

Position Description

Senior Clinical Programs Manager

Branch/Program	Community Families and Youth
Award	Social, Community, Home Care and Disability Services Award (SCHADS) – Level 6 (over award)
Reports to	Executive Manager, Community Families and Youth
Supervisory responsibilities	Program Managers, Team Leaders, Case Managers
Duration	Permanent
Hours	38 hours per week
Based at	Lismore (travel around Northern NSW required)
Position description created	May 2018
Approved by	Executive Manager – People & Quality
Review date	January 2019

About Social Futures

Social Futures works to achieve social justice for regional Australians by supporting individuals, families and communities to take control and live well.

We work to create positive change in people's lives and connected, resilient communities. We envisage inclusive communities that support social and economic participation, in which everyone reaches their potential and has access to affordable housing. Our programs and services provide support on housing and homelessness, youth and family services, inclusion and participation for people living with disability and the development of the community sector. Including our work with partners, Social Futures currently serves more than 80% of regional New South Wales.

We welcome applicants from all walks of life to our diverse and inclusive workplace.

Social Futures is proud to be a White Ribbon accredited workplace and is committed to ensuring we have a safe and respectful workplace for all. We acknowledge that all people can be victims of violence and that all violence is unacceptable. The White Ribbon Committee is focused on addressing men's violence towards women because of the underlying power inequality and sexism that sustains gender-based violence and the disproportionately high prevalence of this type of violence in the community.

Purpose of the Position

This position as Senior Clinical Programs Manager is responsible for overall program management of youth specific service delivery programs. This position requires high level program management skills, including reporting on service outcomes and an understanding of the challenges involved with working with a wide range of program participants, stakeholders, community and funding bodies. The position holder requires knowledge of the risk and protective factors which impact on vulnerable young people (aged 12 to 25 years) and their families who may present with indicators of complex needs and/or a history of trauma and disrupted attachment, who may be homeless or potentially homeless. An essential requirement of the role is being able to provide clinical knowledge, expertise and input of therapeutic interventions which assist young people experiencing complex trauma.

The position will be responsible for leading, managing and developing a mid-size team to deliver high quality and contractually compliant services to clients accessing the Homeless Youth Assistance Program (HYAP), Youth Connecting Home and Northern Youth programs. Further the role will be charged with providing evidence based approaches to service delivery, clinical skills in managing risk to vulnerable

young people and ensuring case management practices are at all times adhering to clinical frameworks and organizational risk management policies and procedures.

Mandatory Requirements

<input type="checkbox"/> Current National Police Check	<input type="checkbox"/> Current NSW Working with Children Check
<input type="checkbox"/> Current Drivers Licence	Click here to enter text.

Essential Selection Criteria

Essential Selection Criteria	
1.	Degree qualifications in either: psychology, social work, social science or social welfare and a minimum of 5 years' experience in a management role in the social and human services sector
2.	Demonstrated knowledge and clinical experience working with young people (12 to under 25 years) who present with indicators of complex needs and /or a history of trauma and disrupted attachment
3.	Well-developed strength based supervision and case review skills including the ability to provide coaching, advice, support and skill development to less experienced case managers
4.	Demonstrated experience in leading teams to deliver quality programs to meet KPI's and program outcomes
5.	Demonstrated experience in assessing the safety and risk of children and young people in complex and challenging situations
6.	Demonstrated ability to manage multiple programs and projects and adjust to shifting demands and priorities including resource planning, budgeting, data collection, program monitoring, reporting and QA processes
7.	Demonstrated ability to develop collaborative relationships amongst team members, internally within the organisation and with stakeholders.
8.	Demonstrated understanding of current trends, legislation and child protection practice in NSW.

