**POSITION DESCRIPTION**

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| Position Details | | | |
| Position Title: | Therapeutic Community Manager | Classification: | Level 6 - 7 |
| Position Ref: |  | Reports To: | Manager People and Operations |
| Division: | Aranda House | Branch/Unit: | Case Management |
| Location: | Aranda House | Hours per week: | 37.5 |
| Date Prepared: | November 2017 | Position Type: | Permanent |

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| Context and Purpose of Position |
| DASA is a growing organisation with a team of enthusiastic and dedicated staff across each of its branches. The guiding principle of all DASA programs is to recognize the sovereignty of the individual and their right to self-determination and decision making, but also recognizing the responsibility of society to provide an environment where personal development towards a better lifestyle is supported and valued.  Aranda House is a 20 bed Therapeutic Community (TC) that offers a 12 week program and also an eight week program for Volatile Substance Misusers. The Transitional After Care Unit is also attached to the Aranda House facility; this is semi-independent living supported by DASA staff and residents can stay for up to a year in this Program.  The TC Manager is responsible for leading the Case Management Team and other staff toward best practice in the Therapeutic Community Model. The position also undertakes a variety of other duties in the management and development of relevant programs in conjunction with other external service providers, together with regular reporting to senior management. |

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| KEY RESULT AREA | **PERFORMANCE OBJECTIVE** | KEY PERFORMANCE INDICATOR |
| KRA 1:  Community Management. | * Provide the Leadership in program activities, therapy and group work. * Provide operational supervision in conjunction with the Manager People and Operations, to the Therapeutic Team. * Plan, coordinate and problem solve Community management issues in collaboration with team members. * Facilitate Bi-monthly Staff meetings. * Ensure the comfort and dignity of residents is maintained at all times. * At all times, demonstrate role model attributes through appropriate and respectful behavior. * Ensure and contribute to overall quality improvement relating to service delivery in line with DASA objectives. * Investigate and initiate actions on incidents involving safety or Resident issues in the community and ILP. | * Resident and service levels from rehabilitation services provided through safe and effective management reviews. * Ongoing monthly occupancy rates maintaining at high levels. * Monthly staff meetings and weekly House meetings. * Building supportive relationships with all residents/residents and key stakeholders. * Active participation in the Aranda House TC model. * Incident management and reporting through monthly reporting. |

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| KRA 2:  Program Development and Resident Services. | * Lead, Develop, facilitate and participate in program management relating to relapse prevention, harm reduction, drug education, health promotion and well-being activities. * Revise and review existing programs through identification of optimal modules or programs. * Ensure the entire process of Resident intake, program activity through to discharge is conducted. * Encourage, facilitate and support positive contact between residents and their families, friends, significant others, health and educational services, other agencies and the wider community. | * Design, document, implement and facilitate the therapeutic and cultural programs. * Attendance at and active participation in staff and house meetings. * Design, preparation and/or presentation of new/existing program content. * Feedback from residents/residents in support of the programs and treatment plans as prepared. |
| KRA 3:  Administration and Reporting. | * Complete clear, concise, timely and professional case notes and data entry. * Ensure database entries are accurate and complete. * In absence of the Manager People and Operations, being the approval officer in purchasing goods and/or services for TC or ILP. * Complete all audits and processes in accordance with DASA policy. * Provide written and statistical reports monthly on program delivery Case Manager interactions and effectiveness. | * All Case Manager notes are up to date, comprehensive and completed daily. * Delivery and/or coordination of Community programs which are appropriate to needs. * Prepare and submit monthly reporting on Community and Case Manager activities. |
| KRA 4:  Teamwork, Servicing and Communication. | * Coach and mentor Case Managers in their ongoing development. * Work collaboratively in partnership with senior management and all stakeholders. * Manage, Contribute, Share knowledge and take ownership of area issues and goals. * Participation in the management capacity as per the Therapeutic Community Model. | * Evidence of supporting Case Manager’s in development of their job roles. * Knowledge of external stakeholders and having regular documented meetings. * Delivery and Attendance at meetings and training sessions. * Displays willingness to assist others, share knowledge openly, cooperate and support team, be receptive to feedback. |
| KRA 5:  Compliance. | * Observance and compliance of WHS legislation, DASA Policy and Procedures, Code of Conduct and Confidentiality requirements. * Actively contribute to and value add to the broader strategic objectives of DASA. * Provide a working environment that is safe and supportive, reporting all hazards or incidents as required. * Understand and Participate in the Quality Improvement Process. * Participate in the Performance Management Program for ongoing career development. | * Code of Conduct standards are adhered to in all work practices. * Approving audits as designated from the Quality Manager system, in a timely manner. * Completion of staff Performance Development reviews in line with organisational requirements. |
| KRA 6:  Professional Conduct. | * Provide highest ethical standards to all residents and colleagues. * Demonstrate at all times, being the positive role model for staff and residents. * Demonstrated commitment to DASA values and priorities. * Represent DASA in a professional and ethical manner at all times. | * On every occasion, representing DASA professionally and ethically. * Maintaining ethical and professional practicing standards. |

