



Position description

Senior Manager – Clinical Services

About Community Gateway

Community Gateway has been supported people across Northern NSW since 1976. Guided by our vision: “Many tracks, one road, sustaining community”, we work to ensure everyone feels safe, included and connected. Our values of integrity, respect, inclusion and compassion shape everything we do.

Community Gateway exists to reduce socioeconomic disadvantage by delivering practical help, advocacy and opportunities for people to have a voice in decisions that affect their lives.

We are a registered charity, QIP accredited, against the Quality Improvement Council Health and Community Services Standards 7th Edn and is a child safe organisation.

As an equal employment opportunity employer, we are committed to achieving a diverse workforce and strongly encourage applications from Aboriginal and Torres Strait Islander people.

Our practice framework

Our purpose and practice framework demonstrates our commitment to our clients and the communities we serve. The framework ensures that our practice is evidence-based and is responsive to the needs of our communities, enabling positive social impact.

- *Our strategic priorities include connection to community, progressive and planned growth and influence and leadership*

Our services

We deliver a broad range of services funded through state and commonwealth government, fee for service and philanthropic donations. Our services include:

- Financial counselling.
- Financial capability including no interest loans and budget counselling.
- State-wide financial inclusion coordination, including facilitation of the NSW Financial Inclusion Network.
- Aboriginal homelessness case management.
- Child and adolescent trauma counselling.
- Child and young adult sexual assault counselling.
- Counselling for children and young adults displaying harmful sexual behaviours.
- Counselling for adult survivors of sexual assault.
- Parents Under Pressure program.
- Family case management.
- Community hub (intake, assessment, assisted referral)
- Services that build individual capacity.
- Emergency relief (including energy assistance) supporting people in crisis.
- Volunteer management.
- Seniors' support, linking volunteers with older people experiencing social isolation.
- Accredited before school care, after school care and vacation care for school-aged children across Northern NSW.
- Supported playgroup.
- Sexual and reproductive health.

More details about our organisation and services can be found on our website nrcg.org.au.



Position overview

Details

Position title

Senior Manager – Clinical Services

Branch

Clinical Services - Health, Counselling and Case Management

Reports to

Chief Executive Officer (CEO)

Award

Social, Community, Home Care and Disability Services Industry Award 2010

Level

Level 8

Term

Permanent part-time

Probationary period

Six months

Location

Your position is primarily based at 76 Carrington Street, Lismore, NSW however you may be required to travel across the NSW Far North Coast region and to work at other sites during your employment.

Please note mandatory staff meetings are held at 76 Carrington Street Lismore, NSW 2480.

Summary

As a member of the leadership team provide operational line management to the Health, Counselling and Case Management programs.

Encourage reflective evidence-based practice, be an innovative thinker and support and champion changes in practice and culture.

You will be a person able to manage others in order to achieve optimal individual and team performance through coaching, mentoring, and delegating.

Selection criteria

Essential

1. Degree level qualifications in a related field and extensive professional experience.
2. Demonstrated experience in strategic management and delivery of multiple programs in a complex and changing organisational environments, including health, counselling and case management services.
3. Proven ability to lead and foster a high-performance culture within a multidisciplinary team.
4. Demonstrated extensive experience in developing, implementing, monitoring and managing operational plans and programs to achieve successful outcomes.
5. Demonstrated high-level communication, collaboration and interpersonal skills necessary to be successful within a layered organisational structure.
6. Excellent knowledge and proficiency with MS Office.

Desirable

1. Experience with client relationship management software.
2. Experience in health service administration
3. Working knowledge of outcome measurement tools.

Additional requirements

1. Current NSW driver licence.
2. Current Working with Children Check.
3. National police check.

Position purpose and values

- Actively support Community Gateway's vision, strategic priorities and values.



- Behave in a way that contributes to a workplace that is free of discrimination, harassment and bullying behaviour at all times.
- Operate in line with Community Gateway's policies and procedures.
- Promote and work within Community Gateway's practice framework.
- Operate within legal and regulatory framework.
- Positively promote a performance-based and collaborative culture.

Key accountabilities

Position accountabilities

- Line management of staff within portfolio responsibility.
- Accountable for the management of staff performance to deliver against established organisational goals and objectives ensuring program goals and targets are reached and reported on to funding body requirements.
- Implement and monitor systems to meet compliance and regulatory obligations.
- Provide and document regular supervision and support to staff.
- Provide staff with annual performance appraisal
- Set and approve staff timesheets and leave requests
- Design program offerings in line with funding agreements and enhance the innovation and quality of existing programs.
- Actively seek and provide recommendations to CEO for new funding streams or opportunities to expand.
- Manage the promotion of programs through development of collateral and program offerings.
- Review and communicate program assessment protocols for evaluation and improvement.
- Identify program improvements and make recommendations for implementation based on

data from clients and staff in line with sector and organisational expectations

- Manage the implementation of clinical supervision and client audit files.
- Coach staff to support best practice in the delivery of programs
- Implement and manage strategies to recruit, maintain and support a skills workforce.
- Develop and maintain positive collaborative relationships with internal stakeholders.
- Manage your staffs collaboration and attendance at external interagency, communities of practice.
- Report regularly to the CEO on the Branch's external communication
- Report regularly to the CEO on program outcomes, issues and risks.
- Actively assess, manage and respond to risks.
- Provide monthly reports to the CEO incorporating program findings, issues, risks and outcomes and recommendations.
- Identify and develop risk mitigation strategies relevant to your role and ensure this is documented in your agreed Work Plan.
- Perform other duties as directed by management.

Professional accountabilities

- Participate as a member of the leadership team, providing peer support and collaborate effectively with other program managers and team leaders.
- Actively participate in regular organisational supervision sessions.
- Meet agreed work plan and/or funding body targets.
- Actively participate in all team, branch and organisation-wide all staff meetings.
- Contribute to the development of Community Gateway, through participation in organisation-wide planning and review process, performance planning reviews and other activities, as required.



- Pursue new skills and knowledge for personal and organisational development.
- Positively and constructively represent our organisation to external contacts at all opportunities.

Version 1

CEO approval: 23/01/2026

Position number: CC-SMC-001