

Position title	Manager – OOHC Darwin	Reference	M-OOHC(DWN)
Award & Classification	Award: SCHADS Level: 7	Reporting to	Operations Manager – Youth Support & Development (YSD)
Location	Darwin	Cost Centre	3300 / 3310 / 3320
Section	Youth Support & Development	Program	Out of Home Care
Approved	Deputy CEO	Date	5 th January 2018
Comment	The position is based at the Ludmilla – Community Services Hub and will work across various OOHC sites in the Greater Darwin region. The Manager will coordinate and participate in the shared 24/7 On Call roster. The position requires flexibility in terms of the periodic work outside of standard hours due to the 24/7 residential nature of services.		

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

Effectively manage and further develop our home like 24/7 residential Out of Home Care (OOHC) and associated services for young people (12-17 years of age) in (or transitioning out of) the statutory care of the CEO Territory Families. You will ensure OOHC services are guided by good practice principles and use strengths based, trauma informed and culturally safe practices. OOHC Teams will be effectively supported and focus on young people's safety, well-being and connections to family, community, culture and country. You will sustain environments, processes and interventions which build young people's capabilities and positive decision making skills and improve educational and leaving care outcomes.

You will uphold the values of Anglicare NT and provide quality services within the scope of the position and associated delegations.

Selection Criteria

Position specific requirements

- Higher education qualification in Human Services / Social Science combined with eligibility for membership with a professional association e.g. AASW or APS (essential).
- Minimum five (5) years' direct experience working with high risk / vulnerable young people and families in community based environments (essential).
- Minimum two (2) years' experience managing staff and teams and using contemporary approaches to supervising and developing staff, reviewing and managing performance, building and managing cohesive multidisciplinary teams (essential).
- Demonstrated understanding of the practical application of trauma informed, strengths based practice, de-escalation strategies and case management approaches, combined with strong youth engagement skills.

5. Demonstrated ability to communicate and negotiate effectively with people at all levels of organisations including statutory authorities, service providers, families / carers and key stakeholders.
6. Well-developed writing and ICT skills including the ability to master data collection systems maintain client related records and produce good quality internal and external reports on time.
7. Demonstrated ability to manage crisis situations and make good decisions under pressure, willingness to participate in shared On Call system and fill 'sleepover' shifts in an emergency.
8. Experience in program management and development including service design, review and planning processes, measuring outcomes and meeting work plan commitments.
9. Demonstrated team work skills, resilience, ability to multitask and work under pressure and commitment to a productive, cooperative and friendly workplace.
10. Willingness to participate in supervision, reflect on practices, review performance and adhere to work plans and reasonable workplace directives
11. First Aid Certificate. |

General Requirements

1. Demonstrated commitment to working respectfully with Indigenous and culturally and linguistically diverse clients, communities and staff.
2. 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.
3. Northern Territory Working with Children Clearance (Ochre Card).
4. National Police Criminal History Report (less than three months old) with acceptable outcome.
5. Northern Territory Driver's Licence.

Key Accountabilities and Responsibilities

1. Staff are effectively managed and high functioning residential care teams are maintained:

- Provide strengths based supervision, support and mentoring to OOHC Team Leaders / Senior Residential Youth Workers (direct reports) - ensure staff development and performance reviews are undertaken.
- Dual manage (in conjunction with OOHC Team Leaders / Senior Residential Youth Workers) Residential Youth Workers (indirect reports) with a focus on staff development, debriefing and performance.
- Oversight staff rostering, leave planning and time sheet approvals for direct and indirect reports; maintain adequate staff coverage to mitigate risks and ensure service viability.
- Conduct Work Site orientations for new staff / refreshers for existing staff on administrative and communication systems, facilities/equipment usage, emergency procedures and WHS considerations.
- Encourage interactions between OOHC Teams and other parts of the organisation - ensure OOHC staff are positively engaged, connected and understand the values, plans and broader work of Anglicare NT.
- Convene regular documented OOHC Team meetings which include general business, client updates / case reviews, practice guidance (ACF input), service planning and in-service training.
- Oversight and participate in the shared Darwin regional 24/7 On Call system; providing phone and/or onsite support and practice advice to staff as required.
- Work closely with the Operations Manager - YSD and HR to assist with staff recruitment, induction and management of performance concerns, disciplinary processes, grievances and industrial matters.

