

Position title	Program Manager HASI	Reference	PMH.DCS
Reporting to	Operations Manager Darwin Community Services	Location	Darwin
Division	Darwin Community Services	Section	Housing Support Accommodation Initiative
Approved	Executive Manager, Families & Homelessness	Date	September 2020
Comments: This role will require working in a diverse range of settings including but not limited to a person's home, and other community settings			

Organisation Statement

Anglicare NT is a respected provider of quality human services across urban, regional and remote areas of the Northern Territory. We demonstrate our values of Hope, Kindness, Respect, Fairness and Integrity through strength-based and trauma informed practice, cultural respect, child safety, social justice, community development and partnerships. Anglicare NT was formed by the Anglican Diocese of the NT to respond to the social needs of our diverse communities.

Purpose of the Position

You will be responsible for the ongoing leadership and management of Anglicare NT's Housing Support Accommodation Initiative (HASI) Program in the role of Program Manager. HASI is a partnership program between Anglicare NT, the Council for Aboriginal Alcohol Program Services (CAAPS) Aboriginal Corporation, Department of Housing and Community Development, (DLGH&CD) and the Department of Health -Mental Health division; Top End Mental Health Services (TEMHS), providing recovery focused wraparound care to support people living in public housing in Darwin, Palmerston and Casuarina to sustain their tenancies.

The Program Manger HASI is a key role in ensuring quality service delivery and service outcomes. You will work collaboratively with the other HASI partners to improve and develop the overall response to people with mental illness living in public housing. You will be responsible for leading a team of mental health key workers to deliver psychosocial support services to individuals. You will be a key contact for the Evaluation of the NT HASI Program, and will work with the Operations Manager and the Manager Evaluations and Outcome to ensure the Evaluation timeline progresses as planned.

Selection Criteria

Position Specific Requirements

1. The preferred applicant will have a qualification of a degree in Social Work, Psychology or Mental Health.
2. A minimum five (5) years' experience in the Community Services Sector, including staff management experience (essential).
3. Demonstrated experience in contemporary approaches to supervising and developing staff, including the provision of supervision and mentoring, undertaking performance reviews and managing multidisciplinary teams
4. Demonstrated knowledge and experience in the provision of psychosocial rehabilitation and support services that are flexible and responsive to an individual's needs considering their unique recovery goals and aspirations.
5. Ability to maintain personal and professional boundaries and guide staff in complex client related decision making.
6. Strong work ethic, good time management and demonstrated resilience and prior experience responding to stressful situations and/or critical client related incidents.
7. Ability to engage and build respectful and trusting relationships with people to assist them to identify their rights, needs, strengths and opportunities.
8. Demonstrated experience in collaborative practice and working in partnerships with external agencies and providers to optimise client service delivery and referral.
9. Demonstrated skills in working with Microsoft Office programs including Word, Excel and Outlook and Client Management systems.

General Criteria

1. Demonstrated commitment to work respectfully and inclusively with Aboriginal and Torres Strait Islander and culturally and linguistically diverse people.
2. Demonstrated adherence to legislation, policies and procedures and a commitment to EEO, WHS, risk management and quality improvement practices.
3. Northern Territory Working with Children Clearance (Ochre Card).
4. National Police Criminal History Report (less than three months old) with acceptable outcome.

5. Ability to meet 100-point ID and additional visa / overseas work compliance measures.
6. Northern Territory Driver's Licence.
7. First Aid Certificate (or willingness to obtain within agreed timeframe).

