

## POSITION DESCRIPTION

### Program Manager

#### OVERVIEW

<b>Program:</b>	Sacred Heart Local
<b>Reports to:</b>	Operations Manager, Ongoing Support
<b>Supervise:</b>	Case Managers, Support Coordinators, Social Workers, Client Liaison Officers, and Volunteers
<b>Date of Last Review:</b>	March 2019
<b>Classification:</b>	Social and Community Service Employee Level 7 Sacred Heart Mission Enterprise Agreement 2018, or successor Agreements

#### ORGANISATION CONTEXT

Sacred Heart Mission (SHM) works with people whose capacity to participate fully in community life is affected by deep, persistent disadvantage and social exclusion. Since opening our doors in 1982, the Mission has been providing a range of innovative, relationship-based service responses which enable people to overcome disadvantage and realise their full potential. As a trauma informed organisation, our shared recognition of the impact of trauma informs and guides all of our interactions with the people who access our services.

SHM is an Equal Opportunity Employer and an Environmental Sustainability driven organisation. We provide equal employment opportunities to all employees without regard to race, colour, religion, gender, national origin, age or disability. We ensure staff and volunteers operate from fit for purpose facilities that adopt green building design and practices.

SHM has a number of staff committees across the organisation committed to championing best practice in these areas. Our EEO groups lead by example to break down the barriers to inclusion and to foster a diverse workplace where people are free from discrimination and disadvantage and are treated with respect and dignity. Our Green team has set targets for developing SHM's environmental profile as a sustainable organisation and as a leader in the sector.

Document Number:	HRE-FOR-005	Version:	1	Page No.	1 of 7
Document Status:	Current	Pathway:	T:\10.0 Forms		
Date created:	December 2016	Prepared by:	Manager People & Culture		
Date Updated:	N/A	Updated by:	N/A		
Review Date:	December 2019	Approved by:	Manager People & Culture		

## **VISION**

Our vision is of an inclusive, fair and compassionate community, which enables people to overcome disadvantage and realise their full potential.

## **MISSION**

Our mission is to build people's capacity to participate more fully in community life, by addressing the underlying causes of deep, persistent disadvantage and social exclusion.

### **We do this by:**

- Ensuring access to the necessities of food, clothing, housing, health care and specialised services.
- Listening, understanding and responding to people in a holistic, caring, and respectful way, so they can take control of their lives.
- Delivering accessible, responsive, evidence informed and innovative services.
- Welcoming people in the spirit of social justice, co-operation and partnership to create better communities.
- Engaging sector partners, researchers, philanthropy, business, government and the broader community, to contribute their time, expertise and resources.

## **PROGRAM INFORMATION**

Sacred Heart Mission (SHM) is made up of four Divisions, Client Services, People and Strategy, Business Development and Business Services. Sacred Heart Mission's Client Services Division is made up of two areas; Service Hubs and Individualised Planned Support, and Ongoing Support. Our Ongoing Support area includes Sacred Heart Community (residential care facility), Sacred Heart Local (home-care and NDIS services) and the Rooming House Plus Program (residential and case management). These programs are specifically targeted at people who are homeless, at risk of homelessness and /or socially disadvantaged.

Sacred Heart Local (SHL) is an in-home support program delivering services specifically tailored for people who are homeless, at risk of homelessness and /or socially disadvantaged. SHL deliver accessible, responsive, evidence informed and innovative services with this client group in the community to safely maintain their familiar environment for as long as possible, and foster independence where possible. SHL provides funded services through: Commonwealth Home Support Program (CHSP), Home Care Packages, National Disability Insurance Scheme (NDIS) and Brokerage. Services include: Case Management, Support Coordination, Social Work and In-Home Care (Support Work).

