



**Rural Alive and Well Inc.**  
**POSITION DESCRIPTION**

<b>POSITION TITLE:</b>	<b>TEAM LEADER – OUTREACH (North/North-West/West Coast)</b>
<b>LOCATION:</b>	Oatlands (Head Office). Mobile service delivery in designated location.
<b>EMPLOYMENT CONDITIONS:</b>	Ongoing (subject to funding). Full-time. SCHADS Award Level 5 plus 24/7 OOH allowance/payment. Vehicle for work use supplied.
<b>IMMEDIATE SUPERVISOR:</b>	Chief Executive Officer.

**OVERVIEW:**

Rural Alive and Well Inc. (RAW) started in 2009 as a result of a drought that had serious effects on farming communities throughout Tasmania. RAW is a not-for-profit organisation formed to raise awareness of suicide prevention and community well-being in line with its motto *Talk to a Mate*.

Our objective is to provide early intervention through quick responses to people at risk of harm, and to build and promote help seeking pathways for individuals, families, and communities experiencing mental health, well-being or suicide risk issues.

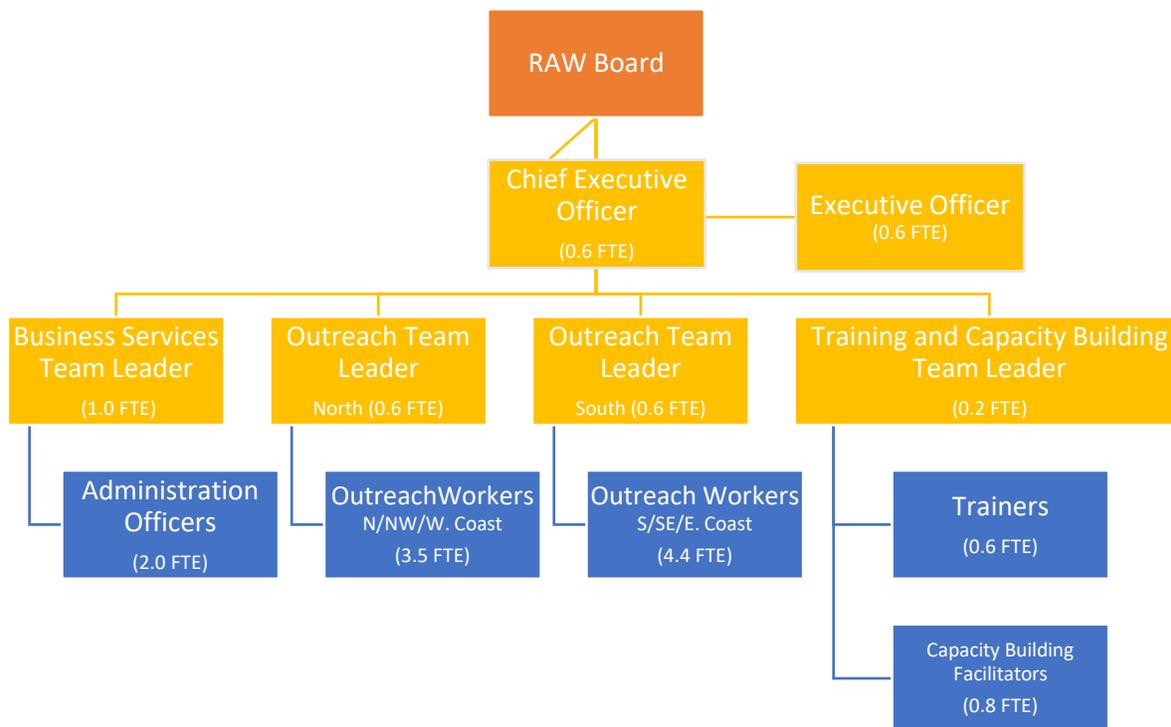
RAW was established to enhance the strength and resilience of individuals and their families and to build the capacity of rural communities to react to challenging life experiences in a way that supports positive mental health outcomes with a special emphasis on suicide prevention.

**GOVERNANCE STRUCTURE:**

RAW is governed by an 11 member skills based community Board of Governance that has a strong balance of management, professional, agribusiness, and community experience. The Board has three sub-committees:

- Executive;
- Finance, Audit, Risk, and Compliance;
- Marketing, Public Relations and IT.

RAW is managed by the CEO who is supported by the Senior Management Group (SMG) made up of the four Team Leaders and the Executive Officer. The CEO and SMG have day-to-day responsibility for developing and delivering RAW's programs and activities. The current structure of the organization is reflected in the diagram below:



**REPORTING STRUCTURE:**

The Team Leader - Outreach (TL) reports to the Chief Executive Officer (CEO) of RAW.

The TL supports the CEO and the Board on operations and service delivery as directed.

The TL is a member of the Senior Management Group (SMG).

The position has significant program impact and policy input.

The position currently has four direct staff reports and ensures that Outreach KPI's are met in accordance with relevant funding agreements.

The incumbent is expected to operate with limited day-to-day direction and with high levels of autonomy to deliver agreed outcomes.

**DUTIES:**

Leadership:

- Lead and support a small team of Outreach Workers in areas including ongoing service improvement, workload management, professional development, and self-care.
- Provide advice and support to assist the CEO and SMG with the strategic and operational development of RAW and its programs including undertaking the management of service development and evaluation projects as directed by the CEO.
- Represent and promote RAW at the regional level.

