

# Position Description



<b>Title</b>	Manager – Traralgon Youth Residential Rehabilitation Program
<b>Business Unit</b>	Alcohol and Other Drugs and Mental Health
<b>Location</b>	Traralgon
<b>Employment type</b>	Full Time (ongoing) – 38 Hours Per Week
<b>Reports to</b>	Group Manager Residential Services

## 1. 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, Murrumbidgee 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.

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

## 2. Position purpose

As a Portfolio Lead, the Manager has responsibilities across the Program stream, Communities of Practice and Project Management. Central to this position is building positive and lasting relationships with funding bodies, partner organisations and the broader community.

The Manager – Traralgon Youth Residential Rehabilitation Program is responsible for all aspects of program operation conducted at the residential rehabilitation facility. The residential AOD counselling and AOD support teams provide evidence-based residential rehabilitation treatment for young people aged 16-25, as part of their recovery and/or respite from alcohol, drug and related issues. The manager supervises the Team across all aspects of treatment provision, program promotion, data collection and reporting and evaluation. The Manager is also responsible for ongoing program development and expansion.

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The manager will work closely with our partner organisation, Gippsland and East Gippsland Aboriginal Cooperative (GEGAC) to ensure that the partnership is effective in ensuring the program operates within a framework of Aboriginal cultural safety.

This position exercises managerial control, involving the planning, direction, delivery and evaluation of the operations of the Youth Residential Service. Its responsibilities include the development of work practices and procedures for various projects, establishing work area outcomes and the preparation of budget submissions.

The Manager – Traralgon Youth Residential Rehabilitation Program controls and co-ordinates projects/programs in accordance with Uniting's Strategic plan, provide advice on policy, method and contribute to further development.

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### 3. Scope

**Budget: Up to \$4 million**

#### People:

The position is responsible for the leadership and supervision of the team in the Manager's allocated area of program responsibility.

- Up to 15 direct reports
  - Senior Youth AOD Worker
  - Youth AOD Workers
  - Youth AOD Support Workers
  - Cook
  - Aboriginal AOD Worker (in cooperation with our partner organization)

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### 4. Relationships

#### Internal:

- Group Manager Residential Services
- Uniting AOD & MH Clinical Teams
- Uniting AOD & MH Group Managers/Managers

#### External

- State and Commonwealth funding agencies
- Department of Justice
- AOD and related client referring agencies
- GEGAC

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### 5. Key responsibility areas

#### Management and Leadership

- Contribute to the Senior Leadership Team and support Team leader and senior workers in the execution and achievement of the Strategic Plan and business operational objectives
- Support innovation to improve service delivery using methodologies that meaningfully enable consumer participation and inclusion and respond to emerging needs

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- Implement and drive consistently high quality, customer centric and culturally competent programs and services
- Ensure that regular, appropriate supervision and reflective practice is provided across all services and that service delivery reflects contemporary practice
- Ensure senior management are informed of trends, opportunities and threats in the youth residential services sector as and when they appear within the scope of focus.
- Consistently identify opportunities for growth and development in consultation with senior management and actively pursue them in order to continuously innovate and expand the service offer. This includes preparation of submissions and tenders.
- Conduct annual program evaluations.
- Manage the program planning cycle and implementation

### 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, providing feedback to promote collaborative working relationships
- Promote and maintain a positive, respectful and enthusiastic work environment
- Mentor, support and empower direct reports to continuously grow and develop their skills in accordance with Uniting values, goals and capability framework.
- Oversee and approve recruitment recommendations for the relevant programs to ensure suitability and cultural fit.
- Cultivate a supportive and respectful team culture that inspires people, enlivens communities and confronts injustice.
- Provide authentic team leadership and the highest level of professional conduct in alignment with Uniting's values.

### Program / Service Delivery

- Take responsibility for the overall efficient operation and coordination of the delivery of services.
- Ensure high quality and responsive services as measured against key deliverables of strategic and operational plans, Funding Agreements and relevant government legislation and service standards.
- Ensure services are delivered in line with Uniting policies and procedures.
- Develop, plan, implement and evaluate programs, ensuring the highest standard of quality for Uniting consumers and stakeholders.
- Provide high quality engagement, assessment, treatment and support services to individuals and their families, using best practice principles including Family Inclusive Practice and Dual Diagnosis Principles.
- Ensure high quality, evidence based, treatment services are developed, promoted, delivered and reviewed in a timely and cost-effective manner.
- Provide leadership in the provision of Alcohol and Other Drugs treatment for the Youth Residential Rehabilitation programs.

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- Provide leadership to the youth residential rehabilitation staff.
- Provide strategic direction, leadership and innovation regarding youth withdrawal services and contribute to leadership across the agency.
- Engage in research projects and service reviews that enhance the development and provision of youth withdrawal services.
- Investigate and apply for relevant funding opportunities and grants for the introduction of new programs/services and/or financial viability of existing programs/services.
- Develop and maintain open, clear and accountable relationships with funding and regulatory bodies, ensuring accurate, timely and effective communication and reporting as required.
- Participate in relevant service networks and work in partnership with other agencies and funding bodies to continually improve and develop quality services.
- Other tasks as required.

### **Professional Relationships and Networks**

- Oversee the development and maintenance of productive and collaborative sustainable inter and intra agency links and/or protocols.
- Participate in lobbying and advocacy activities in the wider sector in conjunction with your Manager to ensure a coordinated, approved and cohesive approach on all issues.
- Ensure Uniting is appropriately represented at network and sector forums and actively participates in key stakeholder groups.
- Develop and maintain links with the community through the media, forums and speaking arrangements and through representation on appropriate community groups/committees to ensure ongoing support from the community and others, and to facilitate community education.
- Develop and maintain effective communication links with government departments.

