Position Description

Title	Manager Therapeutic Services
Business unit	South & Youth Residential Services
Location	51 Princes Highway, Dandenong with travel to other locations as required
Employment type	Full time | Ongoing
Reports to	Group Manager, South & Youth Residential Services

About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land. We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

Our purpose: To inspire people, enliven communities and confront injustice

Our values: We are imaginative, respectful, compassionate and bold

1. Position purpose

The Manager Therapeutic Services has both a strategic and operational focus and plays an active role in achieving Uniting's Strategic Objectives. The position is responsible for the development, delivery, performance and quality of therapeutic specialist support to residential services in out of home care in an RP3 and TRC context.

The Manager Therapeutic Services will provide trauma-informed leadership, promoting therapeutic responses and healing environments in 11 residential homes, adhering to the Program Requirements for the Delivery of Therapeutic Residential Care in Victoria (2016). The position will also provide operational and clinical leadership to the Clinical Care & Support Program.

Functional responsibilities:

- Leadership, development and continual improvement of people and services
- Oversee the provision of high-quality practice advice, clinical oversight, and guidance
- Oversee the provision of high-quality assessments and therapeutic plans
- Oversee the provision of high-quality clinical interventions
- Service design, development, implementation and evaluation
- Community, government and stakeholder engagement
- Contribution to the ongoing development of Uniting

2. Scope

Budget: Approximately $1.1M

People:

- Clinical Leader Southern
- Therapeutic Specialists x 4
- Indirect reports – Clinicians x 3

3. Relationships

Internal

- Executive and Senior Program Management
- Employees, volunteers & contractors
- Uniting Corporate, Support Services and Mission divisions
- Other Operational services

External

- Consumers and their families, carers and/or advocates
- Government departments and other funding bodies
- Key partners, community services networks and peak bodies

4. Key responsibility areas

Program and service delivery

- Provide operational and clinical supervision to up to 7 Therapeutic Specialists
- Provide operational and clinical supervision to the Clinical Care & Support Team Leader
- Provide and oversee the delivery of trauma-informed practice advice and guidance to create therapeutic healing environments and responses to young people who have experienced trauma.
- Consult and provide practice advice on responding to risk using a trauma-informed and therapeutic understanding
- Oversee the development of quality therapeutic plans for young people in residential care
- Work with the Residential Services leadership to identify opportunities to improve the outcomes for young people in residential care.
- Oversee the development of psychoeducation interventions for carers and clinical interventions for children in their care as part of the Clinical Care & Support program.
- Lead continuous improvement of quality programs, services and systems to achieve high performance and optimum consumer and community outcomes
- Develop, implement and monitor strategies to ensure services are accessible to and inclusive of the diverse communities the program/service portfolio serves
- Identify and develop a range of collaborative partnerships within local and regional services to support and promote the achievement of therapeutic outcomes for young people in residential care
- Support business development activities (e.g. tender applications) and opportunities leveraging partnerships where possible
- Collect, analyse and apply data and evidence for continuous improvement, staff and service development purposes
- Lead local incident and disaster emergency response, as required
- Provide regular reports on service delivery and related issues (staffing, financials, opportunities, planning, compliance etc.) including remedial action plans, as required

Leadership and professional practice

- Contribute to and support the Senior Leadership Team in the execution and achievement of the Strategic Plan and business operational objectives
- Foster and facilitate innovation in Therapeutic Residential Care and home-based care to strengthen and improve outcomes for young people
- Foster and facilitate effective, collaborative and timely internal and external communication between staff, volunteers (if applicable) and leaders, and with partners and other key stakeholders
- Lead and contribute to Residential Care program and service design promoting adherence to therapeutic principles optimising consumer participation and inclusion
- Ensure appropriate information and record keeping, reporting, document storage and retrieval processes and systems are in place and maintained in line with knowledge management procedures.
- Contribute to regional, state-wide and national (where relevant) research, conferences, training and/or forums

People and teams

- Establish, lead, coach and inspire an engaged and productive team
- Lead the team in leading practices and effective process governance
- Provide support, guidance, coaching, leadership, and empowerment to the team including feedback through performance reviews and regular supervision.
- Undertake regular supervision and performance review with line manager, proving feedback to promote collaborative working relationships
- Promote and maintain a positive, respectful and enthusiastic work environment
- Provide authentic team leadership and the highest level of professional conduct in alignment with Uniting's values.

