



Position Description

Lifeforce Networks Team Leader

Health Conferences & Education
January 2025

Agreement

Signed – General Manager

Signed–Employee

Date

Date



Lifeforce Networks Team Leader

1 Overview of Wesley Mission

Wesley Community Services Limited, a company limited by guarantee pursuant to the Corporations Act 2001, is a Public Benevolent Institution operating as Wesley Mission to deliver services and programs to provide direct relief of poverty, sickness, suffering, distress, adversity, disability, destitution, and helplessness in New South Wales and other parts of Australia as inspired by the work of Jesus Christ in Word and deed. Our vision is to:

“Do all the good we can, by all the means you can, in all the ways you can, in all the places you can, at all the times you can, to all the people you can, as long as ever you can”.

Out of Christian love and compassion we are driven by Christlike servanthood, unfailing integrity and courageous commitment.

The organisational plan is based on four key result areas, namely:

- our clients
- our people
- our operations
- our financials.

Our position descriptions and performance plans are aligned with these four key result areas.

2 Overview of Wesley Health Conferences & Education

Wesley Health Conferences and Education is a diverse portfolio of services and programs connecting residents, clients, customers and stakeholders with new opportunities.

The portfolio includes Social Enterprises, Retirement Villages, Education and Training, Children's Services, and national Suicide Prevention and Mental Health programs.

Many programs operate in Fee-For Service commercial environments, while others are acquittal based funded by the state and federal governments.

Our diversity allows us to design and pilot innovative ways to solve challenging problems.

3 Overview of Wesley LifeForce

Since 1995 Wesley Lifeforce Suicide Prevention Networks (Networks) have been reducing suicide by engaging, empowering and encouraging local communities to deliver bespoke Suicide Prevention programs. Network members work together to reduce suicide through localised, grassroots suicide prevention strategies.

Our programs have a whole of government, community and populations reach into at risk populations and communities, with 85.4% of our network members identifying as having a lived experience of suicide.

In 2021 the University of Melbourne's longitudinal analysis of data found the establishment of a Network reduces suicide rates by 7% over time. The analysis found other Network impacts include:

- increased awareness and understanding of suicide prevention issues

- increased community knowledge and awareness of support services
- increased community confidence and capacity to help someone at risk of suicide
- improved service linkages and access pathways
- reduced stigma regarding suicide which in turn facilitated help-seeking
- greater sense of community connection.

Since 2007, Wesley Mission has partnered with more than 130 communities throughout Australia to develop and maintain Suicide Prevention Networks. Wesley acts as a backbone agency providing seed funding, facilitation, network governance and support in developing and delivering strategic community action plans. The Networks target high-risk communities and population groups in all Australian states and territories, with 15% of activity supporting Aboriginal or Torres Strait Islander communities.

4 Overview of role

The **Lifeforce Networks Team Leader** is responsible for supporting the delivery of the Lifeforce Networks Suicide Prevention program.

You will travel nationally several times each month to train and mentor staff, promote a positive performance based culture, meet with community and industry stakeholders, and make a difference by reducing the impact of suicide on communities across Australia.

To succeed you will have a demonstrated history leading staff in the delivery of community based health or suicide prevention programs, you will be known for your “can do” attitude, and have a passion to reduce suicide and its impacts. You will be a “people person” with strong financial management skills, knowing your passion for performance is having an impact on people across the street, across town and across the country.

You will be an emerging leader known for your positive attitude and infectious enthusiasm

Internally you will support the recruitment and professional development of Suicide Prevention Coordinators in every state and territory, support staff to achieve business plan aims and contractual KPIs, deliver governance and community development training, while supporting your own “caseload” of 6 community Suicide Prevention Networks.

Externally you will engage with community and cultural leaders, industry stakeholders and partners to support industry and contractual performance expectations

The **Lifeforce Networks Team Leader** will support all staff to achieve our contractual, financial and organisational KPIs.