### **Finance and Administration**

- Set, monitor and operate within annual budgets for the programs
- Work within approved program budgets and ensure that the expenditure records are accurately kept.
- Plan, monitor and negotiate program needs and budgets.
- Ensure maintenance and repair of program space and equipment as required.
- Authorise and process time sheets, leave applications, training applications and other requisitions.
- Oversee a high standard of program record keeping in relation to client information systems, statistics, data base, reports and all other program and organisational documentation.
- Contribute to/manage reporting requirements for the programs including:
  - Regular reports to funding bodies
  - Quarterly reports to Senior Management
  - Annual report for the organisation
  - Quarterly funding agreement reports
  - Draft annual budgets for each program
  - Funding submissions as required
  - Other reports as directed

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### Quality and risk management

- Undertake other duties as directed by the Group Manager – Integrated Residential Services, AOD & MH.
- Contribute to the achievement of quality improvement, both in terms of individual and program performance by encouraging an environment where high quality work is achieved and supported by the adherence to/development of quality systems documentation
- Ensure all legal, funder and statutory requirements pertaining to the position are met including serious incidents, reportable conduct and mandatory reporting (child safety).
- Identify, report, manage and respond to emerging issues in an appropriate and timely way.
- Report areas of serious risk to next level supervisor and work together to mitigate those risks.
- Adhere to and keep informed of all relevant legislative compliance requirements, and report any perceived breaches, risks, hazards, incidents and complaints to line Manager or other appropriate person and work together to mitigate risks
- Contribute to and promote a positive safety culture by taking reasonable care for your own and other's health and safety.
- Foster a culture where risks are identified and appropriately managed.

### Personal accountability (Lead by Example)

- Model and promote behaviour that is in accordance with Uniting's values and behaviours – **Imaginative, Respectful, Compassionate** and **Bold**.
- Comply, and ensure team compliance, with the Uniting Code of Conduct, Delegations of Authority, all protocols, policies and procedures and applicable government legislations and standards.
- 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.

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### 6. Performance indicators

#### Program Development & Review

- Annual program objectives are consistent with those of Uniting AOD & MH objectives.
- New program opportunities consistent with those of Uniting AOD & MH strategy are identified.

#### Professional Liaison & Consultation

- Collaborative and productive working relationships with key stakeholders are established and maintained.
- The Manager represents AOD & MH at forums and relevant community groups/committees.
- Teams are high performing based on suitable staff recruitment, and sound supervision and professional development and through continuous improvement of staff skills and qualifications.
- Staff receive the support and supervision in line with Uniting policy.
- All reports participate in the annual Uniting Performance and Development Reviews.
- The profile of the Youth Residential Withdrawal leadership group is enhanced across Uniting Vic.Tas.

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### 7. Person specification

#### Qualifications

- Tertiary qualification (degree level preferred) in a relevant health and or welfare discipline such as Social Work, Psychology, Nursing or Allied Health Sciences;
- Qualifications in management or willing to undertake within the first 18 months in the role.
- Certificate IV in AOD or have completed the core competencies (or able to complete within the first 24 months of employment).

#### Experience

- Demonstrated experience in a management or leadership position in a health service setting or mental health sector, with a strong preference for residential AOD or;
- Experience in developing evidence-based client programs;
- Significant experience in providing advice and support on complex issues.
- Significant experience in managing organisational change and a willingness to remain adaptive and drive program/team change.

#### Core selection criteria

**Values alignment:** Ability to demonstrate and authentically promote Uniting's values

**Personal and Professional Accountability** - Operates professionally and within the boundaries of organisational processes and legal and policy constraints, advocating the corporate agenda and ensuring resources are fully employed

**Communication and Engagement** - Develops knowledge of community networks and external bodies and uses them to support and enhance both services and opportunities for stakeholders.

**Change and Resilience** - Deals positively with uncertainty, coping effectively in a complex environment, determining a course of action despite lack of clarity, helping others adapt to ensure a smooth transition.

**Outcomes Focus** - Accurately scopes the length and difficulty of projects and tasks, evaluating outcomes and adjusting direction to ensure quality outcomes.

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**Cultural Safety** - Actively promotes reviews of service delivery and working environment for increasing compliance with external cultural safety compliance and accreditation Standards.

**Leadership and Teamwork** - Leads by example; fostering open, respectful dialogue and diversity of thought and collaboration within and across teams to build a highly engaged workforce.

**Sustainable Relationships** - Builds collaborative relationships and networks across Uniting in order to improve the effectiveness of service delivery or area of expertise.

### Position Specific

- Proven ability to effectively manage and provide professional supervision to multi-disciplinary teams across multiple sites and the ability to develop and maintain a cohesive focus on organisation objectives;
- Proven ability to set and achieve objectives and the ability to undertake forward planning and manage planning implementation;
- Demonstrated ability to effectively communicate, mediate and negotiate (including the ability to resolve conflict and solve problems) with a range of stakeholders who have important contact with Uniting Vic.Tas. including other service agencies, government department officials and community representatives;
- Proven ability to effectively manage financial resources maximising on opportunities without comprising client care;
- Able to demonstrate high levels of initiative and the ability to work effectively and independently with minimal supervision;
- Demonstrated understanding of public health and alcohol and drug services in the context of State and Commonwealth policy direction and relevant legislation;
- Demonstrated ability in program development, implementation, management and evaluation;
- Demonstrated appreciation of contemporary alcohol and drug practices, health care management and trends and proven experience in the provision of gender sensitive services.
- A current Victorian Drivers Licence

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## 8. 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 Working With Children Check (in Victoria) and/or Working With Vulnerable People Check (in Tasmania) **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.**

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## 9. Acknowledgement

**I have read, understood and accepted the above Position Description**

**Employee**

**Manager**

Name:

Signature:

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