Key Responsibilities and Duties

Key Responsibilities	Focus Areas
Provide high quality leadership and team management	<ul style="list-style-type: none"> Foster a culture of effective team functioning within the youth programs and other service delivery programs as required Clearly communicate vision, motivation and commitment to the programs goals and outcomes. Reduce organisational barriers to staff and team performance including allocation of resources Participate in review of organisational documents including policy and procedure Monitor programs performance expectations Support reasonable modifications to enhance job satisfaction

Key Responsibilities	Focus Areas
	<ul style="list-style-type: none"> • Clearly communicate decisions • Recruit and induct suitably qualified and experienced staff in accordance with policy and procedure • Facilitate staff supervision and case reviews with the programs and other direct reports as required • Provide and/or coordinate individual or team crisis debriefing • Monitor professional development and provide access to suitable training and development programs • Monitor compliance with policy and procedure and reasonable management directives • Support performance management where required • Support a culture of child safety in individuals, teams, branch and across the organisation • Participate in and facilitate effective team building • Effectively manage staff caseloads and case mix • Monitor trauma and vicarious trauma and proactively respond to ensure staff receive the support they need • Maintain confidentiality • Prepare for and participate in leadership meetings
<p>Manage multiple programs and projects</p>	<ul style="list-style-type: none"> • Effectively implement and manage multiple programs/projects while remaining focused on major goals • Ability to interpret and implement funding contracts • Integrate and promote programs or projects into the organisation • Ensure that adequate systems, processes and procedures are in place to support the effective operation of programs and projects • Report on progress, barriers and capacity to meet timeframes • Balance short and long term objectives • Communicate effectively in difficult situations • Manage program and project budgets • Develop a clear understanding of program and project legislative and regulatory requirements and ensure they are evident in practice • Provide monthly progress reports identifying any barriers and concerns regarding capacity to meet timeframes, including monthly Board reports • Support implementation of and organisational commitment to Results Based Accountability Framework • Develop program specific evaluation schedule for organisational RBA feedback survey distribution
<p>Clinical Oversight</p>	<ul style="list-style-type: none"> • Oversee accountable and collaborative case management practice that is person orientated and incorporates Social Futures Practice Framework applications. • Working within and contributing to our existing practice excellence processes. Working in collaboration with Social Futures practice excellence team, contributing to quality practice initiatives including: supervision, supporting reflective practice and assisting in helping to align staff practice within the organisations Practice Framework. • Contribute to the organisations current systems, culture and practice. Key involvement and champion organisational wide initiatives i.e supervision framework, child safety forum, WHS, wellbeing practices and White Ribbon initiative. • Undertake clinical oversight to ensure quality of practice to both direct program reports and other programs within the Community, Youth and Family programs branch as required. • Participate and contribute to a culture of continuous learning and professional development to ensure practice knowledge and skills are contemporary and evidence based

Key Responsibilities	Focus Areas
	<ul style="list-style-type: none"> • Oversight of case management practice to ensure accurate and relevant client records are kept. • Clinical oversight of risk management practices: ensuring continuous assessment of risk • Ensuring compliance with quality assurance processes
Collaborative practice - maintain excellent internal and external relationships and contribute positively to Social Futures culture	<ul style="list-style-type: none"> • Build and maintain excellent working relationships with all internal and external partners – staff, volunteers, contractors, clients, community members, media, human service agencies, alliance partners and funding bodies with whom you have contact, conducting dealings in a professional and appropriate manner and promoting a positive image • Attend relevant meetings including: Social Futures Leadership meetings, program specific team meetings, supervision and performance reviews, meetings with Funders, local inter-agencies and other meetings as required • Volunteer new ideas and look for creative and innovative solutions • Regularly seek, respond to, and be open to learn from feedback and suggestions for improvement, including participating in training and development opportunities • Work proactively to resolve complaints, concerns or conflict in a positive manner • Work with relevant stakeholders to support operational goals • Build and maintain positive working relationships with relevant networks and individuals • Be flexible and able to work in various areas of the organisation, using knowledge and skills across the organisation where needed and required • Mentor, support and/or supervise trainees, student placement or new staff members as required • Be an active, contributing team member, working to the values of the role and organisation and seek to contribute to aims and strategic objectives • Demonstrate commitment to and promotion of a culture of service excellence and continual improvement • Participate in promoting the service and organisation based on the values, principles and ethics of the organisation

