



Our Vision
People living well
Our Values

We care – We work together – We achieve – We learn – We innovate

Position Description					
Name:		Date:			
Position Title:	Program Manager – Counselling and Support Program				
Reporting to:	<ul style="list-style-type: none"> General Manager Client and Community 				
Direct Reports:	<ul style="list-style-type: none"> Team Leader Counselling and Support Team Leader Gateway Health Reception Team Leader Intake 				
Budgetary Responsibilities	Responsible for developing, monitoring and managing all cost centre budgets within Program area, including being a central point of contact for funding and service agreement contracts.				
Liaises with Internally	GH staff across all programs Senior Management Team				
Liaises with Externally	<ul style="list-style-type: none"> Funding and regulatory bodies, including but not limited to Commonwealth and Victorian Government Departments, e.g. Department of Health & Human Services, Primary Health Network, Victorian Responsible Gambling Foundation Sector and service delivery partner organisations including but not limited to, Local Government, Community service organisations, Risk Assessment and Management Panel partners, Centre Against Violence 				
Program Context	<p>This position manages the human and financial resources to deliver the strategic objectives and milestones for the Counselling and Support Program. This program includes:</p> <table border="0"> <tr> <td> <ul style="list-style-type: none"> Generalist Counselling; Responsible Gambling; Children's Counselling; Adolescent Counselling; </td> <td> <ul style="list-style-type: none"> Men's Behaviour Change; Perpetrator Case Management; Intake and Family Violence. </td> </tr> </table> <p>There is an expectation that the Program Manager will work with other Senior Managers during 2020 to review and refine organisational program structures to best fit future organisational and client needs.</p> <p>Working closely with team leaders, the Manager will ensure the effective day-to-day management of these programs, including intake, caseload allocation and work-flow management, staff supervision, financial management, planning and reporting, partnership management and service development.</p> <p>The Program Manager will facilitate the integration between Gateway Health programs to enhance seamless services to clients, consistent with organisational service plan priorities.</p> <p>The Program Manager Counselling and Support is a member of the Senior Management Team and as such plays a role in facilitating information flow and cohesion between all areas of organisation, with a focus on service coordination and improvement; business development, consumer engagement; planning and monitoring the implementation of strategy; monitoring internal and external environments, participating in relevant external networks and collaboration work; identifying and responding to emerging risks and opportunities; and providing a conduit for information between Gateway Health and external committees / organisations, particularly in relation to Gateway Health's advocacy agenda.</p>			<ul style="list-style-type: none"> Generalist Counselling; Responsible Gambling; Children's Counselling; Adolescent Counselling; 	<ul style="list-style-type: none"> Men's Behaviour Change; Perpetrator Case Management; Intake and Family Violence.
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Organisation Context	<p>Gateway Health is a not-for-profit Company limited by guarantee and a registered Community Health Service under the Health Services Act 1988 (Vic).</p> <p>Vision: People living well</p> <p>Mission: Gateway Health provides primary health care & support to all in our community & focuses on providing services to those with the highest risk of poor health.</p> <p>Values: We care – We work together – We achieve – We learn – We Innovate</p> <p>These five values reflect the way we interact with consumers, our approach to service delivery & how we look after each other. Gateway Health strives for an achievement culture that encourages innovation & initiative. We build & foster strengths-based programs that focus on support & recovery. Our staff are our greatest asset.</p> <p>Services are delivered by over 380 staff members at sites in Wodonga, Wangaratta & Myrtleford in Victoria, & through outreach services provided across North East Victoria & Southern NSW.</p> <p>Review of Position Descriptions:</p> <p>This position description will be reviewed annually, during annual appraisal, when the position becomes vacant, or as deemed necessary.</p>
Code of Conduct	<p>Employees are expected to, at all times:</p> <ul style="list-style-type: none"> Adhere to the Gateway Health Code of Conduct including the Child Safe Procedures. Maintain a high professional standard and work with integrity. Develop collaborative working relationships. Communicate with respect. Maintain a client focus. Adopt a Continuous Quality Improvement approach. Work within legislative and compliance framework.
<p style="text-align: center;">Best Practice</p> <p style="text-align: center;"><i>(Knowledge & application of skills required for this position. Knowledge & understanding of equipment, legislation, policies & procedures)</i></p>	
<p style="text-align: center;">Key Responsibilities</p> <ul style="list-style-type: none"> Ensure that the Program operates according to existing legislative, Funding and Service Agreements and contemporary evidence-informed practice. Provide operational line management to the Program team, ensuring they have a consistent understanding of their core tasks and accountabilities. Assist staff to develop and maintain agreed work plans that assist with prioritising work flow and that these are reviewed regularly Advise Executive Manager of any staff management or critical issues Provide advice and strategic direction to the Executive Manager in relation to the program's operational functioning. Ensure that there is a documented Model of Care for the Program that integrates with the overarching Gateway Health Model of Care and that services delivered are consistent with the Model 	<p style="text-align: center;">Agreed Achievements</p> <ul style="list-style-type: none"> The Gateway Health Quality Framework guides the provision of client services. Client outcome measures are monitored with a continuous improvement lens Funding and Service Agreement Targets are met Staff are supported to work effectively and manage their time well All new staff transition into their roles in a timely and efficient manner Consumer satisfaction feedback is rated at 85% or higher Client records, case notes and consumer data are accurate and up-to-date Program data is effectively recorded, monitored and reported Contribute to the development and review of organisational policies and procedures, particularly those relevant to the Program

