

Position Description



Title:	Manager Therapeutic Services to Residential Care
Business Unit:	Residential Services
Location:	Dandenong and other locations, as required
Employment type:	Full Time 12 month Contract
Reports to:	Practice Leader

About Uniting

Uniting works 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.

Uniting is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We are 7000 skilled, passionate and creative people providing over 770 programs and services.

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 celebrate our diversity and welcome all people regardless of ethnicity, faith, age, disability, culture, language, gender identity or sexual orientation. We acknowledge Aboriginal and Torres Strait Islanders as Australia's First Peoples and as the traditional owners and custodians of the land on which we work. We welcome lesbian, gay, trans, gender diverse and intersex (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

Position purpose

The Manager of Therapeutic Services to Residential Care reports to the Practice Leader and contributes to Uniting's strategic and operational leadership. The role is responsible for the development, delivery, performance and quality of therapeutic specialist support to residential services in out of home care. The Manager of Therapeutic Services will provide trauma-informed leadership, promoting therapeutic responses and healing environments across 9 residential homes, adhering to the Program Requirements for the Delivery of Therapeutic Residential Care in Victoria (2016).

Scope

Budget:	<i>Approx. \$700K</i>
People:	5 Direct Reports

Relationships

Internal:	<ul style="list-style-type: none">• Practice Leader and Therapeutic Specialists• Executive and Senior Program Management• Employees, volunteers and contractors• Uniting Corporate, Support Services and Mission divisions• Other Operational services
External	<ul style="list-style-type: none">• Consumers and their families, carers and/or advocates• Government departments and other funding bodies• Key partners, community services networks and peak bodies

Approved by: General Manager South & East Victoria	Page 1 of 4	Division: Operations
Date Approved: January 2020	Printed copies of this document are not controlled.	Next Review Date: January 2021

Position description

Manager Therapeutic Services to Residential Care



Key responsibility areas

Program and Service delivery

- Provide operational and clinical supervision to up to 5 Therapeutic Specialists
- Provide Therapeutic Specialist support to 1 Residential Home.
- 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
- Develop and 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.
- 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 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 optimizing 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

- Lead, motivate, coach and inspire an engaged, capable, consumer-centric and productive workforce to achieve positive consumer and community outcomes
- Provide support, guidance, coaching, leadership and empowerment to the team including constructive feedback through regular supervision and performance reviews
- 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, finance & 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.

Approved by: General Manager South & East Victoria	Page 2 of 4	Division: Operations
Date Approved: January 2020	Printed copies of this document are not controlled.	Next Review Date: January 2021

Position description

Manager Therapeutic Services to Residential Care



- 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

- Comply with Uniting's values, code of conduct, policies and procedures and 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

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 and knowledge

- 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 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
- Well-developed analytical and report writing skills.

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values
- **Leadership** – Strong leadership and management skills and knowledge within a complex service delivery environment; ability to build strong, high functioning teams

Approved by: General Manager South & East Victoria	Page 3 of 4	Division: Operations
Date Approved: January 2020	Printed copies of this document are not controlled.	Next Review Date: January 2021

Position description

Manager Therapeutic Services to Residential Care



and align teams with the organisational values and goals, particularly those related to consumer-centricity; role modelling expected behaviour

- **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
- **Communication** – High level written and oral communication skills; ability to conduct presentations; ability to prepare high quality business cases and reports
- **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 form positive, collaborative and effective relationships with staff; ability to establish credibility with staff
- **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-focussed and strengths-based approach within a complex, ambiguous and evolving community services environment

Other

- Current driver's license (Victoria)
- A satisfactory national police records check is a condition of this position and repeated every three years
- Current employee Working with Children Check Card (Victoria) or Working with Vulnerable People Check card (Tasmania)
- Compliance and understanding/familiarity with organisational policies, procedures relevant legislation (Quality management system, Equal Opportunity, Health & Safety etc.)

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.

Approved by: General Manager South & East Victoria	Page 4 of 4	Division: Operations
Date Approved: January 2020	Printed copies of this document are not controlled.	Next Review Date: January 2021