Position Title: Lead Peer Practitioners

Award: Social, Community, Home Care and Disability Services Industry Award 2010

Classification: Social and Community Services Level 6 PP3

Tenure Status: Ongoing contract

Hours of work: There are two positions available across a total of 1FTE

Hours per week to be negotiated.

Hours of work may be varied temporarily or permanently due to operational requirements, funding agreements and/or service delivery demands

Position Location: PANDA’s head office is currently located in North Fitzroy, Victoria.

Flexible or remote working options may be negotiated

Reports to: National Helpline Manager

Supervisor to: Peer Team Leads

Liaises with: Lead Clinical Practitioners and all Helpline staff.

Collaborates with all staff from across the organisation (employed and volunteer)

PANDA’s Purpose

PANDA supports individuals and families across Australia affected by emotional and mental health difficulties during pregnancy and in the first year of parenthood. PANDA operates Australia’s only National Perinatal Mental Health Helpline for individuals and their families to recover from perinatal mental illness such as anxiety and depression, which affects up to one in five expecting or new mums and one in ten expecting or new dads.

PANDA’s Program and Service Delivery

PANDA currently receives both Commonwealth and State government funding to deliver a range of services and supports to families affected by perinatal mental health challenges and to provide education to health care providers and the community. This includes person centred helpline services, training and development to health care providers, targeted resources and information for the community and the generation of funds to maintain and improve services and programs, ongoing.

PANDA’s Vision

A society where perinatal mental health is valued and understood and where stigma and systemic barriers to seeking help no longer exist.

PANDA’s Principles

Accountability We take responsibility for our actions and are accountable to each other and our stakeholders for our performance and integrity.

Collaboration We work collaboratively with others to share knowledge, skills and experiences.
Effectiveness  
We strive to be effective, make the best use of resources and encourage innovation.

Equity  
We are committed to overcoming discrimination and disadvantage and promote fair and just access to services and information.

Integrity  
We act with integrity and honesty and are guided by ethical and moral principles in all that we do.

Respect  
We treat people with respect and dignity at all times.

**Key Responsibilities**

PANDA is seeking two passionate and committed Lead Peer Practitioners to provide leadership and support to our Helpline Services team as they deliver high quality person-centred peer services to our callers.

Working closely with the National Helpline Manager and our Lead Clinical Practitioners, these positions will be fundamental in ensuring that staff are empowered to deliver high quality care, while linking in the practice tools and consultation needed.

With oversight of the Peer Team Leaders across the Helpline team and their staff, the successful candidates will understand person centred service delivery underwritten by positive team leadership, practice governance and digital systems.

Taking pride in being a workplace of choice where all staff are trusted to undertake their roles in a safe and collaborative environment (both virtually and face-to-face) these roles will help inform the peer activity of the organisation collaborating across all business areas.

This position has a number of key responsibilities:

**Peer Practice & Governance (70%)**

- Provide guidance and support to Helpline team members so they can deliver evidence based, person centred peer mental health care.
- Apply advanced peer led/practitioner experience skills and lived/living knowledge to assist staff in making high quality practice decisions and ensure all Helpline staff comply with relevant standards of practice and legislative obligations that relate to perinatal clinical and peer support service delivery.
- Support Helpline Peer Team Leads to appropriately use all relevant systems and platforms, and capture data relating to direct service delivery.
- Support the National Helpline Manager to identify risks and opportunities to inform quality, safety and efficacy of existing services.
- Work collaboratively with Leadership Team and Helpline Team Leads to monitor all clinical and peer support service delivery performance and trends through available data and evaluation measures.
- Support the development, implementation, maintenance and evaluation of quality improvement processes, infrastructure and systems that support the Helpline work to ensure efficient, effective, safe and high-quality service delivery.
- Actively participate in planning and development of services and programs across the organisation, such as working with communications team elevate the value or peer work and strengthen the PANDA brand and/or support volunteer engagement activities across the organisation.
- Support the team to uphold PANDA’s governance, privacy and confidentiality obligations to all stakeholders (i.e. callers/clients and staff), at all times.
- Maintain professional, industry knowledge of and ensure adherence to PANDA’s Code of Conduct, and policies and procedures, ensuring staff are aware of and actively implementing these requirements.
- Commitment to own development and growth through participation in regular supervision and line management support as a form of monitoring, evaluation and improvement of own performance.

**Operational (30%)**
Provide guidance to all Peer Helpline Team Leads to ensure they are empowering staff (employed and volunteer) to use operational processes and systems to effectively and efficiently deliver services and support.

Provide oversight of staff ratios and staff rosters across all Helpline services.

Monitor and lead staff meetings and planned professional development activities to ensure staff are equipped with the insight and training to effectively undertake their roles.

Promote a positive working environment and encourage collaboration across all members of the team.