Legal requirements and risk management

- Ensure all legal, funder and statutory requirements are met including serious incidents, reportable conduct, mandatory reporting (child safety) and mandatory case practice requirements.
- Contribute to financial planning and manage financial and human resources to achieve optimal consumer and service outcomes, and drive efficiency and sustainability
- Embed strong risk management practices and foster a culture where risks are identified and appropriately managed.
- Report areas of serious risk to next level supervisor and work together to mitigate those risks in line with agency policies and procedures.

Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management

- Attend mandatory training sessions (i.e. equal employment opportunity, health, and safety) and mandatory training specific to position.

5. Person specification

Qualifications

- Bachelor level in relevant professional discipline such as social work, psychology or social science (required)
- Masters level in Psychology and Social Work or equivalent (desirable)

Experience

- Significant experience in providing high quality practice advice and guidance to professionals working with clients presenting with complex needs and statutory involvement
- Significant experience conducting assessments and/or providing clinical interventions with children and young people who have experienced trauma, including emotional, developmental, cognitive, and systemic considerations
- Demonstrable leadership experience, including the provision of operational and clinical supervision
- Demonstrated practice leadership through the delivery of practice related forums, workshops, and conference presentations (desirable)
- Extensive knowledge of out of home care sector including relevant legislation and regulations
- Extensive knowledge of child development and the impact of abuse and neglect
- Advanced knowledge and understanding of trauma informed practice and trauma recovery principles

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values respect the uniqueness and value of every individual; establish and maintain right relationships that enable people to be influential in their own support arrangement and ensure they are treated with dignity and respect; build on strengths and abilities of all; demonstrate transparency and accountability
- **Consumer centeredness:** foster, promote and implement a culture that keeps consumers at the centre of everything we do; demonstrates an awareness of and prioritises the needs of consumers; focuses on optimal outcomes for consumers
- **Cultural awareness:** demonstrated knowledge of practices to engage and assure the cultural safety of clients from a diverse range of backgrounds, including those from an Aboriginal, Torres Strait Islander or CALD background, or the LGBTI community.
- **Leadership:** strong leadership and management skills and knowledge within a complex service delivery environment; ability to build strong, high functioning, teams and align teams with the organisational values and goals, particularly those related to consumer-centricity; Experienced in the management, development and coaching of staff and the resolution of complex staffing matters; role modelling expected behaviour; strong ability to establish credibility with staff and inspire a shared vision.
- **Program and service development:** significant experience in the leadership and development of programs and services in a complex environment; experience co-designing, developing and evaluating programs and services with consumers and/or communities
- **Stakeholder relationships:** strong negotiation and influencing skills; ability to engage, build and maintain strong, mutually beneficial relationships with stakeholders; track record of being able to sustain positive, collaborative and effective relationships; promotes harmony and consensus through diplomatic handling of disagreements; builds trust through consistent actions, values and communication.

- **Change management:** knowledge of contemporary change management models; demonstrated experience in leading successful change programs at scale
- **Problem-solving:** proven ability to take a solution-focused and strengths-based approach within a complex, ambiguous and evolving community services environment
- **Communication:** strong and clear communication skills with the ability to build positive professional relationships with key internal and external stakeholders; excellent interpersonal skills; high level written and verbal communication skills; ability to conduct presentations; ability to prepare high quality business cases and reports.

Other Requirements

- Legal eligibility to work in Australia
- Current Victorian Driver's Licence
- A satisfactory national police records check is a condition of this position and is repeated every three years and International police check if required
- Current working with Children Check (Victoria)
- Compliance and understanding/familiarity with organisational policies, procedures relevant legislation (Quality management system, Equal Opportunity, Health and Safety)

6. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and relevant Working With Children Check (and NDIS Worker Screening Check where relevant) to your State prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.