Working closely with the National Programs Manager and Project Coordinator, your success will be measured by:

- Supporting our nationally based team to actively support our 135 existing suicide prevention networks to reduce suicide and its impacts in their local communities.
- Enacting strategies to re-engage communities where Suicide Prevention Networks have paused.
- Using the approved methodology Growing our community based Suicide Prevention Networks by a minimum of 8 per year as negotiated with the General Manager.
- Recording and reporting on all activity using the approved CRM and Finance systems.
- Engaging with staff, partners and Network Members to promote and advocate for the program and its outcomes.
- Being an inspirational leader, data driven manager, and subject manager expert on Suicide Prevention across Wesley Mission and the Uniting Church.

5 Relationships

Reports to: National Networks Program Manager or their delegate

Works closely with: Lifeforce Training National Manager; Group Manager Lifeline; Wesley Lifeforce Lead Clinician; Head of Employment and Training; Head of Social Enterprise; Retirement Village Managers; Head of Out Of School Hours programs; Portfolio Finance; Portfolio Human Resources; Portfolio Marketing; Chaplains.

Direct reports: Lifeforce Networks Suicide Prevention Coordinators and other staff as delegated

6 Major role responsibilities

- Manage delegated aspects of the delivery of the Lifeforce Suicide Prevention Networks program using the Wesley Lifeforce methodology.
- Travel nationally, with the National Networks Program Managers direction or approval, to assess and maintain staffs performance and effectiveness in every state and territory.
- Ensure staff collect and record all activity and data in the CRM system, with summary reports prepared monthly or as requested.
- Ensure program integrity through staffs exclusive use of Wesley LifeForce community engagement framework.
- Actively promote all Wesley Lifeforce programs across Wesley Mission, within industry groups, and to Government departments.
- Regularly report to and inform the National Networks Program Manager or their delegate on key matters relating to staff's individual performance, team culture, programs operation, agreed KPIs, Network establishment and development.
- Provide input into program performance and financial reports and undertake project work as requested by the National Networks Program Manager or General Manager
- Prepare tenders and government submissions as requested by the General Manager,
- Establish and maintain all Wesley Mission best practices, policies and procedures
- Ensure stories and case studies on the programs performance are provided to the Finance, Marketing and Fundraising teams monthly for reporting or for specific projects.
- Provide active input into budget monitoring and reporting relating to staff travel, expenses and Network seed funding to ensure the program meets financial targets.

5.2 Our people (our team)

- Actively lead and develop staff to ensure individual and team KPIs are met and recorded including face to face community engagement and travel expectations, attendance at approved office locations, contractual and organisational performance management, training, supervision and termination.
- Exercise pastoral care of service users and staff as appropriate, in conjunction with the Chaplaincy Service and HR service of Wesley Mission
- Assist the General Manager, Head of Employment and Training, and National Networks Program Manager in maintaining a positive service culture that is proactive, non-judgemental and reflective of Wesley Mission's Christian values
- Support the delivery of Suicide Memorial Services
- Create a team culture of inspiration and passion for Wesley Mission
- Promote and ensure adherence to Wesley Mission brand by all members of the team
- Monitor and report on the allocation of activities and resources to support delivery of Wesley LifeForce National and State Business Plans
- Ensure all Human Resource (HR) policies and procedures are understood and adhered to, and seek consultation with the HR department as required
- Monitor established KPI's for all individual staff members and document within Employee Contribution and Development Plans
- In partnership with National Networks Program Manager conduct and document individual meetings with all Lifeforce Networks staff at least bi-monthly, and facilitate feedback to ensure employee satisfaction and contractual performance

- Ensure position descriptions for all staff are kept up-to-date and provide staff with clear role expectations, career training and development and career growth opportunities.
- Regularly report to the National Networks Program Manager or General Manager team issues such as resourcing needs, performance, training/development, disciplinary action, leave, Work, Health & Safety issues etc
- Identify and recommend opportunities to increase performance outcomes
- Attend all scheduled meetings and conduct regular meetings, as requested or required with your team.

