

| Position Description | |
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| Position Title: | National Helpline Services Manager |
| Award: | Social, Community, Home Care and Disability Services Industry Award 2010. |
| Classification: | Social and Community Services Worker Level 8 – Above Award. |
| Tenure Status: | Ongoing |
| Hours of work: | 38 hours per week, 1.0 FTE (actual hours of work 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 office is located in North Fitzroy. Flexible or remote working options may be negotiated. |
| Reports to: | Chief Executive Officer |
| Supervisor to: | National Helpline Supervisory (clinical and peer) and Lead team and administrative officers. |
| Liaises with: | The Leadership Team, Board, Staff and Volunteers across the organisation and our external partners and stakeholders. |

| PANDA's Purpose |
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| 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 Helpline for individuals and their families to recover from perinatal mental illness like perinatal anxiety and depression, which affects up to one in five expecting or new mums and one in ten expecting or new dads and non-birth parents. |

| PANDA's Service Delivery |
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| PANDA currently receives both Commonwealth and State government funding to deliver a range of services to families affected by perinatal mental health challenges and to provide education to professionals and the community. PANDA also undertakes a range of fundraising activities, generating additional funds required to maintain and improve services and programs. |

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

| PANDA's Values | |
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| 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. |

About this role

Reporting directly to the CEO, this position will oversee the effective management and growth of PANDA's Helpline services and supports. It will be responsible for building PANDA's clinical and peer delivery and development approach, ensuring we remain a valued provider of care, through progressive and integrated systems. Collaboratively leading the overall strategic and operational direction as a core member of the Leadership Team, this role will identify new opportunities for service expansion and integrated delivery partnerships. It will drive operational consolidation and development, as well as provide leadership to a dynamic team. The National Helpline Services Manager will be a passionate clinical or peer leader, who is technologically savvy and understands the importance of embedding the right service systems.

- Key Responsibilities**
- Be an authentic, dynamic and brave leader of a committed and passionate group of peer and clinical supervisors, and their respective teams.
 - Be committed to creating amazing clinical and peer services and supports for those who need them most.
 - Work in collaboration with your direct team and other team members across the organisation, including staff and volunteers.
 - Work closely with the Leadership Team to advise on best-practice strategies to identify opportunities, build relationships, and share evidence within PANDA and with our external audiences.
 - Oversee the development of and implementation of our delivery systems including Genesys call software and drive the future move to Salesforce integration.
 - Be commercially minded but through a NFP lens for purpose.
 - Measure the effectiveness of activity through data analytics and experiential reporting, developing recommendations and strategies for further opportunities.
 - Enhance the communities understanding of perinatal mental illness and PANDA's unique role as a specialist national service provider.
 - Support the development of integrated and high quality education and training content ensuring PANDA's Helpline data and expertise are evidenced alongside broader research findings and recommendations.
 - Lead the operational governance of all Helpline services (peer and clinical), actively monitoring risk, quality, performance and driving accountability – to our community and to our funders.
 - Ensure clinical and peer practices reflect contemporary evidence-based, best-practice approaches, while meeting all legal, contractual and compliance requirements.
 - Contribute to the overall development of PANDA and our strategic goals and operational approaches as a valued member of a collaborative and supportive leadership team.
 - Implement all strategies and activities in line with the organisation's purpose and values, supporting PANDA's goals.
 - Deputise for the CEO as and when required.

Key Selection Criteria

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| <p>Essential</p> | <ul style="list-style-type: none"> • Knowledge of mental health and social service systems. • Strong commitment to the rights of clients and the related responsibilities this requires to ensure consumers remain at the centre of their own care. • Capacity to drive operational governance, management and development of mental health services which include responding to crisis (acute mental illness, suicide, risk to baby and self-harm risks). • Commitment to working in a values based leadership team that works openly to drive outputs and outcomes for all, in collaboration with all staff. • Ability to lead and engage with your team in an authentic and consistent manner that brings out their best. • Understanding of effective service/ project management including data-driven service development, budgeting and rostering, in collaboration with your team. • Exceptional time management skills; must be able to apply quick, independent judgment and problem-solving when necessary; ability to work on multiple activities with tight deadlines. • Excellent ‘customer’ service ethic with high expectations for quality, driven by data and peoples’ rich experiences. • Ability to manage budgets and staffing across multiple programs and SCHADS Award levels ensuring best value outcomes for PANDA and our community. • Advanced skills in Microsoft 365 (Excel, Sharepoint, Outlook) and experience with client management systems, and ideally with digital phone systems used to deliver care (such as Genesys). • Ability to work with integrity, initiative and flexibility, as well as to take direction and to delegate tasks as required. • Dynamic, decisive, self-motivated and open-minded. • Possess a holistic perspective of “health”, where clients are at the centre of their care and their diverse backgrounds and experiences are respected. • Comfortable working either one-on-one or in group settings, and able to adapt to changing situations. • Comfortable supervising and coaching others, and able to help develop people so they can work confidently within their scope of expertise. • Demonstrated skill in developing partnerships and relationships with external service providers and stakeholders ensuring collaborative and integrated outcomes. • Experience in recruiting, supervision and support of valued clinical and peer team members, who may be paid or volunteer their time, based on an understanding of Modern Awards and industrial obligations. • Experience planning, developing, implementing and reporting on funded activities (Commonwealth and State). • Data monitoring and evaluation skills. |
| <p>Highly Desirable</p> | <ul style="list-style-type: none"> • Experience working in an organisation where collaborating with people with lived experience is valued. • Experience working within a phone based mental health/ health organisation. |

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| Personal Qualities: | <ul style="list-style-type: none"> • Honest and authentic. • Curious collaborator. • Values and purpose based. • Committed to people and their development. • Warm, empathic and committed. • Not a micro manager but someone who loves to empower those around them. |
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| Qualifications and Experience |
| <ul style="list-style-type: none"> • Tertiary qualifications (clinical and/or peer based) and 7+ years in mental health or related industry. • Senior Leadership experience, with a focus on enabling staff to operate within their scope of practice where their individual skills and capabilities are valued. • Experience implementing and using digital systems/ technology to accessible and responsive deliver health care. • A strong understanding of perinatal mental health and/or health and wellbeing more broadly. |

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| 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. |

Employee Name _____

Employee Signature _____

Date _____

Reviewed: 10 September 2021