### Individuals:

- Be part of a 24/7 team that identifies and responds to people ‘at risk’ of suicide and mental illness in rural and remote communities;
- Facilitate a person-centered approach to client engagement and the delivery of recovery pathways including safety planning, risk management, and accessing appropriate pre/post-vention services;
- Facilitate client (including individuals and their family) access and referral to mental health, health information, and well-being services and networks;
- Ensure that referral pathways and services fulfill their roles and meet the client’s individual needs.

### Community:

- Increase the community engagement capacity of RAW in the community;
- Build capacity and resilience within a community to identify and support ‘at risk’ individuals by providing education, training, community activities and strategies to break down barriers and build knowledge;
- Collaborate with organizations providing counselling, support, and other services to shared clients across rural communities;
- Facilitate collaborative partnerships with relevant community networks, groups, stakeholders and services providers.

### Crisis:

- Respond to individuals and families in times of personal crisis including through the 24/7 crisis phone service as required;
- Support communities experiencing natural disasters, economic distress, or suicide events as required.

### Accountability & Administration:

- Keep and provide records and data necessary for effective client and organization management;
- Assist with the preparation of reports and RAW publications as required;
- Undertake other tasks and duties relevant to the employee’s position, qualifications, and experience as directed by the CEO.

## **LEVEL OF RESPONSIBILITY:**

Responsible for:

- Providing appropriate support and referral for clients in need of such support, particularly those at risk of suicide.
- Providing leadership in the operational planning and delivery of Outreach services including case management.
- Providing high quality and timely advice, reports, and documentation to the CEO, Board, and other organizations as required.
- Maintaining confidentiality in all aspects relating to the business of RAW.
- Planning day-to-day work activities whilst exercising initiative, discretion and judgement and being mindful of established priorities and those of fellow workers.

- Maintaining effective liaison by working autonomously but also collaboratively with other RAW team members, Board members, and key stakeholders.
- Ensuring a safe working environment by complying with relevant Occupational Health and Safety legislation, systems, policies, procedures, and guidelines.
- Being conversant and compliant with relevant legislative requirements applicable to RAW.
- Ensuring that any matters of a serious or complex nature regarding the execution of their duties or the operations of RAW or its staff are brought to the attention of the CEO at the earliest opportunity.

**KEY PERFORMANCE INDICATORS:**

The following are the KPI's for the Team Leader - Outreach role:

- Delivery of leadership that enhances team capacity to contribute to the achievement of organisational goals;
- Provision of reports and completion of projects on agreed timelines;
- Attendance at Board, Executive, SMG, and staff meetings;
- Establishment and maintenance of constructive and functional relationships with RAW staff and key stakeholders;
- Identification of and/or contribution to key business improvement and development opportunities.

**KNOWLEDGE, SKILLS AND EXPERIENCE (SELECTION CRITERIA):**

1. Well-developed understanding of suicide prevention strategies.
2. Proven ability to empathize and engage with a diverse range of individuals and provide mental health and well-being support services.
3. Proven ability to build and maintain strong working relationships across and outside the organization by displaying high levels of professionalism and approachability.
4. Demonstrated high level verbal and written communication skills able to be applied strategically over a broad range of settings and tasks.
5. Demonstrated ability to work autonomously and to both lead and participate collaboratively as part of a team.
6. Proven work management skills including the ability to set individual and team priorities and manage variable workloads and competing demands.
7. Demonstrated capacity for self-direction with an achievement focus based on skills of initiative, judgement, flexibility, and agility.

**ESSENTIAL REQUIREMENTS:**

- Current National Police check.
- Current Tasmanian Driver's License.
- Current Working with Vulnerable People Child Related Activity registration.

## **DESIRABLE REQUIREMENTS:**

- Tertiary qualifications in the fields of mental health or human services.
- Experience as an Outreach Worker or in the delivery of human services in a rural setting.
- Experience of liaison with community and health services and a knowledge of their role.
- Training in mental health awareness and/or suicide prevention.
- Personal resilience and skills in self-care.
- Current first aid certificate.

## **WORKING ENVIRONMENT**

### **Workplace Diversity**

RAW is committed to valuing and respecting each other as colleagues and peers. We value the fact that individuals bring different ideas, skills and backgrounds to their work in this organisation, and we recognise that people have different needs and aspirations. We value the diverse backgrounds, skills and contributions of all employees and treat each other and our customers with respect. We also value those who have a lived experience of mental health issues. We do not tolerate discrimination, harassment or bullying in the workplace.

### **Occupational Health and Safety**

RAW is a smoke free work environment. Smoking is prohibited in all workplaces including vehicles. RAW is committed to high standards of performance in respect to occupational health and safety. All employees are expected to participate in maintaining safe working conditions and practices.

All employees are required to comply with the *Workplace Health and Safety Act 1995*, section 16 “Duties of Employees”. The *Workplace Health and Safety Act 1995* can be found at, <http://www.thelaw.tas.gov.au>



**APPROVED:**            **Elizabeth Little**  
                                 **Chief Executive Officer**

**6<sup>th</sup> February 2019**