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| **PROFESSIONAL ACCOUNTABILITIES** |
| * Comply with DASA Code of Conduct, Policy and Procedures. * Demonstrate a commitment to consistently behaving in accordance with DASA workplace values and core capabilities. * Assist with the promotion and implementation of relevant standards, legislation, policies, instructions and guidelines within DASA. * Understanding and experience in applying safety management practices in the workplace. * Progress towards further qualifications and self-development. |

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| **REPORTING/WORKING RELATIONSHIPS/INTERACTIONS** |
| * Responsible to the Manager, People and Operations. * Works closely with the Case Management and Therapeutic Community Team. * Works as part of a Team. * Liaises with Case Managers, other support staff and external agencies when required. |

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| **RESOURCE MANAGEMENT**  ***Financial delegations, staffing, information management and other resources that relate to this position.*** |
| * Utilize organizational resources including equipment and materials effectively and efficiently. |
| * From 028\_InstrumentofDelegation\_v6\_rev11052017:   - Urgent repairs to buildings and repairs / replacement of equipment <$500  - Approval for payment of general operating expenditure within budget limits Including payroll up to $2,000  - Equipment purchases within budget parameters where the net cost is no more than $1,000  - Motor Vehicles fleet management - day to day operational arrangements  - Correspondence, letters, memoranda and email for operating arrangements - initial liaison and correspondence including but not limited to emails, faxes, letters and telephone discussions with relevant Government departments and agencies in relation to negotiating specific transactions and arrangements for the benefit of the organisation – DASA  - Management of new initiatives or funded proposals - establishment of a Steering Committee or Working Party, at the discretion of the CEO  - Performance reviews  - Staff attendance at seminars, conferences or courses for the purposes of professional training and development -cost inclusive of travel, accommodation, allowances and course fees <$1,000.  - Staff discipline processes and practice at unit level  - Time and attendance management  - Student / Work Experiences / Secondary Colleges |

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| **OCCUPATIONAL HAZARD ANALYSIS:**  ***Analysis of hazards associated with this position including environmental and physical.*** | |
| **Environmental**   * Impact of work structure. * Physical environment. * Temperature variations while on outdoor activities. | **Physical**   * Muscular skeletal (body postures). * Prolonged standing and/or walking (between 50% to 75% of a day). * Sitting for prolonged periods of time (up to 2 hours). |

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| **KEY CHALLENGES** |
| * Understanding the requirements of this position in meeting DASA objectives, broad community outcomes and the supporting the individual. * Providing high quality evidence based services to assist in the assessment, management and supervision to staff and residents. * Understanding and respecting diversity, culture, gender, social backgrounds and race within the workplace and in the broader community. * Ability to work within a multidisciplinary team while fostering a harm minimization philosophy, taking into account cultural considerations. |

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| **SPECIAL CONDITIONS** |
| * Knowledge of the harm caused by AOD misuse and strategies in harm minimisation. * Current and valid driver’s license. * Ability to be ‘On-Call’ on a rotating roster basis. * Employment subject to having, or ability to obtain a National Police Clearance Certificate/Criminal History check. * Obtaining, or having the Working with Children Clearance (Ochre Card) NT. * Ability to work within a multidisciplinary team, while fostering a harm minimization philosophy, taking into account the need for cultural considerations. * Level of experience and qualifications may determine Level of Classification on commencement, as per DASA Enterprise Agreement. |

**SECTION B: EMPLOYEE CAPABILITY PROFILE**

*This section outlines the assessment criteria (behavioural and technical) that enables the successful performance of the duties of this position and reflects a commitment to DASA core values and capabilities.*

