

<b>Position title</b>	Program Manager HASI	<b>Reference</b>	PMH.W.DCS
<b>Award &amp; Classification</b>	Social, Community, Home Care and Disability Services Award Level 6	<b>Tenure</b>	Refer to Letter of Engagement
<b>Hours</b>	Refer to Letter of Engagement	<b>Reporting to</b>	DCS Operations Manager
<b>Location</b>	Darwin	<b>Program</b>	HASII
<b>Section</b>	Darwin Community Services	<b>Cost Centre</b>	
<b>Approved</b>	Terry Cleary	<b>Date</b>	January 2018
<b>Comment</b>	This role will require working in a diverse range of settings including but not limited to, a person's home, Garaworra Housing Service and other community settings. This position will require participation in the shared 24/7 On Call roster and involves flexibility in working outside business hours.		

## AGENCY STATEMENT

Anglicare NT is a respected provider of quality human services across urban, regional and remote areas of the Northern Territory. Our values of Integrity, Fairness, Respect, Community and Hope are demonstrated through our commitment to strength-based practice, cultural respect, child safety, social justice, community development and partnerships. We aim to make a sustainable difference in the lives of Territorians. Anglicare NT is an agency of the Anglican Church of the NT, formed to respond to the social needs of our diverse communities. We are a member of the Anglicare Australia network.

## PURPOSE OF THE POSITION

The Housing Support Accommodation Initiative (HASI) is a partnership program between Anglicare NT, Department of Housing and Community Development, (DHDC) and Top End Mental Health Services (TEMHS), providing recovery focused wraparound care to support people living in public housing in Darwin, Palmerston and Casuarina to sustain their tenancies.

The Program Manger HASI is responsible for the establishment, ongoing leadership and management of Anglicare NT's HASI Program, with a key role in ensuring quality service delivery and service outcomes. You will work collaboratively with the other HASI partners to improve and develop the overall response to people with mental illness living in public housing. Responsible for building a team of mental health key workers, you will ensure that a range of psychosocial supports services are provided to assist individuals to maintain their tenancy and participate fully in their community.

This position will be committed to the mission and embody the values of Anglicare NT and support core business by providing service, guidance and advice within the position's speciality area.

## POSITION SPECIFIC REQUIREMENTS AND QUALIFICATIONS

1. The minimum qualification required is Diploma in in Mental Health or equivalent Community Services qualification.
2. A minimum five (5) years' experience in the Community Services Sector, including staff management experience (essential)
3. Northern Territory Working with Children Clearance (Ochre Card)

4. National Police Criminal History Report (less than 3 months old) with acceptable outcome.
5. Northern Territory driver's licence.
6. First Aid Certificate or willingness to obtain within 3 months.

## **KEY SELECTION CRITERIA**

1. Demonstrated knowledge and experience in the provision of psychosocial rehabilitation and support services that are flexible and responsive to an individual's needs considering their unique recovery goals and aspirations.
2. An understanding of recovery and/or housing issues for people with psychiatric disabilities and the impact of mental health conditions on individuals, families and carers.
3. Ability to maintain personal and professional boundaries and guide staff in complex client related decision making
4. Demonstrated experience in contemporary approaches to supervising and developing staff, including the provision of supervision and mentoring, undertaking performance reviews and building and managing multidisciplinary teams.
5. Strong work ethic, good time management and demonstrated resilience and prior experience responding to stressful situations and/or critical client related incidents.
6. Ability to engage and build respectful and trusting relationships with people to assist them to identify their rights, needs, strengths and opportunities.
7. Demonstrated experience in collaborative practice and working in partnerships with external agencies and providers to optimise client service delivery and referral.
8. Demonstrated skills in working with Microsoft Office programs including Word, Excel and Outlook and Client Management systems.
9. Prior experience or at a minimum demonstrated commitment to working respectfully with Indigenous and culturally and linguistically diverse clients, communities, staff and Aboriginal Controlled Organisations.
10. Demonstrated capacity and willingness to adhere to legislation, Anglicare NT policies and procedures and a commitment to EEO, WHS, Risk Management and Quality Improvement practices.

## **KEY ACCOUNTABILITIES AND RESPONSIBILITIES**

### **1. Oversight Quality, Performance and Client Service Management**

#### **Responsibilities:**

- Oversee the delivery of the HASI Program, including educating staff on the key elements of the program and taking a lead role in facilitating the program
- Participate in the intake and assessment panel alongside HASI partners to evaluate and approve referrals to HASI.
- Conduct regular program reviews to ensure services are appropriate to participant needs and ensure outcomes and initiatives are implemented to enhance services.
- Regularly review staff rosters to ensure there are adequate staffing levels in place; they are based on assessment recommendations and client preferences, in line with the allocated budgets and compliant with the relevant Awards.