2. OOHC services are homelike, trauma informed, culturally safe and outcome focused

- Manage OOHC services including 24/7 Generalist Residential Services and individually tailored (and funded) responses; ensuring safe homelike therapeutic environments are maintained.
- Support OOHC Teams to sustain culturally safe and inclusive practices which respect diversity and support Indigenous young people to maintain connection to family, culture and country.
- Assist OOHC Teams support young people to achieve personal, educational, health, behavioural and social development outcomes through effective teamwork, casework and quality care practices.
- Work with the Australian Childhood Foundation (ACF) to integrate trauma informed practices into OOHC services through staff training, mentoring and input into team meetings and Individual Support Plans.
- Work collaboratively with high risk vulnerable young people, Territory Families Case Managers, OOHC Teams and key stakeholders to undertake client safety assessments and develop strategies to minimize risk taking and anti-social behaviour and enable good decision making.
- Ensure the OOHC service culture demonstrates a non-punitive strength based approach, a commitment to youth participation along with informed decision making and respect for client rights.
- Foster the use of innovative stage/age appropriate group work activities which promote social and cultural connections, develop relational and practical life skills and which create participation opportunities.

3. Program Administration, Client Records and Reporting is Maintained

- Authorise purchase of goods and services for areas of responsibilities in line with program needs, Individual Support Plans, approved budgets and delegations.
- Coach staff in understanding cost centres and line items, delegations and good financial decision making; ensure financial (purchase order, petty cash and cash handling) procedures are adhered to.
- Maintain comprehensive client and service documentation; ensure data is entered into agreed systems and that files and records are up to date and ready for audit and/or provision to external authorities as required.
- Ensure compliance with incident management, reporting and escalation requirements and that organisational obligations under mandatory reporting on Child Abuse, Domestic Violence are met.
- Complete weekly, fortnightly, monthly and six-monthly reporting to Territory Families and internal reporting to management and the Clinical Governance Committee ensuring content is accurate and of high quality.
- Fulfill the role of key OOHC site liaison officer for contact with the Senior WHS Officer, Facilities & Fleet Coordinator, ITC Manager, Quality Manager and OOHC Development Officer.
- Undertake other tasks as directed by the Operations Manager – YSD commensurate with your skills and qualifications including acting higher / different lateral duties and or additional projects as required.

4. Program Quality is maintained and OOHC services are further developed

- Manage programs in line with Anglicare NT policies and procedures, standards, contemporary practice, funding agreements, work plans and legislation.
- Embed reflective practice in OOHC Teams to ensure valuable learning's from incidents, client and stakeholder feedback, complaints and investigations are captured and lead to service improvements.
- Contribute to service improvement activities including service reviews, file and practice audits, evaluations, development of outcome measures and integration of youth friendly client feedback approaches.
- Ensure OOHC facilities, grounds and equipment are well maintained with good amenity, are homelike and youth friendly - while being functional and meeting WHS requirements and program specific standards.

- Maintain a safe working environment within each OOHC service in accordance with legislative requirements and policies and procedures; with a strong focus on prevention, mitigation of risk, effective incident management and reflective practice.
- Liaise with the Operations Manager – YSD and Corporate Services staff to ensure WHS and Quality site inspections are undertaken and that all testing / inspections and auditing of Fire Safety systems, Electrical Equipment (Test & Tagging), Emergency Response procedures etc. occur in line with agreed schedules.

Other Duties and Requirements

- Comply with Federal, NT and Local Government legislation, regulations, permits and/or by laws.
- Adhere to Anglicare NT delegations, policies and procedures and general conditions of employment.
- Model our Code of Conduct by working cooperatively and effectively with clients, colleagues, management and external stakeholders.
- Comply with funding contracts, operational guidelines, budgets, approved work plans, data collection, reporting requirements and task directives.
- Comply with Anglicare NT's WH&S requirements - remain vigilant about the potential for client/customer related behavioural risks and contribute to a safe work environment.
- Support organisational activities linked to Anglicare NT's Reconciliation Action Plan (RAP) including undertaking Aboriginal and Torres Strait Islander cultural competency training.
- Maintain confidential client, personnel and organisational information in line with legislative and organisational requirements.
- Work collaboratively with team members to address service improvement requirements resulting from client complaints, stakeholder feedback and/or internal or external evaluation processes.
- Keep up to date (read) with emails, staff meeting records, AngliShare (intranet) updates and maintain your knowledge of policy and procedures.
- Contribute to organisational planning and review days, promotional activities, key events and quality improvement and accreditation processes as required.
- Participate constructively in supervision, performance reviews, professional development and training as required.
- Maintain 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 directed from time to time within skill set, knowledge and scope of practice.

Delegation of Authority

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

[This position is graded at an Award Level whereby staff can be allocated for supervision on a temporary or permanent basis. Currently (noting this may change from time to time dependant on service growth and cessations) this position is designed to have four (4) direct staff (Team Leaders/Senior Residential Youth Workers) reporting to it.

You will also dual manage (with Team Leaders / Senior Residential Youth Workers) up to the equivalent of 24 FTE staff with a focus on staff development, performance and disciplinary aspects of supervision).

This position may also be asked to provide supervision to students on field placements (where an employee has the qualifications to do so) and/or on the job assistance to new entrant employees. |