of our community to lead happier, healthier lives. Our staff are a collective workforce of over 1,700 paid employees and over 300 volunteers.

More information is available at: <http://www.each.com.au>

Our vision	A healthy community where everyone belongs.
Our purpose	Promoting health, building hope and creating opportunity.
Our values and behaviours	<p>We care</p> <p>We welcome you with empathy and hope. We believe making change is possible for everyone.</p> <p>We listen</p> <p>We take time to understand you, your experiences and your culture. We work with you and the people important to you, to build the right supports.</p> <p>We learn</p> <p>We evaluate our actions and always seek to improve.</p> <p>We deliver</p> <p>We have a 'can do' attitude and find ways to say 'yes'. We do what we say we're going to do.</p>

About the Integrated Therapeutic Community (ITC) team

The Integrated Therapeutic Community (ITC) is a model of Youth Residential Rehabilitation, supporting young people 16-25years with significant mental health and complex support needs. Combining Box Hill South and Wantirna South services into an integrated therapeutic community, the service offers a therapeutic community model, and delivers individual recovery counselling and evidence informed group supports.

The service acts as a 12 month stepping stone for young people aiming to support mental health recovery, build practical life skills and confidence for independent living. Participants engage within the service whilst continuing to participate and find a sense of place and belonging to their communities. Service plans are flexibly negotiated to enable participants to maintain or pursue further education, training and employment during their time at the ITC.

Position summary

Reporting to the Youth Mental Health Services Manager, the Team Leader – Integrated Therapeutic Community (ITC), is responsible for therapeutic programming, coordination and integration across two residential rehabilitation sites and provision of operational management and technical expertise to a team of Youth and Family Workers providing support to young people 16-25 years of age with significant mental health and complex support needs.

The role is responsible for ensuring that the ITC team delivers a high standard of service to clients through a strengths-based, youth orientated developmentally appropriate approach, meeting performance targets. The role will also provide direct support to young people through the implementation of social and/or psychological strategies, case management skills, therapeutic groupwork, individual counselling and support, and family counselling/support. The role will assist in structuring connections to ensure a service that is connected to EACH internal services and the wider community.

The role will work closely with the YORS Team Leader to maintain strong working relationships and support management of clients transitioning between the services and those on waitlist.

The role includes work across multiple sites and in an outreach capacity. The role requires flexibility to work between 08:00am to 7:30pm weekdays and participation in the afterhours on-call support system (see EBA for remuneration details)

Deliverables

- Lead, mentor, support, and motivate staff with the necessary supervision, training and guidance to ensure quality service provision to customers
- Enable & manage staff to achieve their individual productivity targets through the effective distribution and management of caseloads
- Build capability within the team to maximise their potential to provide high quality services
- Provide effective management including recruitment, orientation, professional development and performance management when required
- Form and establish collaborative partnerships with EACH's wider youth and mental health programs including, Youth Outreach Recovery Support (YORS) program, internal, and external providers.
- Provision of 'overflow' support to young people transitioning between ITC to YORS programs and those on 'bridging support' (waitlist) for YORS.
- Ensure services are of a high quality and comply with EACH's vision and values, DFFH Standards, as well as other legislative and compliance requirements
- Create a culture that actively promotes customer feedback and provide timely response and management of customer enquiries & feedback
- Ensure regular co-design and community engagement opportunities.
- Manage a caseload of clients, work collaboratively with clients & families/carers to support them to build resilience and recovery in areas such as mental health, substance use, physical health and life skills
- Facilitation and delivery of youth leadership programs and opportunities, community building programs and related groups.
- Proactively identify and mitigate service risks, including: operational, clinical, reputational, business continuity and WH&S.

- Complete required organisational accountability and reporting requirements in an accurate and timely manner.
- Ensure smooth running of the program by actively responding to operational & program needs.
- Coordinate and lead service development and growth.
- Coordination and support of the provision of after-hours on-call services across EACH's two Youth Residential Recovery programs.

The professional expertise we are looking for in this role

Skills

- High level of competence in the implementation of case management and systems for clients with complex needs
- Highly developed interpersonal skills, with the ability to develop and nurture positive and on-going relationships with a range of stakeholders and communicate with people of diverse backgrounds, cultures and abilities
- Ability to lead by example and develop a collaborative, high-performing team
- Evaluation of service provision to ensure care is effective and delivered to a high-quality standard
- Ability to demonstrate a high level of accountability for areas of responsibility
- Ability to manage and assess service delivery against targets, and measure outcomes
- Demonstrated ability to work collaboratively with others towards effective client solutions
- Excellent verbal and written communications skills

Experience and Knowledge

- Extensive experience relevant to working therapeutically with young people and families
- Demonstrated understanding of applied case management principles and practices for people experiencing mental health needs
- Experience working with people with complex needs, including the application of practices such as care coordination, service navigation/referral and interdisciplinary care
- Demonstrated expertise and understanding in working with youth mental health, the impacts of trauma, homelessness, early school departure and family conflict.
- Demonstrated understanding of the principals of youth development and recovery
- An understanding of the issues and context associated with family violence
- A working knowledge of community-based and government organisations.

Mandatory Qualification/s, Competencies and/or Licences

- Completion of a Criminal History Check and Employee Working With Children Check (or State equivalent) prior to commencement of employment and as required by legislation and policy during employment, as well as a duty to disclose relevant information that may arise after employment has commenced
- First aid and CPR

- Current Drivers Licence with legal authority to drive in Victoria using own roadworthy vehicle. Employees are required to use their own vehicle during work hours.
 - Comprehensive insurance is required if staff are transporting clients and/or staff in their own vehicle.
 - If staff are driving their own car with no clients and/or staff in the vehicle then the type of insurance is at the staff member's discretion.

Highly regarded Qualifications and/or Certifications

- A tertiary qualification in social work or other relevant discipline/profession.

Expected behaviours for all EACH staff and volunteers

- Acts in accordance with EACH's code of conduct and ethics, policies and procedures and is demonstrably committed to EACH's vision, mission, values and service principles
- Promotes a 'safety first' culture and acts in accordance with EACH health and safety policy and management system
- Ensures EACH Great Care is put through its PACES (Person-Centred, Accessible, Connected, Effective and Safe)
- Promotes and supports a zero tolerance culture that recognises all people have the right to live their lives free from abuse, neglect, violence, discrimination and exploitation and acts upon EACH's commitment to recognise, raise and respond to any deviation from a person's human rights
- Fosters and promotes an inclusive and collaborative work environment where all employees, volunteers and customers feel welcomed, respected, valued and enabled and proud to fully participate, irrespective of their individual differences in background, experience and perspectives. demonstrates a customer focus by prioritising the needs and outcomes of internal and external customers
- Demonstrates teamwork and collaboration and positively contributes to group activities
- Contributes to innovation and continuous improvement and openly shares information and knowledge to enable optimal outcomes for customers
- Be curious, reflective and open to continuous learning and new ways of working
- Successfully completes all mandatory training in a timely manner, to support the delivery of high quality, safe and effective service delivery