- Provide support and advice on complex case management, service delivery issues and critical incident responses.
- Act as Key Worker for participants when required.
- Manage complaints, grievances and concerns in line with procedures and escalate as required; ensuring any external notification obligations are met.
- Actively promote and facilitate participant involvement in the delivery and evaluation of the support provision.
- Receive and respond to feedback and comments from participants to ensure they have the strongest opportunities for self-direction.
- Ensure that procedures, forms and templates are developed and reviewed according to Anglicare NT Document Control guidelines.
- Undertake safety and risk audits in relation to direct service delivery, putting appropriate strategies in place in terms of family violence/the potential for aggression and child protection considerations.
- Respond in line with incident reporting requirements in times of a crisis, emergency or following a complaint. Ensure matters are escalated as required and documentation completed.

## **2. Effectively Manage People, Resources, Finances and Systems**

### **Responsibilities:**

- Oversight staff leave planning and approvals, training and development and process timesheets for direct line reports; ensuring service viability and adequate coverage is in place.
- Undertake staff recruitment in conjunction with HR; ensuring employment arrangements, classifications and conditions are consistent with organisational standards and managed in accordance with Awards and sound industrial practices.
- Facilitate effective induction processes, including probation review processes and training for all direct reports and oversee this process for all indirect reports.
- Facilitate Employee Review and Development for HASI Key Workers.
- Provide supervision, coaching and mentoring to HASI Key Workers, undertake performance reviews and development plans; ensuring staff are positively engaged with the organisation and effective in their roles.
- Manage staff performance concerns and improvement plans, disciplinary processes, grievances and industrial matters in conjunction with the Operations Manager Darwin Community Services and HR.
- Ensure relevant information is disseminated to staff in a timely manner and via appropriate communication methods including; organisational changes, directions, trends in community mental health services and day-to-day operational matters.
- Lead by example – your behaviour will be in line with the Code of Conduct and remain productive, collaborative, professional and values driven.
- Ensure financial delegations and procurement, ordering, banking, petty cash, credit card reconciliations, cash handling and service related income and expenditure procedures are adhered to.
- Ensure compliance of Program with organisational requirements, processes and systems for example:
  - Anglicare NT Policy and Procedures
  - Risk Management / Quality Improvement / WHS and Incident identification, management and reporting
  - Child Abuse and Domestic Violence Mandatory Reporting
  - Property, assets, vehicles and records management
  - Employee integrity checks, licencing and registration requirements

### **3. Sustain Relationships, Community Engagement and Collaborative Approaches.**

- Promote and maintain a positive and collaborative work environment between Anglicare NT and HASI partners.
- Establish and maintain effective partnerships and relationships with other Anglicare NT programs, government and non-government agencies and the wider community that will enhance service delivery.
- Maintain timely and appropriate communications with funding bodies, partner organisations, government agencies, key stakeholders and business leaders.
- Advocate internally and externally to ensure systems and services protect the rights of people with mental illness to ensure they have greatest control over personal decision-making.
- Manage external complaints in line with procedures and escalate as required; ensuring any external notification obligations are met.
- Contribute to NT wide program streams and internal working parties to help build cross regional linkages, consistent agency wide approaches and strengthen client and community building practices.

### **4. Other Duties and Requirements**

- Comply with Federal, NT and Local Government legislation, regulations, permits and/or by laws.
- Adhere to Anglicare NT Policies and Procedures and general conditions of employment.
- Model Code of Conduct behaviours by working cooperatively and effectively with colleagues and other staff
- Comply with funding contracts, operational guidelines, approved work plans, reporting requirements or task directives.
- Adhere to budgets, delegation levels and administrative and data collection and entry duties, ensuring procedural requirements are met in a timely manner.
- Comply with Anglicare NT's WH&S requirements; whilst also remaining vigilant in relation to any client/customer related behavioural risk and contribute to maintaining a safe work environment.
- Support activities related to Anglicare NT's Reconciliation Action Plan including participating in Aboriginal and Torres Strait Islander Cultural competency training and activities.
- Maintain confidential client, personnel and organisational information in line with legislative and organisational requirements.
- Work collaboratively with the Team to address service improvement requirements resulting from client complaints, stakeholder feedback and/or internal or external evaluation processes.
- Participate in organisational communications and development systems such as email, staff meetings, planning & review days, quality assurance and organisational promotions and events as required.
- Actively participate in supervision, performance reviews, professional development activities and training as required.
- Maintain time and attendance leave and higher duty records in accordance with Anglicare NT's procedures and lodge within specified timeframes for each pay period.
- Other suitable duties as may be directed from time to time

## **DELEGATION OF AUTHORITY**

- Expenditure, Operational/Administrative, Personnel, Management and Legal – as per current Delegation of Authority Document (this is endorsed by the Board and periodically updated).