



## POSITION DESCRIPTION

Position Title	Program Manager
Directorate:	Rehabilitation Services
Program	Grampians Therapeutic Community
Award/Agreement	Individual Contract
Classification	N/A
Reports to	Executive Director, Rehabilitation Services
Direct reports	Team Leader, TC staff
Employment Type	Full Time (1.0 FTE)
Date of Review	20/01/2020

### The Organisation

Windana is a leading Melbourne-based drug and alcohol treatment organisation specialising in holistic, client-focused recovery services. For more than 30 years, we have been helping people rebuild their lives in a safe, caring environment, supporting our clients wherever they are in the recovery process.

Windana assists close to 1500 people across Victoria per annum by providing AOD treatment services including residential withdrawal services, residential rehabilitation and a suite of non-residential services.

Windana is a QIP accredited organisation currently employing over 150 highly experienced staff delivering excellent services across multiple sites.

### Our Mission

Helping people to rebuild their lives.

### Our Vision

We will provide a range of complementary treatment services to support individuals and families to assist them to recover from the harmful effects of drugs and alcohol. We will draw on our specialist expertise to increase community understanding of drug and alcohol related issues and we will develop a pro-active, educative focus to our work.

### Our Principles

- Provide a range of approaches and give attention to all aspects of an individual.
- Provide unflagging belief and support for individuals who wish to change and grow.
- Respect differences in culture, religion, gender, age, family situation, background and economic status.
- Commit to honesty and respect in all our relationships.
- Draw on our expertise to develop new approaches to support treatment information and community education.
- Develop processes and practices that are open, fair and honest.

### What we believe

We believe that people can rebuild their lives.

<b>Program Information</b>
<p><b>Therapeutic Community (TC)</b></p> <p>The Therapeutic Community (TC) residents rehabilitate by exploring their own life experiences and learning from the experience and insights of others. In education, therapy, and work groups which form the basis of the daily routine everyone has an opportunity to explore new ways of experiencing life. The TC is all about change and growth in a supportive and non-judgmental environment. Grampians TC is a purpose-built facility which commenced operation in 2019.</p>
<b>Position Objective</b>
<p>Directly accountable to the Executive Director Rehabilitation Services, the Program Manager is responsible for the day to day operations of the Therapeutic Community. The Program Manager will provide leadership, clinical expertise, supervision and support to the staff and resident teams.</p>
<b>Position Responsibilities</b>
<p><b>Leadership</b></p> <ul style="list-style-type: none"> <li>• Active Leadership of the Therapeutic Community including development and ongoing review of systems and processes that ensure effective program delivery</li> <li>• Maintain productive relationships with Grampians based services and positively promote the work of Windana to complement the existing service system</li> <li>• Monitor and actively address the culture of the Therapeutic Community (staff and residents) to prevent crises and cumulative stress</li> <li>• Ensure adequate staffing levels are maintained and high performing teams are developed to effectively deliver on program objectives</li> <li>• Provide out of hours support to staff if required</li> <li>• Lead projects per the Operational Plan</li> </ul> <p><b>Management</b></p> <ul style="list-style-type: none"> <li>• Ensure a strong understanding of site operational requirements, contingency management plans and emergency management</li> <li>• Ensure the schedule of activities is developed in consultation with staff and communicated with efficiency</li> <li>• Ensure the activities of the Therapeutic Community are scheduled including work, education, therapy, clinical and business meetings</li> <li>• In collaboration with the Executive Director, Rehabilitation Services prepare budgets as required</li> <li>• Manage expenditure within budget of service including oversight of petty cash and client transactions</li> </ul> <p><b>Program Development</b></p> <ul style="list-style-type: none"> <li>• Ensure the Therapeutic Community model is evidenced through the implementation and promotion of the ATCEEs</li> <li>• Awareness and promotion of best practice and evidenced based therapies and new and emerging interventions</li> <li>• Implement current research findings to program content</li> <li>• Ensure all program documentation is current</li> </ul> <p><b>Supervision and Training</b></p> <ul style="list-style-type: none"> <li>• Ensure all staff are trained and developed in using the 'Community as method' approach.</li> </ul>

- Actively lead and participate in professional supervision, training and development (individual and group) with staff
- Ensure all direct reports are working within Windana's Performance Review and Development System ensuring staff receive regular feedback on their performance.
- Ensure all new staff receive program specific induction
- Development and implementation of resources and training associated with evidence-based practice within and AOD residential setting

#### Quality Assurance

- Maintain ATCA accreditation
- Promote and lead continuous quality improvement work
- Promote and monitor compliance with legislative, regulatory and industry code requirements
- Ensure risk management strategies are implemented

#### Administration

- Produce high quality reports
- Responsible for ensuring administration procedures are followed in accordance with program guidelines by:
  - Monitoring and ensuring implementation of administrative procedures by all staff.
  - Developing procedures in order to maintain an effective administrative system.
  - Maintaining case notes and completing reports
- Management of data collection, trending and analysis
- Accurate and timely reporting

#### Key Working Relationships

Internal:	External:
Windana Staff	DHHS and other government departments (state and federal)
Clients	AOD agencies
	Allied Health Professionals and GPs

#### Selection Criteria

##### Mandatory Skills & Competencies

- Experience in management or leadership of a team
- A minimum of two years' work experience in the drug and alcohol field and demonstrated knowledge of problematic alcohol and other drug use
- Demonstrated knowledge of co-morbidity in relation to problematic alcohol and other drug use and mental health
- Client assessment skills and experience
- Experience in Group Work
- Demonstrated experience of successfully working with a range of community services including, but not limited to, other NGO's, police, local council
- High level of interpersonal skills
- Strong analytical and written communication skills

##### Qualifications

- Tertiary Qualifications in Nursing, Social Work, Psychology or similar

- Qualifications in AOD and/or mental health or commitment to work towards AOD core competencies within the first six months of employment

#### Desirable Skills & Competencies

- Previous experience working within a Therapeutic Community or residential setting
- Post graduate qualification

#### Additional Requirements

For this role you are required to:

- Obtain a valid Working with Children Check for this position; a police check will be administered for preferred candidates
- Report to management any criminal charges or convictions you receive during the course of your employment
- Comply with relevant Windana clinical and administrative policies and guidelines
- Comply with and accept responsibility for ensuring the implementation of health and safety policies and procedures
- Have a current First Aid and CPR certificate or willingness to undertake
- Fully co-operate with Windana in any action it considers necessary to maintain a working environment, which is safe, and without risk to health
- Protect confidential information from unauthorised disclosure and not use, disclose or copy confidential information except for the purpose of and to the extent necessary to perform your employment duties at Windana
- Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Windana management. Windana is committed to child safety and is a Child Safe organisation
- Be aware of and comply with the Windana Code of Ethics and Practice
- A current Victorian Driver's license is essential for this role

#### General Information

- All positions at Windana are subject to on-going government funding.
- Remuneration Packaging is available in accordance with current legislation.
- Windana is an equal opportunity employer and is committed to providing for its employees a work environment which is free of harassment and/or discrimination. The organisation promotes diversity and awareness in the workplace.
- Under the Accident Compensation Act, it is the applicant's duty to advise Windana of any pre-existing condition, which could be aggravated by the type of employment they are applying for. Failure to do so seriously jeopardises any entitlement the employee might have for a work-related aggravation of that non-disclosed pre-existing condition.
- This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Windana reserves the right to modify position descriptions as required. Employees will be consulted when this occurs
- Redeployment to other services or sites within Windana may be required

I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.

Employee Name:

Employee Signature:

Date: