

Position Description



Title	Group Manager Specialist Programs and Development
Business Unit	Operations – Alcohol and Other Drugs and Mental Health
Location	26 Jessie Street, Coburg VIC
Employment type	Secondment
Reports to	General Manager of Alcohol and Other Drugs and Mental Health

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, 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.

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 community's and confront injustice

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

2. Position purpose

This key leadership position will provide operational and strategic leadership for a broad range of Uniting's services across different geographical areas, i.e. metropolitan Melbourne and regional areas across Victoria and Tasmania.

This position will play a key role in the development of collaborative relationships both internally and externally and will actively seek out opportunities for the development of current and new services in line with the Uniting strategic vision. The position has organizational responsibility and management of programs and services as the senior representative and lead within the portfolio.

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Group Manager Specialist Programs and Development



The Group Manager of Specialist Programs and Development works closely with the General Manager of AOD & MH to implement a strategic approach to service development, service partnerships and innovation. The Group Manager is a senior member of the Divisional Leadership team and is a key contributor to developing a positive workplace culture, overseeing quality and practice and performance for all AOD & MH Services.

As a Group manager you will be responsible for a portfolio of Forensic services, specialist programs and the RTO. As a result of funding or partnerships made the portfolio currently includes, the Aboriginal Liaison worker, The North and South East Catalyst Community Therapeutic Day Rehabilitation Programs, Inner north Forensic Therapeutic Day Rehabilitation Program, Port Phillip Prison AOD programs, Drug Court, Choices low risk offending, Court Diversion Programs, Vic Roads behavior change programs, , Consumer Programs and Planning, Development and Evaluation and the RTO. This however may change from time to time. This position oversees the management, leadership, policy development and service delivery, which responds to and prevents AOD and mental health related harm to individuals, families and the community. The Group Manager plays a key role in integration of Mental Health and AOD services across Victoria and leads the development of new initiatives in this service sector in collaboration with other service areas in Uniting.

An integral part of the position is to deliver consistent best practice clinical governance, quality systems and evidence based State-wide services through the integration with place-based operations and Communities of Practice across Uniting.

3. Scope

Budget: \$5.5 million

People:

The position is responsible for the direct leadership of the Management Team in the Group Manager’s area of program responsibility and indirect leadership for all team members in the Area / Group of Services.

Direct - 6 FTE

Indirect – 40 FTE

4. Relationships

Internal:

- General Manager AOD & MH
- Executive Leadership Team
- Divisional Leadership Team
- Management Teams
- Practice Leaders
- Specialists
- Program Team Members

External

- Department of Health and Human Services (DHHS)
- Funding and Regulatory bodies (State and Federal)
- Justice Health
- ACSO
- Corrections Victoria
- VIC Roads
- G4S
- Networks and Committees
- Key partner agencies, community services networks and peak bodies

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- Consumers

5. Key responsibility areas

Management & Leadership

- Establish productive relationships with the General Manager of AOD & MH and the AOD & MH Divisional Leadership Team, maintaining appropriate organizational structures and contemporary management systems to ensure competent and committed staff.
- Actively contribute to AOD & MH Divisional Leadership Team.
- Demonstrate functional and professional competence in the management of the portfolio (including but not limited to the setting, monitoring and management of all financial budgets in accordance with approved budgetary levels).
- Establish productive relationships with Senior Uniting staff contributing to the development and integration of AOD and MH programs within Uniting.
- Contribute to the development of Uniting through active participation in working groups such as the Reconciliation Action Plan working group.
- Contribute to the development of an organization culture that promotes a commitment to quality and continuous improvement principles for its clients, and ensures effective collaboration with stakeholders, job satisfaction and personal development for staff.
- Contribute to succession planning through recruitment, training, and retention of high-quality staff.
- Provide mentoring for senior staff including Managers and Group Managers.
- Achieve the annual Strategic Performance Objectives set for the position.
- Monitor service delivery across programs and ensure targets are met.
- Take a lead role within the organisation to promote quality services, organisational development and evaluation of service effectiveness.

People and teams

- Mentor, support and empower leadership team to continuously grow and develop their skills in accordance with Uniting values, goals and capability framework
- Ensure that all programs are managed in accordance with funding requirements, Uniting policies, allocated budgets and contemporary human resource management approaches
- Cultivate a supportive and respectful culture that inspires people, enlivens communities and confronts injustice (internally and externally)
- 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.

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- 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
 - Provide authentic team leadership and the highest level of professional conduct in alignment with Uniting's values.
- Program / Service Delivery**
- Provide strategic advice and support to the General Manager including the preparation of planning data, budgets, reports, continuous improvement strategies and funding proposals
 - Ensure effective planning, development and delivery of high quality, sustainable client and community focused programs
 - Proactively identify, seek out, explore and introduce new programs, services in line with the Uniting strategic direction
 - 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 develop and continually improve quality services
 - Ensure provision of a diverse range of high-quality services.
 - Ensure that these services are compliant with service and funding agreements, contracts, legislation (including but not limited to, equal opportunity and occupational health and safety), and ensure the right of client self-determination, choice and uphold client dignity and worth.
 - Regularly review programs in a timely and cost-effective manner.
 - Other duties as required
- Program Development and Review**
- Provide strategic advice in development of strategic plans and other long-term planning instruments that assist Uniting AOD and MH services in development of strategies for future provision of services.
 - Lead the development of tenders and work collaboratively in their preparation.
 - Apply initiative and implement innovative solutions to organizational problems.
- Sustainability**
- The development of new program opportunities to expand services and the funding base, which are consistent with AOD & MH stated philosophies and priorities.
 - Identify and maintain strategic alliances that are of benefit and maintain reputation as leaders in alcohol and other drugs and mental health.
- Quality and risk management**
- Provide strategic advice on relevant State and Federal policy directions
 - Ensure that regulatory, legal, funding and national quality framework requirements are met, including reporting
 - Develop effective systems to ensure compliance with quality and risk management requirements and Uniting Policy
 - Proactively identify, report, manage and respond to emerging issues in an appropriate and timely way