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| **BEHAVIOURAL CAPABILITIES**  ***These capabilities and associated behavioural characteristics are essential in fulfilling the requirements of this position.*** | |
| **Capabilities** | **Behavioural Characteristics** |
| Professional Accountability | * Demonstrating integrity, ethical standards and work performance consistent of a high standard. * Accepts professional and personal accountability for own actions and behaviours and how this impacts on others. * Actions and decisions are transparent and consistent. * Utilises organisational resources effectively and efficiently. * Display personal energy and enthusiasm, maintaining a positive outlook together with demonstrating a ‘can-do’ attitude. |
| Communication and Interpersonal Relationships | * Presents information both verbally and in writing, in a clear and professional manner. * Understand different roles and perspectives within the organization. * Respecting people, understanding cultural differences, being sensitive and valuing differences, building positive relationships with all stakeholders. * Resolves interpersonal differences constructively and professionally to ensure no adverse consequences to the quality of internal and external Resident services. |
| Resident Service Focus | * Utilises effective questioning skills to accurately interpret the needs of Resident’s and demonstrate effective problem solving skills to provide a flexible service that meets these needs. * Understands Resident requirements and delivers services at a high standard and in responsive and timely manner. * Demonstrate empathy and understanding of residents from diverse, cultural, ethnic and social backgrounds. |
| Team Focus | * Becomes part of the team environment by showing respect, acknowledging and validating other team members. * Enhances team effectiveness by taking ownership of team issues and goals. * Contributes and shares knowledge with others. |
| Continuous improvement | * Consistently demonstrate best practice and commitment to quality standards, proactively identifying needs for improvement and showing initiative in meeting these improvement needs. * Defines standards and values and embeds continuous improvement into areas of responsibility. * Seeks feedback and acts on opportunities for continuous personal development. |
| Result Focus | * Have clear goals and expectations in accordance with organisational directions and achieves performance objectives. * Reviews performance, maintains alignment with organisational priorities. * Participates in training opportunities and seeks further industry qualifications. * Problem solves effectively by gathering and analyzing appropriate information and assisting in achieving satisfactory outcomes. |

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| **TECHNICAL CAPABILITIES**  **Qualifications, Experience, Skills, and Knowledge required to fulfil the requirements of this position** |
| **Qualifications:**   * Minimum Requirements - Tertiary qualification in Social Work, Psychology, Counselling, Social Science and Addiction related studies with at least 5 years’ relevant industry experience including management roles. * OR a Diploma in Community Services (AOD, Mental Health, Case Management or Human Services) with at least 7 years’ relevant industry experience including management roles. * Certificate IV in TAE and/or Group Facilitation (desirable). Or willingness to obtain. * Ability to undertake the range of activities as directed. |
| **Experience/Knowledge/Skills:**  **Essential:**   * Exceptional communication skills and the ability to converse with a diverse range of residents and fellow staff in a nonjudgmental and culturally appropriate manner. * Ability to plan/coordinate and deliver community based activities. * Demonstrated understanding of the TC model and ability to respond to challenging behaviours exhibited by residents in a TC environment. * Relevant experience in designing, facilitating and involvement in AOD, cultural groups and activities. * Maintain a professional approach in all forms of communication – report writing, case notes, verbal and electronic. * Demonstrated experience in case management, including review of treatment plans with other support groups, where appropriate.   **Desirable:**   * Excellent time management, organisational, computer, numeracy and literary skills. |

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| Approved By: | Print Name: | Signature: | Date: |
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I have read this document and agree to undertake the duties and responsibilities listed above. I acknowledge that:

* The job description is an indication of the duties and responsibilities that I may be required to undertake. Additional or other duties and responsibilities may be allocated to me. Where additional training and support is required to fulfil extra or other duties of a similar level of responsibility, it will be provided within the guidelines of DASA.
* I acknowledge that I am fit and capable to perform all the required tasks relating to the position.
* The Key Performance Indicators where included in this document, are indicative and will be set by the immediate supervisor in discussion with me, for each year, or other set period and my performance reviewed against those KPI’s.
* I will adhere to all relevant DASA Policy and Procedure’s, including the Code of Conduct, Confidentiality and Computer Use Policy.
* Ownership of Materials and Intellectual Property -The employee agrees that all material provided to the employee by DASA and all intellectual property rights in that material is and will remain the property of DASA. All material, documents and reports produced by the employee in performing obligations under this agreement, and all intellectual property rights in that material, upon its creation will solely be the property of DASA. At DASA’s request at any time, the employee must return all DASA material. The employee is not entitled to retain copies of DASA material in any form.

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| Accepted by Position Incumbent | Print Name: | Signature: | Date: |
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