



MHACA

Team Leader, Support Coordination Team

POSITION:	Team Leader, NDIS Support Coordination Team
HOURS:	38 hours per week
CLASSIFICATION:	Level 6 (\$93,621 - \$97,772)
LOCATION:	Alice Springs
REPORTS TO:	Operations Manager
ENQUIRIES:	(08) 8950 4600

ABOUT MHACA

MHACA is a specialist psychosocial recovery and mental health promotion organisation with a strong presence and reputation in the community. We strive to make a difference in the lives of people with a mental illness by supporting participant-driven mental health recovery and assisting communities and organisations to actively improve their mental health and well-being.

Our psychosocial support services and educational programs aim to enhance the mental health and wellbeing of people living in Central Australia through a range of programs and activities including:

- NDIS funded support coordination, capacity building, living skills and social and recreational activities.
- Individual support to people experiencing mental illness.
- Tenancy support to people who are homeless or at risk of homelessness.
- A day program offering group activities and peer support.
- Mental health promotion to reduce stigma and raise community awareness.
- Support remote Aboriginal communities to build awareness and community capacity to implement suicide prevention strategies.
- Training in mental health first aid, suicide intervention, workplace health and related areas
- Advocacy for improved services at local, state and national levels.

PRIMARY OBJECTIVE

The Team Leader Support Coordination provides leadership, support and guidance to the National Disability Insurance Scheme (NDIS) Support Coordination Team. The coordinator will ensure there are systems in place to support efficient and effective service delivery so that the team is able to meet performance targets.

The coordinator will ensure that participants who choose MHACA for Support Coordination services receive a quality service and are actively supported to build their capacity to exercise choice and control over their plans.



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KEY RESPONSIBILITIES

The team leader is responsible for leadership of a high performing team offering quality services to people with psychosocial disability:

- Develop and maintain systems to support the NDIS Support Coordination function within the organisation.
- Promote, educate, and inform participants, staff, and the community about the services available through MHACA and the NDIS.
- Ensure there is a clear focus on high quality services and a commitment to supporting participants choice and control over the services they receive.
- Manage a small case load of specialist support coordination participants.
- Monitor staff productivity and ensure staff are following the developed processes.
- Monitor the workloads of support coordination staff and allocate participants appropriately.
- Ensure all participants have a service agreement with MHACA in place.
- Build participant service pathways, networks of services and supports as needed.
- Participate in relevant meetings and service networks including professional development opportunities and Support Coordination meetings.
- Liaise with the NDIS and advocate on behalf of participants where necessary.
- Manage requests for services from the program.
- Actively participate in the organisation's quality, safety, and risk management systems
- Team performance and development including supervision of staff.
- Any other duties which may reasonably be expected in relation to the role.

SELECTION CRITERIA

(required to demonstrate)

Essential

- Tertiary Qualifications in a Health Sciences field or extensive knowledge in the field.
- Prior experience and knowledge of the NDIS and its service models.
- Prior experience in team leadership.
- The ability to work effectively and empathetically with individuals from diverse backgrounds, cultures, and abilities.
- A demonstrated person-centred, recovery-focused, strength-based approach to participants' care based on a sound understanding of mental health and illness.
- Good time management, including independently establishing and managing work priorities and organisational skills.
- Highly developed interpersonal communication skills.
- High level of written and oral expression.
- High developed computer skills.
- Current NT Driver's Licence.

Desirable

- Knowledge of Australian Mental Health Frameworks such as the National Mental Health Standards, National Mental Health Strategy and NDIS Quality and Safety Framework.



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CONDITIONS OF EMPLOYMENT

*The successful applicant will be required to provide a current police and working with children check, or NDIS Workers Screening Check prior to the commencement of employment
The successful applicant may also be required to have a COVID-19 Vaccination.*

For further information please contact Kelly Dennis on (08) 8950 4600.

Or at kelly.dennis@mhaca.org.au

visit the MHACA website on www.mhaca.org.au

Applications must address the Selection Criteria and include a resume and contact details of three current referees. Please forward to:

**Mental Health Association of Central Australia
PO Box 2326, ALICE SPRINGS, NT 0871**

Applications close 2nd August 2021 at 4pm.