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- Ensure all legal, funder and statutory requirements pertaining to the position are met including serious incidents, reportable conduct and mandatory reporting (child safety)
- 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.
- Ensure that all program development and delivery is undertaken within a Uniting quality framework (QIP, Legal compliance, WHS, Clinical Governance).

Administration

- 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.
- 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.
- Develop and monitor business area budget, and risk management plans and funding contracts.
- Work closely with DLT and leaders within the business unit to seek sustainable service delivery methods to prevent deficit budget results.
- Advise GM in relation to business unit capability to meet requirements of tenders and funding submissions and work collaboratively in their written preparation.
- Contribute to a culture of Uniting being accountable for all resources including role modelling and sharing of resources

Professional Liaison and Consultation

- Ensure that collaborative and productive working relationships with all key stakeholders are established and maintained.
- Develop and maintain links with key stakeholders through the media, forums, speaking arrangements and through representation on appropriate stakeholder groups/committees to ensure ongoing support from stakeholders and others.
- Lead and provide direction to steering groups and working parties inside and outside the AOD & MH Division as appropriate.
- Provide high level clinical expertise to DHHS and other government departments through participation in Advisory groups and panels such as the VADC and AOD & MH Workforce development steering groups.

Personal accountability (Lead by Example)

- Model and promote behavior that is in accordance with Uniting's values and behaviors – **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.
- Adhere to and promote Uniting's health and safety culture, committing to achieve outcomes, making sound and timely decisions using a variety of data sources.

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- 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 behavior.
- 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.

6. Person specification

Qualifications

- Tertiary qualification (degree level) in a relevant and related discipline e.g. Social Work, Community Development is essential.
- Post graduate qualifications in management, leadership or similar (this includes qualification currently being undertaken).

Experience

- Extensive experience in senior leadership in the community sector.
- Significant experience in human services, programs and service delivery.
- Proven experience in leading and developing an engaged and cross-functional workforce focused on delivery of client outcomes in large organizations.
- Demonstrated skills both in delivery and design of programs as well as project management of major change initiatives.
- Strong working knowledge of relevant sector reforms and legislation including government funding protocols, procedures and guidelines.
- Demonstrated experience in engaging a broad range of stakeholders.
- Strong written and oral communication skills including the ability to prepare complex tenders and reports.
- Demonstrated experience in the development, implementation and evaluation of quality frameworks and continuous improvement systems.

Core selection criteria

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

Personal and Professional Accountability - Takes a holistic perspective when considering challenges and opportunities and develops systems and processes to secure the health and wellbeing of stakeholders.

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Communication and Engagement - Uses advanced communication, advocacy and influencing skills to progress complex situations and achieve significant impact for the community.

Change and Resilience - Creates a vision for change and a supportive culture to enhance readiness for change, championing and implementing strategies to mitigate uncertainty and encourage continuous improvement and innovation.

Outcomes Focus - Establishes financial systems, budgets and sustainable practices across Uniting, ensuring long term availability of adequate resources, making informed resource allocation and investments.

Cultural Safety - Reviews and evaluates Uniting performance to ensure it is effective, appropriate and consistent with Uniting cultural safety principles, maintaining existing and establishing new partnerships to enable co-design and self-determination principles.

Leadership and Teamwork - Ensures Uniting purpose and values are integrated into the culture and all people management systems are actively promoted and modelled by leadership.

Sustainable Relationships - Forges true partnerships with stakeholders, partners and agencies, developing and maintaining sustainable networks across the sector, including government and regulatory agencies.

Position Specific

- Management and organizational skills within a multi-disciplinary environment including change management skills.
- Management experience in the one or more of the following sectors: Alcohol and Other Drugs, Mental Health, Health, Community, Education, Corporate.
- Demonstrated management ability in program development, implementation and evaluation and the development of policy.
- Proven ability to set and achieve objectives and the ability to undertake forward planning and manage planning implementation.
- 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 organization objectives.
- Proven ability to effectively manage financial resources maximizing on opportunities without comprising quality of delivery.
- Evidence of an understanding of public health, alcohol and drug and mental health services in the context of State and Federal policy direction and relevant legislation.
- Able to demonstrate high levels of initiative and the ability to work effectively with limited or no direction.
- Demonstrated ability to effectively communicate, mediate and negotiate (including the ability to resolve conflict and solve problems) with a range of people including other Service Agencies, government department officials and community representatives.
- Demonstrated appreciation of contemporary alcohol and drug and mental health practices, health care management and trends and proven experience in the provision of gender sensitive services.
- Current Victorian Driving License

7. We are a child safe organisation

Uniting is a child safe organization and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organization, 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.

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

8. Acknowledgement

I have read, understood and accepted the above Position Description

	Employee	Manager
Name:		
Signature:		
Date:		