

POSITION DESCRIPTION

POSITION TITLE	Program Manager
LOCATION	Justice Services Program
AGREEMENT/AWARD	Contract / Karralika Programs Single Enterprise Agreement 2010- 2013
CLASSIFICATION	Manager
CONTRACTED HOURS	76 hours / fortnight
RESPONSIBLE TO	CEO/Executive
RESPONSIBLE FOR	Justice Services Case Managers, Counsellors and other disciplines

Organisational context

Karralika Programs Inc. has been operating quality alcohol and other drug treatment programs since the establishment of the Karralika Therapeutic Community Program in 1978.

Our organisation has a justifiable reputation for the delivery of high quality, client-centred and responsive alcohol and other drug treatment support services through a mix of residential programs, educational programs and community-based services.

Our vision is “People living better lives”.

Our mission is to “deliver excellent services, valued by our clients” across the spectrum of drug and alcohol treatment, supporting the needs of individuals, families and communities.

Our approach to recovery and healing is multidimensional, supporting our clients to learn about themselves behaviourally, cognitively and emotionally to achieve and sustain positive living. Recovery is an active process of discovery where clients develop a sense of: hope, meaning and purpose for life, community and belonging; and positive identity and pride.

We are committed to providing an inclusive, safe and engaging workplace for our staff, students, volunteers and people accessing our services. We respect people’s identity, and actively promote connection to community, history and sense of self

We actively empower and enable individuals to advise, co-design and refine services, programs and operations so their fullest potential might be realised. We see the potential in every individual – employees, clients and stakeholders and seek to consult and engage individuals in all aspects of our operations.

We value trust and integrity, respect and dignity, quality and accountability, agility and responsiveness, leadership and courage, collaboration and support



Role description

Working as a member of the Governance Group, the Manager shares the leadership responsibility for achieving the organisation's strategic objectives, values and outcomes. The Manager contributes to the development and implementation of activities within the organisation's Clinical Governance Framework. The position manages a small team located in the Alexander Maconochie Centre and at Karralika Programs Head Office for community-based services.

The purpose of the position is to lead a dedicated team that support people through evidenced-based group and individual interventions to address and reduce harms related to substance use and associated criminogenic behaviours. The manager has responsibility for the culture and performance of the Justice Services team, ensuring that systems, policies and procedures, effective communications, training and other supports are in place in order to deliver high quality and clinically effective treatment for the client group.

The position is responsible for fostering and enhancing important partnerships and relationships with a wide group of stakeholders. The manager is also responsible for the timely submission of management and funding reports, data systems and submissions and the day to day operations of the Justice Services programs both in the Alexander Maconochie Centre and in the community-based services.

Functional responsibilities

Strategic Leadership and Management	<ul style="list-style-type: none"> • Champion the vision, mission and values of Karralika Programs within the staff team through various means and ensure implementation and follow up of agreed activities at program-level; • Contribute to the strategic directions and broader organisational policies and objectives of Karralika Programs, including bringing forward ideas from staff team and sharing information to enhance the strategic direction of the organisation • Foster evidence-based clinical best practice, providing leadership and clinical direction within role and scope of practice; • Support the continued sustainability of the organisation through encouraging staff teams to identify opportunities for evidence-based innovation, quality service delivery, operational effectiveness and accountability; • Liaise with relevant internal and external stakeholders, positively representing the program area and the organisation; • Identify and explore potential collaborations and partnerships in line with organisational strategic directions and priorities; • Work collaboratively with key stakeholders and partners including other service providers and Government; • Contribute to the development of, and manage at a program level, change management of service delivery and wider organisational policies objectives; • Effectively represent the organisation through preparing and giving presentations at external forums and participating in appropriate/relevant committees and advisory groups; • Investigate/gather information and analyse program activities in support of program and policy development; • Prepare organisational briefing material and analytical reports; • Contribute to the development of organisation-wide business plans and marketing strategies;
-------------------------------------	--