Document Number:	HRE-FOR-005	Version:	1	Page No.	2 of 7
Document Status:	Current	Pathway:	T:\10.0 Forms		
Date created:	December 2016	Prepared by:	Manager People & Culture		
Date Updated:	N/A	Updated by:	N/A		
Review Date:	December 2019	Approved by:	Manager People & Culture		

## PURPOSE OF THE POSITION

The Program Manager is responsible for delivering efficient, effective solutions across a wide range of disability, aged care and homelessness services. The role is accountable for the delivery of professional allied health, case management and support services. The Program Manger ensures;

- that high-quality client focused services are provided within the appropriate contractual and organisational KPI's;
- processes are developed and implemented so that services are delivered to the required quality standard, and
- that the SHL workforce is developed and strengthened as a focussed and highly effective team.

## KEY RESPONSIBILITIES

Accountability	Major Activities
<b>Service Management</b>	<ul style="list-style-type: none"> <li>▪ Ensure services are provided in accordance with the Mission's Vision, Mission &amp; Values statement and with funding and legislative requirements.</li> <li>▪ Ensure that SHL can meet the changing demands of clients' needs through appropriate rostering management</li> <li>▪ Ensure SHL staff are appropriately supervised, supported and provided with opportunities to reflect on their practice, and are given development opportunities to increase their skills to promote the best possible outcomes for clients.</li> <li>▪ Ensure that staff access relevant training useful to understanding the needs and lived experience of service users.</li> <li>▪ Ensure SHL staff are receiving regular and effective supervision.</li> <li>▪ Ensure that Occupational Health and Safety policy, procedures and legislative requirements are met.</li> <li>▪ Embed the cycle of continuous improvement across the operation of SHL.</li> <li>▪ Meet and liaise with clients who have complaints or compliments about services provided by SHL.</li> <li>▪ Participate in the On-Call roster</li> </ul>

Document Number: HRE-FOR-005

Version: 1

Page No. 3 of 7

Document Status: Current

Pathway: T:\10.0 Forms

Date created: December 2016

Prepared by: Manager People & Culture

Date Updated: N/A

Updated by: N/A

Review Date: December 2019

Approved by: Manager People & Culture

<p><b>Financial management and reporting</b></p>	<ul style="list-style-type: none"> <li>▪ Prepare annual budgets for Homecare, NDIS, CHSP and support services.</li> <li>▪ Participate in business, project and change management plans as required for achievement of strategic and operational goals.</li> <li>▪ In cooperation with the Operations Manager and finance department, meet all statutory and funding requirements of the program</li> <li>▪ Ensure billing and invoicing accuracy through actively monitoring all payments and funding submissions.</li> <li>▪ Lodge all funding activity reports as required to the appropriate funder within the specified timeframes.</li> <li>▪ Manage expenditure based on program income and output requirements implementing appropriate rostering and staffing arrangements to maintain program viability as set out in the program manual. Undertake corrective action and cost control measures as required.</li> </ul>
<p><b>Strategic Management</b></p>	<ul style="list-style-type: none"> <li>▪ Contribute to the broader leadership goals of the organisation through participation in the Management Group.</li> <li>▪ Lead the strategic development of SHL.</li> <li>▪ Oversee the implementation of the Strategic Plan and key organisational initiatives across SHL.</li> <li>▪ Uphold the organisational and staff values and ensure their application.</li> </ul>
<p><b>Relationship Management</b></p>	<ul style="list-style-type: none"> <li>▪ Foster and develop positive relationships with internal stakeholders, particularly Community Services Managers, partnership agencies providing in reach to SHM and volunteers.</li> <li>▪ Foster and develop positive relationships with local services and agencies working with people experiencing homelessness and disadvantage.</li> <li>▪ Liaise and network with appropriate peak bodies, networks of service providers, and Local, State and Federal Government and government departments.</li> </ul>