Key Responsibilities

1. Quality, Performance and Client Services Management

- Oversee the delivery of the HASI Program, including educating staff on the key elements of the program and taking a lead role in facilitating the program.
- Facilitate the intake and assessment panel alongside HASI partners to evaluate and approve referrals to HASI.
- Conduct regular program reviews to ensure services are appropriate to participant needs and ensure outcomes and initiatives are implemented to enhance services.
- Provide support and advice on complex case management, risk, service delivery issues and critical incident responses.
- Manage complaints, grievances and concerns in line with procedures and escalate as required; ensuring any external notification obligations are met.
- Actively promote and facilitate participant involvement in the delivery and evaluation of the support provision.
- Receive and respond to feedback and comments from participants to ensure they have the strongest opportunities for self-direction.
- Ensure that procedures, forms and templates are developed and reviewed according to Anglicare NT Document Control guidelines.
- Undertake safety and risk audits in relation to direct service delivery, putting appropriate strategies in place in terms of family violence/the potential for aggression and child protection considerations.
- Respond in line with incident reporting requirements in times of a crisis, emergency or following a complaint. Ensure matters are escalated as required and documentation completed.

2. Effectively Manage People, Resources, Finances and Systems

- Oversight staff leave planning and approvals, training and development and process timesheets for direct line reports; ensuring service viability and adequate coverage is in place.
- Undertake staff recruitment in conjunction with HR; ensuring employment arrangements, classifications and conditions are consistent with organisational standards and managed in accordance with Awards and sound industrial practices.
- Facilitate effective induction processes, including probation review processes and training for all direct reports and oversee this process for all indirect reports.
- Provide supervision, coaching and mentoring to HASI Key Workers, undertake performance reviews and development plans; ensuring staff are positively engaged with the organisation and effective in their roles.
- Manage staff performance concerns and improvement plans, disciplinary processes, grievances and industrial matters in conjunction with the Operations Manager Darwin Community Services and HR.
- Ensure relevant information is disseminated to staff in a timely manner and via appropriate communication methods including organisational changes, directions, trends in community mental health services and day-to-day operational matters.
- Lead by example – your behaviour will be in line with the Code of Conduct and remain productive, collaborative, professional and values driven.
- Ensure financial delegations and procurement, ordering, banking, petty cash, credit card reconciliations, cash handling and service related income and expenditure procedures are adhered to.
- Ensure compliance of Program with organisational requirements, processes and systems.
- Maintain timely and appropriate internal communications, data and other reporting requirements.
- Contribute to and support HASI evaluation, including coordination of staff to support evaluation requirements
- Act as Key Worker for participants when required.

3. Sustain Relationships, Community Engagement and Collaborative Approaches

- Promote and maintain a positive and collaborative work environment between Anglicare NT and HASI partners.
- Establish and maintain effective partnerships and relationships with other Anglicare NT programs, government and non-government agencies and the wider community that will enhance service delivery.

- In conjunction with Operations Manager Darwin Community Services, maintain timely and appropriate communications with funding bodies, partner organisations, government agencies and key stakeholders.
- Advocate internally and externally to ensure systems and services protect the rights of people with mental illness to ensure they have greatest control over personal decision-making.
- Manage external complaints in line with procedures and escalate as required; ensuring any external notification obligations are met.
- Contribute to NT wide program streams and internal working parties to help build cross regional linkages, consistent agency wide approaches and strengthen client and community building practices.
- Undertake other tasks as directed by your Manager commensurate with your skills and qualifications including different lateral duties and additional projects.

General Requirements

- Comply with Federal, NT and Local Government legislation, regulations, permits and / or by laws.
- Adhere to delegations, code of conduct, policies, procedures and general conditions of employment.
- Work within contract, program / project parameters and scope of practice.
- Comply with program guidelines, work plans, budget, data and reporting requirements.
- Comply with WHS requirements – remain vigilant and contribute to a safe working environment.
- Embrace organisational values, work cooperatively and help sustain a respectful workplace.
- Support and mentor work colleagues by sharing your skills, knowledge and strengths.
- Help implement our Reconciliation Action Plan and build an inclusive and culturally competent workforce.
- Maintain confidential client, staff and organisational information in line with requirements.
- Keep up to date with workplace communications, staff meeting records and the intranet.
- Contribute to planning, evaluation and continuous quality improvement activities.
- Participate in supervision, performance reviews and undertake approved training.
- Maintain attendance, payroll and leave records in accordance with procedures.

Delegation of Authority

As per Board approved Delegation of Authority Schedule and aligned position classification (noting content will updated from time to time).