Ensure all service delivery activities are undertaken and aligned with PANDA’s contractual agreements with our funders and partners, relevant frameworks and legislation, industrial awards, and standards of practice.

Facilitate the recruitment and induction of new Helpline staff in collaboration with the Helpline Team Leads and other relevant team members. Work with all Helpline Team Leads to ensure timesheets and associated payroll documentation, including leave applications, are completed in a timely manner.

Other duties as assigned

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<th>Key Selection Criteria</th>
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<td><strong>Essential</strong></td>
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<tr>
<td><strong>Qualifications, Knowledge and Experience</strong></td>
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<tr>
<td>• Minimum Certificate IV in Mental Health, Community Services or Social Science and/or at least 2 years’ experience in a designated lived experience role.</td>
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<td>• Experience leading peer service delivery teams, ideally in a digital environment.</td>
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<td>• Demonstrated understanding of data-driven performance and quality outcomes in planning, implementation and reporting.</td>
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<td>• An understanding or experience of not-for-profit operations including complex funding streams and related structures.</td>
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<td>• Sound understanding of practice governance and risk management and mitigation.</td>
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<td>• A strong understanding of mental health terminologies, service systems, frameworks, legislation and practice standards.</td>
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<td>• An understanding of, or experience in, mental health accreditation and meeting relevant standards and related accountabilities.</td>
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<td><strong>Skills</strong></td>
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<td>• <strong>Communication:</strong> Excellent written and oral communication skills. Able to present information clearly, consistently, and concisely and respectfully.</td>
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<td>• <strong>Organisation, planning and decision making:</strong> The ability to gather information from a variety of sources; identify, define, and analyse situations and anticipate potential roadblocks. The ability to generate solutions to problems based on sound judgement and awareness of the potential implications of these solutions. Manages own time effectively and ensures the timely delivery of activities.</td>
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<td>• <strong>Data and digital capability:</strong> strong computer skills with ability to learn and apply new systems quickly, including use of different databases, software and platforms in delivering care and capturing data. Strong administrative skills and computer literacy (particularly use of Excel and other MS Office products).</td>
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<td>• <strong>Leadership:</strong> The ability to inspire and motivate the team. Able to delegate and lead with trust, promoting self-responsibility and autonomy. Enabling the team to develop and strengthen specific knowledge and skills. Ability to role model openness in receiving and providing positive and constructive feedback.</td>
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<td>• <strong>Teamwork:</strong> The ability to collaborate and work effectively with colleagues, respecting diverse perspectives, skills, and background. Promotes collaborative work across teams.</td>
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<td>• <strong>Interpersonal Relations:</strong> Strong ability to build and maintain positive internal and</td>
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stakeholder relationships. Ability to negotiate and manage conflict with fairness and respect as they arise.

- **Person-centred**: The ability to identify and effectively and efficiently respond to the needs of the community in service delivery and development. Commitment to supporting diversity and cultural awareness and competence in service provision with culturally and linguistically diverse, refugee and asylum seeker, Aboriginal and/or Torres Strait Islander and LGBTQI+ communities. An understanding of clients’ rights and responsibilities, health promotion and community participation concepts and the ability to integrate these concepts into action.

### Desired

- Experience with the National Standards for Mental Health Services 2010 (NSMHS)
- Experience in perinatal mental health care
- Experience with the Initial Assessment and Referral for mental healthcare and the associated Decision Support Tool (IAR-DST)
- Experience using cloud-based VoIP systems for the delivery of mental health care
- Experience using Salesforce CRM platform.

### Personal Qualities

- Leadership qualities with ability to role model and positively lead a team through ongoing change.
- Able to positively develop the team and have challenging conversations as needed.
- Sound judgement and exercises initiative.
- Demonstrated flexibility and ability to respond to changing and competing demands.
- Operates autonomously but also able to work effectively as part of a team.
- Ability to self-reflect, self-manage and demonstrate willingness to learn and use feedback about own performance to improve.
- Accountable, able to set clearly defined objectives, and is proactive about reviewing progress and outcomes with the team.
- Operates in line with all PANDA values.
- Committed to supporting diversity and cultural awareness and competence in service provision with culturally and linguistically diverse, refugee, Aboriginal and/or Torres Strait Islander and LGBTQI+ communities.
- Productive and reliable with positive work ethics and attitude.

### Health and Safety Responsibilities

All staff are required to take reasonable care for their own health and safety, and the health and safety of others who may be affected by their conduct.

### Certification Required

This position requires a satisfactory Police Check, a current Working With Children/Vulnerable People Check for employment, evidence of the right to work in Australia and evidence of a current Covid Vaccination Certificate.

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**Employee Name**

**Employee Signature**

**Date**

Reviewed: 15 June 2022