Competencies, Skills and Attributes

Technical	
1.	Degree qualifications relevant to position
2.	Demonstrated knowledge and skills in risk assessment, including the ability to integrate external factors into planning processes
3	Clinical skills and experience in working with high risk adolescents
4.	Demonstrates skill in developing productive therapeutic alliances with staff displaying empathy, respect, support and pro-active responsive problem solving
5.	Ability to research, analyse and provide recommendations on complex issues
Experience and Knowledge	
1.	Demonstrates a thorough knowledge and understanding of Community Services sector - Client Service Delivery and specifically working with at risk children and young people.
2.	Knowledge and skills to lead, motivate and develop staff to ensure excellence in practice

3.	Excellent understanding of current evidence base and best practice in human services including: person centred, trauma informed and developmental approaches in relation to working with staff in service delivery environment
4.	Capacity to lead, motivate and develop staff to achieve excellence
5.	Values the input and participation of others to create a stronger organisation and community
6.	Excellent service standards that ensures that those who seek assistance are either provided support or a next step
7.	Experience in leading a quality service team with responsibility for developing, reviewing and implementing effective and accountable operational and service delivery specific systems
8.	Knowledge and skills to lead, motivate and develop staff to ensure excellence in practice - sets clear expectations, provides feedback and holds other accountable for actions
9.	Excellent oral and written communications skills to transfer information clearly and effectively in a variety of contexts and formats
11.	Ability to incorporate and apply theoretical concepts from the practice framework – foundation, primary and secondary concepts
12.	Keep up to date with legislation and regulations relevant to child and family services and guide staff in developing and achieving funding agreement requirements
13.	Strong knowledge of the human services sector including community, business and economic development principles
14.	Demonstrated experience in implementation of innovative solutions to successfully resolve issues
Attributes and Values	
1.	Recognises the value in people’s different opinions, lifestyles and approaches and the learning opportunity it presents
2.	Ability and desire to learn from others in the organisation and share knowledge and learnings
3.	Proven history of following up commitments with action
5.	Willingness and desire to comply with health and safety policy and procedure to ensure safety of self and others
6.	Follows guidelines, policies and procedures when committing financial resources or processing financial transactions
7.	Maintains appropriate boundaries in all interactions with children, young people, families and staff according to NRSDC policies and procedures
8.	Excellent cultural competency informing culturally appropriate program and project planning
Compliance	

1.	Understands and complies with company policies and procedures
2.	Willingness and desire to comply with health and safety policy and procedure to ensure safety of self and others
3.	Follows guidelines, policies and procedures when committing financial resources or processing financial transactions
4.	Maintains appropriate boundaries in all interactions with children, young people, families and staff according to policies and procedures
5.	Demonstrates knowledge of applicable regulatory requirements governing mandated child abuse/neglect reporting requirements

Inherent Requirements of the Work Activities/Environment

Following is a table that outlines the main physical and psychological work environment characteristics that are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Element	Key Activity	Frequency
Work Environment	Manage demanding and changing workloads and competing priorities	Daily
	Work in a team environment	Daily
	Work in different geographic locations	Occasional
	Be exposed to all outdoor weather conditions	Occasional
	Work office hours with the possibility of extended hours	Occasional
	Work in an open plan office	Daily
	Work in buildings which may have multiple stories	Daily
	Sit at a computer or in meetings for extended periods	Daily
People Contact	Liaise with our staff	Daily
	Liaise with government, non-government, businesses, and other community organisations	Occasional
	Liaise with clients/customers	Daily
Administrative Tasks	Undertake intensive administrative tasks, which include computer work, report writing (eg financial reports), participating in meetings and concentrating for long periods of time	Daily
	Use technology including photocopier, telephones including mobiles, fax, overhead projectors, televisions, videos, electronic whiteboards	Daily
Transport	Drive vehicles possibly over long distances and in all traffic and weather conditions	Occasional
	Use public transport including trains, buses, trams and taxis	Occasional