

Employee Position Description

Position Details		
Position Title: Manager Community Wellbeing	Department: Community Impact	Agreement: SACS
Reports To: Senior Manager Family and Wellbeing Services	Location: Camberwell / Ashburton	
Direct Reports: Wellbeing Counsellors, Case Managers, Pro Bono Counsellors, Parent Support Outreach Workers	Employment Status: Permanent Part Time (0.6EFT)	Classification: Level 6 Pay Point 3
Position Primary Purpose		
<p>To lead the operational management and clinical supervision of the Community Wellbeing Team, by providing a supportive, cohesive, and creative professional team structure in the provision of community engagement development and outreach programs, particularly within marginalized and hard to reach community members, within diverse and disadvantaged communities.</p> <p>This role holds the responsibility for the workforce management of the Wellbeing Team at Camcare of Wellbeing Counsellors, Case Managers and Parent Outreach Support Workers, ensuring that staffing levels are at a level where targets and KPI's are met and ensuring that program requirements regarding case records, statistics, monthly reports and other data collection requirements are met.</p> <p>To ensure compliance with contract requirements and quality standards in the delivery of the programs and to develop internal and external partnerships that extend the reach and quality of the program.</p>		
Decision Making Authority	Key Relationships	
<p>Decisions made independent of Manager</p> <ul style="list-style-type: none"> Supervisory responsibilities of wellbeing team Operational decisions associated with the wellbeing team Allocation, file maintenance and file closure decisions Staff leave and roster decisions Maintaining pro bono staffing levels and practice standards Time management 	<p>Internal</p> <ul style="list-style-type: none"> Senior Manager Family and Wellbeing Services Wellbeing Team including students and pro bono counsellors Community Service Workers, reception and other Camcare Staff Community Impact Portfolio and broader Access HC organisation <p>External</p> <ul style="list-style-type: none"> Referral pathways such as schools, aged care organisations, and other community organisations City of Boroondara regarding targets and quarterly reporting 	

This position description provides a comprehensive, but not exhaustive, outline of the key activities of the role. AccessHC employees will therefore be expected to comply with manager's directions when and as required, which may include completion of duties not listed in this document.

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Key Accountabilities	
Focus Areas	Responsibilities
Team management	<ul style="list-style-type: none"> • Provide operational management to team members supporting a cohesive, creative and professional team structure. • Provide opportunities for staff to develop appropriate skills and undertake succession planning activities with staff. • Promote a learning culture, to ensure the team acquires new techniques and strategies that add to the services' repertoire of knowledge and skills. • Ensure all staff and volunteers in Wellbeing Team meet requirements for their role, including eligibility for membership with counselling or clinical associations, have and maintain appropriate checks and qualifications, undertake their work in a professional and appropriate manner, and undertake mandatory training as required.
Supervision	<ul style="list-style-type: none"> • Provide clinical supervision to all team members, including pro bono and student counsellors, at least monthly and more often as required, depending on the level and complexity of case load for individual counsellors; • Manage clinical risk according to AccessHC policies and procedures • Ensure personal professional development and contribute to the professional development of the team in order to meet the needs of counselling target groups; • Monitor and audit files to ensure files are maintained appropriately; • Ensure group supervision sessions planned and held regularly
Organisational Practice	<ul style="list-style-type: none"> • Contribute to continuous improvement and relevant quality assurance mechanisms • Attend and contribute to agency meetings/ training/supervision as required • Contribute to the development of and comply with relevant policies, practice and procedures to facilitate a professional counselling and case management program • Engage in networking and program promotion activities to ensure client target numbers are met • Perform other duties as directed by manager.
Program management	<ul style="list-style-type: none"> • Ensure staffing levels are at a level where targets and KPI's are met. Undertake recruitment of pro bono's to meet this standard. • Ensure that program requirements regarding case records, statistics, monthly reports and other data collection requirements are fulfilled • Ensure compliance and ongoing quality improvement against AccessHC policies and procedures, particularly as they pertain to service delivery. • Review and develop program policies and procedures (including practice guidelines) and perform regular checks to ensure compliance with Registration Standards. • Ensure there is an intake process in place that provides a positive client experience, and is efficient and timely.
AccessHC Values	<ul style="list-style-type: none"> • Through actions and behaviour, demonstrate AccessHC Values of; Equity, Collaboration, Respect, Innovation and Quality.

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Key Accountabilities	
Focus Areas	Responsibilities
Governance and Compliance	<ul style="list-style-type: none"> • Act in accordance with AccessHC's policies, procedures and code of conduct. • Maintain updated and valid credentials in accordance with relevant legislation and industry requirements where applicable to the position. • Participate in mandatory training requirements to support the delivery of a safe and effective service.
Workplace Health and Safety	<ul style="list-style-type: none"> • Act in accordance with health and safety policies and procedures at all times. • All staff are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct.

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Selection Criteria	
<p>Mandatory selection criteria items</p> <ul style="list-style-type: none"> ● Police Check ● Working With Children Check ● NDIS Check ● Professional Registration with appropriate association <p>Key criteria selection criteria</p> <ul style="list-style-type: none"> ● Tertiary qualifications in Counselling or a related discipline ● Minimum of 2 years' experience in a Counselling role ● Demonstrated Management experience ● Demonstrated training and experience in the provision of clinical supervision ● Demonstrated knowledge, experience and skills in the provision of counselling and casework services ● Proficiency in Microsoft Office and relevant software applications 	<p>Attributes</p> <ul style="list-style-type: none"> ● Strong communication and interpersonal skills ● Demonstrated ability to relate to people from a diverse range of social, cultural and ethnics backgrounds ● Commitment to continuous quality improvement and health promotion principles ● Effective time management and prioritisation skills ● Well-developed presentation and report writing skills ● Demonstrated ability to build and maintain a positive team environment ● Capacity to develop innovative services to young people, individual, families and couples including group facilitation skills ● Experience and skills in the provision of intake and assessment for counselling services, including in risk assessment ● Demonstrated knowledge, experience and appreciation of the skills required in working with volunteers ● Strong networking and liaison skills ● Understanding of working within a community agency, including sensitivity to the needs of disadvantaged or marginalized members of the community; ● Demonstrated behaviours consistent with AccessHC values
<p><i>Access Health and Community is a Child Safe Organisation that values inclusivity and diversity. We encourage applications from people with disabilities, those with mental health and/or AOD recovery experience, and those with diverse genders and sexualities.</i></p> <p><i>At AccessHC, our vision for reconciliation is an Australia where Aboriginal and Torres Strait Islander peoples experience equitable health and social outcomes. Our Reflect Reconciliation Action Plan (RAP) will contribute to achieving reconciliation. We will seek an understanding of and acknowledging histories and injustices, support the active expression of culture, build strong, trusting relationships, and apply culturally appropriate practices within our work.</i></p> <p><i>We will work in partnership with Aboriginal and Torres Strait Islander peoples to create a welcoming and safe place for everyone at our services. Access Health and Community acknowledges the Wurundjeri Woi-wurrung people, who are the Traditional Owners of the land on which we work and we pay our respects to Wurundjeri Elders past, present, and future, and extend that respect to other Aboriginal and Torres Strait Islander people. We acknowledge that sovereignty was never ceded.</i></p>	

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As a vaccine positive organisation, we encourage COVID-19 vaccinations and offer disability services, requiring successful applicants to undergo a NDIS Workers Screening Check, Working With Children Check, Police Check and potentially an International Check.

Authorisations	
Employee Name: Signature: _____ Date: / /	Manager Name: Signature: _____ Date: / /

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