Online Community Team Leader
November 2021

Reporting to:	Senior Manager Support Services	
Direct Reports:	5	
Status:	Permanent	Full Time
		We support flexible working - please talk to us about what you want.
Salary range:	$85,000 + super + PBI salary packaging	
Location:	Sydney (Working from home supported)	

ReachOut values diversity in our workforce. We encourage people from Aboriginal and Torres Strait Islander and culturally diverse backgrounds to apply.

About the organisation

ReachOut is the most accessed online mental health service for young people and their parents in Australia. Our trusted self-help information, peer-support program and referral tools save lives by helping young people be well and stay well. The information we offer parents makes it easier for them to help their teenagers, too.

We've been championing wider access to mental health support since we launched our online service more than 20 years ago. Everything we create is based on the latest evidence and is designed with experts, and young people or their parents. This is why our service is trusted, relevant and so easy to use.

Accessed by more than 2 million people in Australia each year, ReachOut is a free service that's available anytime and pretty much anywhere.

We're in an exciting phase of delivery for the future ReachOut experience - our mission is to create a personalised digital ecosystem of mental health support that connects all young people to the information, community and pathways they need to be happy and well.

Our service strategy is to build high quality mental health products and services from a deep understanding of our audience that deliver real and measurable impact. We will apply human-centred design and lean, agile delivery methodologies to create meaningful experiences that change outcomes for young people with the support of their parents, carers and educators.

About the role

ReachOut's Online Communities will play a key role in the future service, providing an opportunity for young people and parents/carers to share, connect and support each other in a safe, anonymous environment.

You are responsible for leading the daily operations of ReachOut's online communities. You will contribute to the development and implementation of a research and data-driven community plan to build engaged communities that contribute to positive mental health and wellbeing outcomes for young people, parents and carers. As you and the team engage

directly with service users, you will share insights that allow ReachOut to identify and respond quickly and effectively to emerging issues.

An experienced Team Leader, you will manage and coach the Online Community Team and the out of hours moderation agency to ensure safety and quality in service delivery. This includes recruitment of Moderators, completing rosters, providing shift supervision and debriefs to Moderators.

Your mental health and risk management experience enables you to support the team to effectively manage high-risk situations in accordance with the Duty of Care Framework, and to contribute as a subject matter expert to innovation projects.

Your key responsibilities will be:

Service Delivery
- Provide best practice in mental health and demonstrate and promote person-centred, strengths-based, trauma-informed, and recovery-oriented approaches.
- Provide leadership, line management and shift supervision to the Online Community Coordinator and Moderators
- Contribute to and implement a research and data-driven community plan to build engaged communities
- Oversee the daily operations of the program including rostering peer workers and ensuring sessions are delivered in accordance with the Duty of Care Framework
- Manage the day-to-day relationship and operations of the out-of-hours moderation service provider, ensuring compliance with ReachOut's service management and duty of care policies and improve service through reflective practice.
- Implement and continuously improve the volunteer peer support programs.

Duty of Care
- Ensure the organisation's duty of care framework and supporting risk systems are well-implemented in the Online Community team and remain fit for purpose
- Participate as an active member of ReachOut's Support Group (Duty of Care working group) using your expertise in managing issues and risks to help respond to crisis situations
- Provide shift supervision to the Peer Workers if required

Service Operations and Improvement
- Contribute to the design of integrated processes and ways of working between the Online Community and Peer Support Team
- Collaborate with the Digital Team to identify and implement ways to improve the user experience, effectiveness and moderation efficiency of the Online Communities.
- Monitor user feedback and escalate platform bugs/issues
- Support internal testing of the online platform and features
- Translate evaluation insights and recommendations into service improvements that increase the quality and effectiveness of the online communities.
- Contribute as a mental health subject matter expert to innovation and development projects

You will work closely with:

With	Purpose

Senior Manager Support Service	Provides ongoing leadership, management and support. Ensures the Support Services align with strategic goals and manages interconnected ways of working across the Service Team.
Online Community Coordinator and Moderators	Provide leadership, management and support to your direct reports. Coordination of community activities and tasks
Peer Workers	Collaborate to ensure a consistent approach to team processes, training and service delivery and to ensure a cohesive service offering for users. Provide shift supervision to Peer Workers as required
Service Delivery Team	Collaborate as a positive and contributing team member to ensure a cohesive service offering for users
Clinical Lead	Collaborate to ensure safety and quality in service delivery, and to develop training
Youth Involvement Coordinator	Collaborate to recruit volunteers for the Online Communities, implement consistent volunteer processes and to ensure the safety and wellbeing of all volunteers
Product team	Collaborate on the design and delivery of ReachOut's support services
Research and Impact team	Collaborate to understand audience needs and embed the impact framework within the services

Essential Selection Criteria

- Degree/Diploma or equivalent in a health related field (psychology, counselling, public health, community development, social sciences, youth work or related)
- 5 years' experience working in a mental health setting, including experience managing mental health risk and duty of care issues relating to service users (including suicide intervention & prevention)
- Team leadership experience
- A comprehensive knowledge of, and demonstrated experience in Duty of Care principles, strengths-based and trauma-informed approaches and confident in assessing and responding to levels of risk and harm
- Proven advanced time management skills, ability to manage competing priorities and meet deadlines
- Excellent online and offline communication skills
- Experience using digital systems and software
- A commitment to ReachOut's values and behaviours

Desirable Criteria

- A demonstrated understanding of delivery of services via digital technology
- Experience managing online communities