Document Number: HRE-FOR-005

Version: 1

Page No. 4 of 7

Document Status: Current

Pathway: T:\10.0 Forms

Date created: December 2016

Prepared by: Manager People & Culture

Date Updated: N/A

Updated by: N/A

Review Date: December 2019

Approved by: Manager People & Culture

	<ul style="list-style-type: none"> <li>▪ Participation in regional, state-wide and federal forums as agreed.</li> <li>▪ Maintain the foster the relationship with relevant LGA's including CoPP, Glen Eira &amp; Stonnington</li> </ul>
<b>Health &amp; Safety</b>	Exercise a duty of care to work safely, taking reasonable care to protect your own health and safety and that of your fellow workers, volunteers and clients including following safe working procedures and instructions.
<b>RISK</b>	All SHM staff are responsible for considering, identifying and addressing risk (the effect of uncertainty on objectives) whether positive (opportunities) and/or negative (threats).
<b>CQI (Continuous Quality Improvement)</b>	All SHM staff are responsible for identifying areas of the strategic plan that 'add value', and for implementing and monitoring CQI initiatives. Staff are open to new ways of doing things, respond to challenges with innovative ideas and solutions and promote a continuous quality improvement culture.
<b>TIC (Trauma Informed Care)</b>	All SHM staff are responsible for engaging in learning and development to integrate their understanding of and responsiveness to the impact of trauma within their work including active participation in the supervision and performance development process.
<b>Case Management Framework (CMF)</b>	All SHM staff participating in Case Management activities are responsible for integrating trauma informed practices and outcomes measurement into their case management process by working collaboratively with clients to identify and peruse positive goals that stabilise their circumstances.

## MANDATORY REQUIREMENTS

- A current Criminal Records Check
- Valid driver's license to drive in Australia

## QUALIFICATIONS

- Appropriate tertiary qualifications relevant to the delivery of community services, e.g., Social Work, Diploma of Community Services, Community Development, or equivalent.

Document Number:	HRE-FOR-005	Version:	1	Page No.	5 of 7
Document Status:	Current	Pathway:	T:\10.0 Forms		
Date created:	December 2016	Prepared by:	Manager People & Culture		
Date Updated:	N/A	Updated by:	N/A		
Review Date:	December 2019	Approved by:	Manager People & Culture		

## KEY SELECTION CRITERIA

### Essential

- Extensive proven experience in managing programs and services within the health / social services sectors
- Proven ability to actively manage multiple funding models and able to demonstrate a strategic approach to engaging, monitoring, and reporting.
- Outstanding leadership and organizational skills
- Experience in maintaining relevant linkages and relationships with community groups and government departments.
- Experience in contract and financial management.
- Solid leadership and emotional intelligence skills, with demonstrated ability to engage others, influence organisational culture, and provide direction.
- Ability to identify opportunities for change and lead continuous improvement initiatives.
- Business analysis and process development skills.
- Excellent skills in assessing risk at both organisational and individual levels.
- Highly developed communication skills, both written and verbal, including an ability to prepare high level reports to the Executive and external parties.
- A lateral thinker with an ability to manage a multitude of complex tasks and projects simultaneously.
- Proven experience in fostering and developing positive relationships with a wide range of stakeholders
- Demonstrated ability and commitment to enhancing systems and procedures to create operational improvements.
- Strong alignment with the values of Sacred Heart Mission.
- Demonstrated working knowledge of the aged care and disability sector including funding and reporting guidelines.

### Desirable

- Qualifications in Business Administration or other business-related discipline.
- Postgraduate qualification in a discipline relevant to the chosen area of practice.
- Experience working within the Not-for-Profit or community services sector.
- Demonstrated effectiveness in achieving organisational objectives in relation to
- program requirements.

Document Number:	HRE-FOR-005	Version:	1	Page No.	6 of 7
Document Status:	Current	Pathway:	T:\10.0 Forms		
Date created:	December 2016	Prepared by:	Manager People & Culture		
Date Updated:	N/A	Updated by:	N/A		
Review Date:	December 2019	Approved by:	Manager People & Culture		

**APPROVED BY MANAGER** .....

**ACCEPTED BY STAFF MEMBER** .....

**DATE** .....

***POSITION DESCRIPTION SHOULD BE REVIEWED ANNUALLY OR WHEN POSITION CHANGES***

Document Number:	HRE-FOR-005	Version:	1	Page No.	7 of 7
Document Status:	Current	Pathway:	T:\10.0 Forms		
Date created:	December 2016	Prepared by:	Manager People & Culture		
Date Updated:	N/A	Updated by:	N/A		
Review Date:	December 2019	Approved by:	Manager People & Culture		