5.3 Our operations

- Achieve key performance indicators and targets as directed by the National Networks Program Manager
- Ensure compliance with contractual funding requirements, reviewing and monitoring progress ensuring:
 - All contractual service delivery requirements are met;
 - All Wesley Mission quality assurance standards are met;
 Reporting requirements are met e.g. Work In Progress reports, Health Checks, CRM data
 - Support Plans, Activity Evaluations and Internal Outcomes reporting.
 - All records and notes are updated in the CRM within 5 business days or by the end of each month
- All credit card statements, invoicing and financial reporting are completed for each month end review.
- Exceptional partnerships and relationships are fostered with internal and external stakeholders
 - Communicate the Wesley Mission brand and key messaging strategy to stakeholders to build effective relationships, gain their support and ultimately create advocates.
- be an advocate of the Wesley Mission brand, ensuring brand compliance and use of correct templates.

5.4 Our financials

- Ensure all projects are delivered to budget and seek opportunities to minimise expense wherever possible.
- Ensure all credit card reconciliations, travel statements, and petty cash reconciliations are completed by the end of each month.
- Develop and manage budgets and forecasts for states or projects as delegated
- Review allocated income & expenditure statements on a monthly basis and advise manager of any concerns or anomalies.
- Actively measure all income and expenses, and provide financial and performance commentary at the end of each month.

Professional responsibilities

- Ensure all activities support the delivery of the Wesley Lifeforce Business Plan, HCE Business Plan and Wesley Mission Strategic Plan, or as requested by your manager
- as an employee, be responsible under the Work Health & Safety Act for the health and safety of all persons that come into contact with, during employment. All hazards and injuries must be reported through the normal process as set out in Wesley Mission's Work Health, Safety and Rehabilitation Quality Management System and site procedures
- participate in the review and maintenance of industry specific and internal audit processes, as per Wesley Mission's standard policy and procedures

- in relation to Wesley Mission and the Uniting Church in Australia, attend such functions, meetings, seminars, training courses as directed by your supervisor
- in relation to Wesley Mission attend worship services as encouraged by your supervisor
- participate on a quarterly basis in Wesley Mission's Employee contribution and development process
- take responsibility for personal career development and training
- participate in Wesley Mission's Orientation program, so as to gain an understanding of, and promote, the application of the EEO, Affirmative Action, Privacy Act, Work Health & Safety Act and other relevant legislation
- administer Wesley Mission's philosophy of care and other relevant policy documents as appropriate
- demonstrate responsible stewardship of all resources, and willingness to report impropriety in keeping with the values of Wesley Mission
- ensure the reputation and integrity of Wesley Mission is maintained at all times
- maintain confidentiality and integrity

7 Selection criteria

To be successful in this position, candidates must complete a psychometric test process, criminal history check, working with children check and possess the following:

Lifeforce Networks Team Leader

Wesley Health Conferences and Education Services

- Fulltime office based position
- National Based role (Capital City locations)
- Leading a diverse team delivering Suicide Prevention services around Australia
- Salary packaging provided
- SCHADS 5

About us

Wesley Mission is a high profile, multi-faceted Christian organisation making a real difference in the community. We work with the most disadvantaged in our community by providing over 200 services ranging from aged care, homeless services, child and family care, counselling, employment, training and education, and health services.

Our Vision is "A Spirit disciple-making movement: doing all the good we can because every life matters".

About the program

Since 1995 Wesley Lifeforce Suicide Prevention Networks (Networks) have been reducing suicide by engaging, empowering and encouraging local communities to deliver bespoke Suicide Prevention programs. Lifeforce harnesses community diversity to co-design and pilot innovative ways to solve Suicide and its causes. In community, through community, with community.

www.wesleylifeforce.org.au

About the role

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Essential criteria

- Studying for or completed qualifications in Leadership, Health, Business or Social Services
- Demonstrated experience in coaching or leading a team in service delivery
- Demonstrated experience in community development or engagement
- Proven ability to easily build rapport with a diverse range of people
- Demonstrated ability to work under pressure while meeting financial and engagement targets

Desirable criteria

- Membership of a professional health or accreditation body.
- Experience within the Suicide Prevention or Mental Health sector.
- Experience working with vulnerable population groups including those with an increase risk of Suicide or poor mental health
- High level Microsoft skills
- High level public presentation skills