



Senior Program Manager- Care Coordination

Position Description

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Position Title Senior Program Manager- Care Coordination

Responsible Council NSW State Council

Reports To Senior Operations Manager- Health

Direct Reports Care Coordination Team Leaders
Care Coordinators
Aftercare Program Workers
Support Coordinators

Base Location Parramatta, NSW (state-wide role)

Primary position objective The Senior Program Manager- Care Coordination has direct responsibility for the client support and operations of the Care Coordination program, the Western Sydney Co-occurring Support Needs program and the Nepean Blue Mountains Aftercare Support Coordination Program. These responsibilities include oversight of staff, client care and support as well as being first line of responsibility for areas such as HR, Finance, ICT, and Facilities. The Senior Program Manager- Care Coordination is responsible for providing direct support to the Senior Operations Manager- Health in areas relating to the Care Coordination portfolio, including developing and potentially managing new opportunities.

St Vincent de Paul Society

The St Vincent de Paul Society is a member and volunteer based organisation that has been assisting people experiencing disadvantage in NSW for more than 130 years.

The Society was founded by a 20 year old man named Frederic Ozanam in 1833, who with a group of friends, wanted to make a difference to the poverty and disadvantage that he saw around him in post-Revolution France. Leading by example and with boundless energy, Frederic started what is now a world-wide movement in just 20 short years. The St Vincent de Paul Society NSW has around 16,000 members and volunteers and 1,400 staff. Our local member networks, referred to as Conferences, are present in over 420 communities across NSW.

Our members and volunteers provide assistance to people experiencing disadvantage including food parcels and vouchers, financial assistance, assistance with energy bills and other debt, budget counselling and the provision of other material items such as furniture, clothing and bedding and any other household items. Importantly, our members also provide vital emotional support and referral services as needed.

The St Vincent de Paul Society is a leading provider of community support services and has close to 100 Special Works across the State in the areas of homelessness, mental health, disability, financial counselling, supported accommodation, food provision, refugees and migrants and addiction counselling.

Our work is funded by all levels of government, the generous support we receive from the community and our 250 Retail Centres across NSW.

Organisational Overview

SVDP NSW Support Services provides support for people experiencing need in NSW. It is comprised of more than 40 different programs across the state. SVDP NSW Support Services provides programs across areas including drug and alcohol, gambling, homelessness, disability, mental health, community development and refugee support.

Program Overview

The Care Coordination program as well as the Nepean Blue Mountains Aftercare and Western Sydney Co-occurring program sits within the broader St Vincent de Paul NSW Alcohol and Other Drug Specialist Network. AOD Network programs are committed to minimising the harm related to homelessness, drug and alcohol use, mental health, contact with the criminal justice system and other associated issues. AOD Network Programs are committed to providing genuine whole of person support and recovery.

The Care Coordination Program in particular is intended to provide enhanced Care Coordination to persons with high support needs who face barriers in accessing or remaining connected to services because of substance use disorder and/or experience difficulties accessing substance use treatment due to other co-occurring needs.

Duties and Responsibilities

The Senior Program Manager- Care Coordination has overall operational responsibility for the Continuing Coordinated Care Program, the Nepean Blue Mountains Alcohol and Other Drug Aftercare Program and the Western Sydney Co-Occurring Needs program including responsibility for activities including HR, Finance, Clinical and Care, and Quality and Accreditation.

The Senior Program Manager will work very closely with the Clinical Director- Treatment and Services who oversees all Alcohol and Other Drug treatment services in NSW. The Clinical Director- Treatment and Services will provide dotted line support and direction to the Senior Program Manager- Care Coordination in the areas of treatment and care, as well as best practice, quality and continuous improvement.

The Senior Program Manager line manages the Care Coordination Team Leaders, Care Coordinators, the Aftercare Program Workers and the Support Coordinators. The Senior Program Manager will often be first point of day-to-day contact with stakeholders and services.

Psychosocial Support and Care Coordination

- Lead staff to ensure high quality, evidence based treatment and care work
- Develop and maintain a Care Coordination Model of Care that articulates to the Alcohol and Other Drugs Model of Care, the Program Logic and to the Support Services Theory of Change.
- Ensure community based care and support work is delivered by the team using a holistic, pastoral and human centred approach
- Actively promote the integration of clients into mainstream community resources

Service Operations

- Line manage and support Team Leaders and other direct reports- including professional development and performance, Stronger Together plans, appropriate supervision, evidence informed practice and assist Team Leaders to provide the above support for their teams or direct reports.
- Manage care review processes
- Oversee Intake and Assessment process, including care requirements and risk management
- Oversee the allocation of Care Coordinators to clients
- Financial management including assistance with budget planning, management for allocated budgets and acting in accordance with the financial delegation policy

- Manage operations within delegation responsibilities
- Assist relevant Senior Operations Managers in tendering for public and private funds
- Maintain a safe and secure environment for residents, staff and visitors
- Ensure client data collection as required by SVdP, regulators and funders
- Fulfil reporting requirements to funders, SVdP NSW Management and other stakeholders
- Ensure compliance with Policies and Procedures (Care Coordination, Support Services and SVDP Society) and comply with WHS policies, procedures and legislation within the workplace.
- Liaise with SVdP Business Partner teams (in particular People and Culture- Learning and Development and HR, Facilities and Assets, Finance and ICT) to ensure program and service function

Service Planning and Evaluation, Quality and Research

- Work in partnership with the Quality Assurance Officer, the Clinical Director and other relevant staff to oversee quality assurance and accreditation processes
- Lead service planning and evaluation activities
- Work with Head of Performance and Outcomes, Senior Operations Manager- Health and Clinical Director to develop a program logic model for Care Coordination and other related programs
- Oversee Special Works and Program Logic Reporting to the ED, CEO and Board
- Monitor and evaluate outcomes of care, including developing and reviewing appropriate measures and performance indicators
- Lead and participate in research partnerships and seek opportunities to initiate and participate in research projects

Partnerships

- Represent Care Coordination and associated programs at external forums
- Work with Senior Operations Manager and Clinical Director to maintain relationship with relevant stakeholders such as Ministry of Health, Primary Health Network, relevant Local Health Districts, other program providers, peak bodies, interstate service providers, key research bodies such as NDARC and NDRI
- Develop and maintain local relationships with front line health staff including, in particular mental health staff and drug and alcohol staff, as well as emergency staff, local GPs and other relevant service providers
- Maintain relationships and partnerships with research and other similar bodies
- Maintain relationship with local St Vincent de Paul Society NSW members and services and Executive Officers

Essential Criteria

- High level and significant demonstrable experience in managing drug and alcohol, mental health or other health related services
- Knowledge of, and an ability to access, a range of relevant community resources, particularly in the areas of drug and alcohol rehabilitation, mental health, legal assistance, income support, employment service providers, training and accommodation.
- Previous management experience including operations management
- Tertiary qualifications in a relevant discipline
- Demonstrated ability to lead and motivate effective teams that contribute to client outcomes
- Demonstrated ability to lead multiple teams and/or coordinate multiple projects
- Demonstrated ability to manage and develop staff
- Demonstrated ability to represent an organisation
- Demonstrable understanding of the issues related to managing programs and services

- Demonstrated understanding of Quality Improvement
- Demonstrated understanding of managing a service towards the achievement of accreditation standards
- Understanding of WHS standards and practices
- Willingness to work within the Mission and Values of the St Vincent de Paul Society

The St Vincent de Paul Society is an Equal Employment Opportunity Employer