	<ul style="list-style-type: none"> • Develop and maintain business/program planning strategies including updating and informing evidence-base, monitoring and evaluating outcomes and promoting results; and • Assess the impact of changes in Government policy/legislation and initiate and contribute to appropriate responses.
Service Delivery and Program Management	<ul style="list-style-type: none"> • Plan, develop and oversee implementation of program plan and activities; • Liaise and co-ordinate cross program activities including the co-delivery of activities with partner organisations; • Participate in the development and implementation of policy, procedural or technical manuals and guidelines; • Regularly report on progress against program plans and priorities including identification of achievements, barriers, opportunities and risks; • Assist team members to keep abreast of program changes; • Maintain, monitor, analyse and report on quality control of service delivery within teams through audits, case review, service user feedback, program plan achievements, innovation; • Liaise with other Karralika Programs teams and other internal/external stakeholders in relation to provision of services across the organisation; • Provide required reports in a timely manner, both written and data reports; • Provide specific program, service or policy information to consumers/stakeholders; • Provide specialist assistance to key consumer/stakeholder groups to achieve outcomes; • Develop and manage implementation of service system improvements at work area and contribute to the establishment of new services and programs; • Act on outcomes of performance measurement activities to ensure that service standards are met; • Manage and implement cultural and procedural change with a service focused culture within work area; • Oversee and manage the use of service providers, including contractors and consultants; • Manage a significant set of resources of the organisation, including financial budgets; • Undertake or oversee buildings management services; and • Manage more sensitive and difficult problems relating to service delivery.
Technical/ Clinical Practice & Governance	<ul style="list-style-type: none"> • Demonstrates knowledge of AOD sector including role, context, principles, philosophies, policies, regulations and legislation. • Understands and applies AOD models, approaches, theories and practices and the impacts on and/or with criminogenic behaviours; • Supports and leads practice that incorporates trauma-informed care; • Conduct/oversee assessments, case review, case practice support, staff attendance at clinical supervision, clinical review and clinical case notes; • Engage/collaborate to resolve escalated issues arising from assessment; • Ensure adherence to the highest AOD sector clinical practice standards and guidelines and Karralika Programs clinical governance framework; • Ensure the maintenance of statistical records and client records meet quality, privacy and confidentiality, and security standards, including undertaking client file audits and secure transfer of files; • Negotiate with consumers to resolve conflict in escalated cases; • Manage complex consumer relationships and escalated enquiries/cases and issues.

	<ul style="list-style-type: none"> • Maintain professional knowledge and continue to develop knowledge and expertise in relation to professional skills and professional regulatory requirements; and • Represent the organisation in a professional or specialist context.
Human Resource Management	<ul style="list-style-type: none"> • Manage recruitment and staffing processes within work area in line with organisational policies and procedures; • Ensure implementation of staff orientation, probation, development and staff exit processes; • Set clear expectations, manage performance, and ensure that the team maintains cultural competence; • Actively supervise and be responsible for staff performance and Work Health and Safety functions within staff team; • Allocate mentor to each new staff member to ensure high quality orientation, practice and service culture; • Establish and manage staff rosters ensuring all shifts are covered to meet program/team requirements in accordance with the Enterprise Agreement and compliant with the Fair Work Act and National Employment Standards; • Plan and/or approve timesheets and leave to maintain service; • Facilitate staff meetings and participate in internal Committees; • Promote, educate and ensure staff adherence with policies and procedures; • Oversight of student placements and volunteers in program; • Conduct probation interviews and individual workplan reviews that include organising professional development opportunities for staff; and • Co-ordinate the use of specialist project service providers, including contractors and consultants.
Corporate Governance and Compliance	<ul style="list-style-type: none"> • Investigate and promote contemporary best practice approaches including national and international trends in the Therapeutic Community theory model and method; • Comply with and monitor adherence with Karralika Programs Inc. policies including but not limited to: Code of Conduct and Ethics, Work Health and Safety policy, Privacy and Confidentiality Policy, Consumer Engagement Strategy, Complaints and Feedback Policy, and values system; • Record and report incidents and ensure implementation of follow up action is undertaken and reported; • Comply with and monitor relevant legislation through legislative research; • Coordinate risk assessment and risk management activities for program; • Manage contract and service agreements and ensure compliance; • Undertake investigations, quality assurance and quality control audits and report and act on outcomes; • Plan, approve and manage expenditure, analyse and report on financial information within delegation; • Ensure adherence to financial control measures; and • Co-ordinate and participate in procurement activities (where required).

Qualifications, certifications and/or security clearance	Essential <ul style="list-style-type: none"> • Working With Vulnerable People Clearance • Driver's Licence • Bachelor, or higher degree in health or social sciences disciplines. • Security clearance for AMC 	Desirable <ul style="list-style-type: none"> • Alcohol and other drug qualification / work experience • Diploma, degree or higher in Management
Core technical skills and knowledge required for role	Skills <ul style="list-style-type: none"> • Emotional intelligence, leadership, coaching/mentoring • Workflow and Operational Management • Staff Supervision and Development • Presentation & Facilitation • Program Development / Delivery / Evaluation • Business development and relationship management 	Knowledge <ul style="list-style-type: none"> • Best practice alcohol and other drug treatment services working with adults and their families. • Knowledge of TC Principles and Practices • Knowledge of criminogenic behaviours and treatments. • Knowledge of funding and partnerships
Core non-technical skills and knowledge required for role	Skills <ul style="list-style-type: none"> • Managing teams • Managing performance • Conflict Resolution • Assertiveness • Written and Oral Communication • Problem Solving • Critical Thinking • Decision Making • Negotiation • Emotional Intelligence 	Knowledge <ul style="list-style-type: none"> • Work Health and Safety legislation and obligations • Frameworks for Human Resource Management • Justice / Corrections system • Financial management • Procurement/contract management •

Individual Work Plan

Each staff member will have in place, in addition to the above responsibilities, a 12 month Individual Work Plan including job specific requirements, key objectives, performance indicators, targets and outcomes. The Work Plan will include a statement of team values and expected behaviours, and will document individual training, learning and development priorities. Annual performance appraisals will be undertaken in June/July each year and a new plan put in place.