Research, Leadership and Education

(Demonstrated experience and understanding of the need for continuation of personal & professional development)

Key Responsibilities	Agreed Achievements
<ul style="list-style-type: none"> Continually develop both personally and professionally to meet the changing needs of your position, career and organisation. Lead the Program Team to develop personally and professionally to meet the changing needs of clients, the team, the organisation and the community. Complete mandatory training as required by organisation and ensure that Program team mandatory training is completed 	<ul style="list-style-type: none"> Maintain professional development as required by relevant professional body. 100% compliance within all agency mandatory training The provision of evidence-based practice in line with funding requirements Direct reports have individual professional development plans

Team, Culture Building and Communication

(Communication & interpersonal skills including liaising with internal & external stakeholders)

Key Responsibilities	Agreed Achievements
<ul style="list-style-type: none"> In consultation with the Program team, develop program operational plans that contribute to the achievement of Gateway Health strategic and service plans Ensure issues of concern or non-performance are addressed in a timely manner, discussing these issues with and supporting staff to address any concerns Develop and maintain professional and collaborative relationships with internal and external stakeholders Conduct productive team meetings regularly. Ensure that all Program team members receive regular supervision and reflective professional practice sessions as appropriate to their role. 	<ul style="list-style-type: none"> Regular supervision sessions with direct reports Program Team are appraised of new or adjusted policies and associated impacts Program team members' behaviour is congruent with organisational values, behaviours and goals Recruitment and staff development results in team meeting or achieving targets Productive team meetings are held regularly with records of decisions and actions recorded Conflicts are resolved and managed respectfully

Clinical and Administrative Systems

(Org processes, admin & documentation requirements, professionalism & timely reporting)

Key Responsibilities	Agreed Achievements
<ul style="list-style-type: none"> Ensure relevant Program documentation is completed to required timeframes Produce accurate and timely reports for funding bodies, and for other internal and/or external purposes as required Manage relevant funding contracts and agreements and all their deliverables including: acting as the key contact point for all matters concerning the relevant contracts and agreements, developing and managing budgets, ensuring programs and services are implemented in an effective and efficient manner, and ensuring the timely and accurate completion and submission of all required reporting Maintain proficiency in the use of Gateway Health software systems including budgeting, human resource management and communications tools 	<ul style="list-style-type: none"> Clinical notes are completed within agreed time frames and in accordance with GH policies and procedures and standards as demonstrated by regular audits of client files Internal and external reports and acquittals are completed on time Budgets are developed, monitored and managed within projection or better

Quality, Safety and Compliance

(commitment to ensuring quality services are delivered to both internal and external clients through continuous improvement)

