

# Manager, Rendu House – Health Services

## Position Description

<b>Directorate:</b>	Vinnies Services
<b>Reports to:</b>	Director, Health Services
<b>Direct reports:</b>	<p>Aboriginal and TSI Specialist Engagement Officer</p> <p>Case Worker/s, Day Recovery Program</p> <p>Case Worker/s, Outreach Program</p> <p>Registered Nurse, Outreach Program</p> <p>Complex Support Needs Specialist</p>
<b>Location:</b>	South region - based within geographical region of service package or service.
<b>Primary position objective:</b>	Deliver high quality care and provide day-to-day supervision and leadership for mid-size team, and have an oversight of the therapeutic care programs offered by Vinnies Services. Perform both management and care function.

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

### Directorate overview

This position is in the Vinnies Services directorate. The Vinnies Services directorate provides a range of evidence-based services and programs that support men, women and children experiencing poverty or disadvantage to rebuild their lives. The teams within the directorate and their functions are:

**Homelessness and Housing:** this team is responsible for state-wide management of excellent homelessness and housing services.

**Community Inclusion:** this team is responsible for state-wide management of excellent community inclusion services, including disability services.

**Health:** this team is responsible for state-wide management of excellent health services.

**Clinical governance:** this role is responsible for driving accountability for state-wide provision of high quality and safe services to the people we serve.

**Program and Service Quality:** this team is responsible for developing and implementing a Society-wide Quality Framework to support a culture of continuous improvement; and supporting quality review and audit processes.

**Service innovation and business development:** this team is responsible for service innovation and business development.

## Accountabilities and responsibilities

The Manager, Rendu House will:

- Support the successful implementation of the Strategic Plan within their team.
- Lead the staff operating in or out of Rendu House including:
  - Performance appraisal, staff development and management
  - Maintain staff roster
  - Recruitment and orientation
  - Case allocation
  - Case supervision
  - Staff supervision and line management
- Oversee therapeutic programs and program development.
- Manager onsite operations including financial, ICT, HR, Facilities, Work Health Safety, and Quality processes.
- Monitor and report on service outcomes.
- Represent Rendu House and Vinnies Services, by way of attending relevant industry, health and stakeholder meetings.
- Provide support for clients and facilitate groups when required.
- Allocate key workers to clients.
- Oversee delivery of services and programs including scheduling and staff allocation.
- Oversee intake and assessment process for clients.
- Ensure staffs interactions with clients is in accordance with Vinnies Services' policies and procedures, Client-centred Service Delivery Model and SVDP AOD Model of Care.
- Supervise case management and drug and alcohol treatment services including team case review and individual case support meetings.
- Ensure staff access and engage in appropriate supervision and utilise evidence-based practice.
- Support and assist treatment staff to engage in professional activities relevant to their roles.
- Actively promote integration of clients into mainstream community resources including health care and housing.
- Actively participate in the coordination of care with other services, in particular healthcare services and homelessness and housing services.
- Maintain and contribute to in-service professional development activities.
- Ensure the collection of data including client demographic data, output data and outcome data.
- Ensure staff undertake continuous quality improvement activities.
- Provide data and other information to Director, Health Service to assist in planning and evaluation, research and quality activities.
- Ensure data is entered correctly into requisite databases and online portals. Service planning and development in consultation with Director, Health Services.
- Contribute to the review of relevant Vinnies Support Services policies and procedures.
- Develop partnerships with relevant services to enhance service delivery for clients in consultation with Director, Health Services.

- Monitor service outcomes and provide written reports within areas of responsibility to the Director, Health Services and relevant funding bodies.
- Assist relevant Director, Health Services in tendering for public or private funds.
- Manage the budget and financial responsibilities within delegated area of responsibility.
- Oversee WHS provision at Rendu House and for staff working off site.
- Oversee Quality Assurance and Accreditation at Rendu House.
- Oversee onsite facilities and maintenance including contractor induction, liaison with facilities division.
- Develop operational systems and procedures in consultation with Director, Health Services.
- Ensure compliance with Rendu House, Vinnies Services and the Society's policies and procedures.
- Ensure that the Society effectively safeguards children. Ensure that staff and volunteers complete relevant pre-engagement checks (National Criminal History check, and where required Working With Children Check); act in accordance with the organisation's Code of Conduct and Member and Volunteer Charter; and comply with the organisation's Workplace Health and Safety program.
- Ensure a safe working environment for staff, members and volunteers by implementing the Society's workplace health and safety practices.
- Ensure that effective risk management protocols and procedures are in place to ensure compliance with legal, employment and governance requirements.

## Critical Key Performance Indicators (KPIs)

- Deliver targets and results within appropriate timeframes.
- Effective operational management of the service and operating within budget. Ensure services are compliant with all relevant regulatory and quality standards.
- Ensure critical and other incidents in services are minimised.

## Key working relationships

In addition to the Director, Health Services and their direct reports, the Manager, Rendu House will foster close working relationships with:

- Team members, Homelessness and Housing Services (Vinnies Services);
- Team members, Community Inclusion Services (Vinnies Services);
- Conferences (Membership, Volunteers and Regional Operations);
- Community Support Officers (Membership, Volunteers and Regional Operations);
- Business Partner teams (Finance and Corporate Services).

## Essential criteria

### Critical capabilities

There are nine capabilities expected of all people in all roles at all levels across the Society. The level of capability required for this role is outlined below:

- **People we Serve Centric:** (Level 3) Manage the delivery of high-quality services that provide a hand up for the people we serve.

- **Values based leadership:** (Level 3) Manage teams and areas of work to align to the Society's mission, vision, values and lay Catholic heritage.
- **Impact focus:** (Level 3) Manage the delivery of positive impact through informed decision making and efficient and effective use of resources.
- **Collaboration:** (Level 3) Manage collaboration with Conferences, directorates and teams to create opportunities, solve challenges, foster the Society's mission and implement the Strategic Plan.
- **Change leadership:** (Level 3) Manage and mobilise resources to deliver change.
- **Team performance:** (Level 3) Manage and develop individuals and teams to deliver against Society's strategic priorities.
- **Digital engagement:** (Level 3) Manage virtual, dispersed teams and stakeholders using digital tools.
- **Innovation and improvement:** (Level 3) Facilitate an improvement in existing and new services, and ways of working.
- **Financial acumen:** (Level 3) Manage the team's resources, projects and services to deliver positive outcomes within budget.

### Role-specific criteria

- Minimum Cert IV in relevant field or tertiary qualifications in Social Work/Social Science/Community Welfare or other relevant fields.
- Previous management experience including operations management.
- Demonstrated ability to lead and motivate effective teams that contribute to client outcomes.
- Demonstrated high-level communication, interpersonal, analytical, negotiation and conflict resolution skills.
- Demonstrated skills and experience in drug and alcohol and mental health including assessment and the use of evidence-based interventions.
- 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.
- Sound knowledge of WHS legislation as it relates to the workplace.
- Demonstrated experience in managing a caseload and case planning, including people with complex and/or high-level needs.
- Computer literacy competence in Microsoft Office suite of programs including experience in computerised data collection.

### Desirable criteria

- Experience working in a membership-based organisation to support and empower members and volunteers.
- Extensive experience in drug and alcohol treatment.
- High level group work skills.
- Tertiary or other qualifications in supervision, coordination, leadership, management or similar.