Key Responsibilities	Agreed Achievements
<ul style="list-style-type: none"> Actively assess, manage and where possible mitigate workplace risk including (OH&S), consumer related risk, reputation risk and personal risk Ensure an understanding within the Program team of individual responsibility for consumer safety, quality and risk and adherence to the relevant policies, procedures and guidelines. Contribute to service improvement through the development, implementation and review of program processes and procedures. Ensure a safe working environment for yourself, your colleagues and members of the public Identify, report and manage risks and ensure actions are taken to prevent and minimise harm to consumers and the Gateway Health workforce Contribute to organisational quality and safety initiatives Comply with requirements of the Service Standards applicable to service delivery and other relevant standards, regulations and legislative requirements Collaborate with other Senior Managers to review Program structures to create models suitable for future organisational and client needs. 	<ul style="list-style-type: none"> Report risk to your Manager and relevant GH employees, and utilise current risk management tools and procedures available. Ensure policies, procedures and codes are complied with at all times. As outlined in the Code of Conduct ensure all interactions are undertaken in accordance with the behaviour set. 100% completion of performance reviews Completion of induction programs within set timeframes Exhibit workplace practice, actions and behaviours in line with Gateway Health's Well-being Framework. Ensure work practices comply with Gateway Health's Continuous Quality Improvement principles. Positively embrace and adopt change as it occurs Protect the rights, safety and wellbeing of children and provide a child safe environment

Qualifications, Skills and Other Requirements

Key Responsibilities	Agreed Achievements
<p>*Provide evidence of annual renewal of registration to practice (as required)</p> <p>Provide minimal qualifications and evidence of ongoing training and further education.</p>	

Key Selection Criteria

Applicants MUST address the Selection Criteria below when completing an employment application

Essential

1. Demonstrated ability to behave in accordance to the Gateway Health Values of *We Care, We work together, We achieve, We learn, We innovate.*
2. Tertiary qualifications in Social Work, Community Welfare, Psychology or relevant equivalent studies and extensive experience in counselling, welfare or health fields.
3. Demonstrated leadership experience including the ability to effectively manage staff and the operational and administrative requirements of the program.
4. Previous experience developing, monitoring and reporting on program budgets.
5. Well-developed interpersonal skills with the capacity to liaise effectively with a wide range of clients and service providers in a clear and appropriate manner for the purpose and audience.
6. Well-developed communication skills with the capability to prepare reports and correspondence in a manner appropriate to the purpose and audience.
7. A comprehensive knowledge of the health and welfare sector, including policy frameworks and contemporary practice, particularly within the local region.
8. Current Australian Drivers Licence or accepted International Drivers licence.

9. Satisfactory National/International Police check, Disability Worker Exclusion Scheme and Victorian Working with Children Checks must be provided prior to commencement.

Inherent Requirements

Gateway Health has a duty of care to all staff. The purpose of this section is to ensure that you fully understand and are able to perform the inherent requirements of the position (with reasonable adjustments if required) and that you are not placed in an environment or given tasks that would result in risks to your safety or the safety of others.

The position may require the following tasks among other things:

- Limited manual handling (pushing, pulling, lifting, holding, carrying)
- Sitting, standing, bending, reaching
- Computer work, data entry
- Use of personal protective equipment
- Driving motor vehicles
- Dealing with anxious or upset staff, consumers or members of the public
- Work at and travel to other locations may be required

Award and Conditions

- Victorian Stand-Alone Community Health Services (Health and Allied Services, Managers and Administrative Officers) Multiple Enterprise Agreement 2018-2022
- HS6
- 0.8 EFT, negotiable to 0.9 EFT
- Based in either Wodonga or Wangaratta with regular travel between Gateway Health sites expected.
- Initial 6-month probationary review and then annual performance appraisal.

Performance Monitoring

An initial review of performance will be undertaken within six (6) months and then formally reviewed every 12 months based upon this position description.

Last Appraisal Date	
Next Appraisal Date	

I acknowledge:

- That I will observe child safe principles and expectations for appropriate behaviour toward and in the company of children.
- That Gateway Health has a zero tolerances of child abuse and all allegations and safety concerns will be treated very seriously. For more information refer to Gateways Health's Child Safety Standards procedure.
- That I have read and fully understand the Position Description and Inherent Requirements of the position
- I agree that I have the physical and psychological ability to fulfil the inherent requirements of the position, and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements.
- I understand that the information provided is a general outline and may not encompass every aspect of the position.
- Gateway Health may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected staff member(s).
- I understand that this is separate to the Employment Agreement that I will sign, outlining the terms and conditions of my employment.

Accepted by:

Employee Signature:

Date:

Print Name:
