



POSITION DESCRIPTION

Title of Role:	Glen Iris Residential withdrawal unit	Classification Level:	Non-Award (RN4 or RPN4 equivalent or Social Worker (SW3) equivalent or Occupational Therapist (OT3) equivalent or SCHCADS 7 equivalent
Business Unit:	Residential and Primary Health Unit	Type of Appointment:	Full time, ongoing
Location:	Position is based at Glen Iris residential withdrawal unit	Position Number:	TBC

YSAS Vision

A community where all young people are valued included and have every opportunity to thrive.

YSAS Purpose

To enable young people experiencing serious disadvantage to access the resources and support they require to lead healthy and fulfilling lives.

YSAS Values

Honesty	We are impartial and authentic in our practice and in how we relate to colleagues within and outside of our organisation.
Empowerment	We create a positive environment for staff and young people to make valuable contributions.
Accountability	We set high standards and we are answerable for our decisions and actions.
Respect	We respect the rights of others and treat others as we would like to be treated.

Child Safety

YSAS is a Child Safe organisation. We actively promote the safety and wellbeing of young people, and are committed to protecting young people from harm or abuse who come into contact with and/or access our service. Applicants must undergo rigorous screening and recruitment processes, including providing evidence of current WWCC and National Police Check prior to commencing employment.

Position Purpose

The YSAS Glen Iris Residential withdrawal unit is a 4 bed facility providing a residential AOD program for young people experiencing harm and significant problems relating to their AOD use.

The Manager is responsible for the management of a 24 hour work environment over 7 days of the week. This includes overseeing quality and safety processes. Staffing, rostering, risk assessment and mitigation and ongoing program development.

Based in Glen iris, the Manager of the residential withdrawal unit has a critical role in the development of business intelligence and identification of emerging trends that enable the delivery of high quality and clinically safe services and evidence based decision making within the organisation. The Manager Glen Iris Residential withdrawal unit holds a formal leadership role and therefore is responsible for inspiring a shared vision, modelling a values based approach, and creating a culture in which new ways of working are encouraged and enabled.

At YSAS more generally, each Manager leads a multidisciplinary team, delivering collaborative and innovative programs and responsive services to young people across their delivery area.

Each YSAS Manager has responsibility for overseeing day to day operational management; coordination and implementation of supervision and support to staff (especially in the areas of crisis intervention, assessment, intensive case management) Additional responsibilities include the development and maintenance of service infrastructure, relationships with internal and external stakeholders and ongoing review and refinement of programs within their remit.

The Manager is considered a role model to staff and young people and should demonstrate consistently professional behaviour at all times.

Reporting Relationships

This role reports into Manager of Residential withdrawal units.

This role has the following direct reports:

- AOD youth workers

Key Relationships/Interactions

The primary stakeholders that this role will interact with are:

- Operational and clinical staff
- Functional managers within YSAS
- Other strategic partners within own portfolio.

Key Challenges

Incumbents in this role must:

- Work as part of leadership team to ensure compliance with legislation and policy to ensure congruency the values and strategic direction of YSAS.

Special Conditions

Prior to commencement of employment incumbent must provide YSAS assurance of their:

- Working with Children's Check (WWCC).
- Satisfactory National Police Check (NPC).
- Any relevant required professional registrations (AHPRA)
- Driver's licence.
- Copies of all relevant qualifications.

Other relevant role information

- It is preferable that incumbents in this role have a current First Aid Certificate (level 2) – this may be completed during incumbent's probation.
- Some out of hours work may be required.

- The incumbent of this role may be required to work at various different YSAS sites depending on YSAS operational requirements.

YSAS Conditions

All YSAS employees are required to work in accordance with including but not limited to:

- Occupational Health and Safety Act 2004 (Victoria)
- Equal Employment Opportunities (including prevention of bullying, harassment and intimidation)
- Fair Work Act (2009)
- Relevant Awards, Enterprise Agreement
- Duty to maintain privacy and confidentiality
- Smoke Free Workplace
- Code of Conduct
- Child Safety best practice
- Other YSAS policies and procedures, which may be amended from time to time.

Responsibilities

This position description provides an indication of the type of duties you will be engaged to perform. You may be lawfully directed to perform any duties that a person with your qualifications, skills and abilities would reasonably be expected to perform. The Manager, Glen Iris Residential withdrawal unit is responsible for:

Key Responsibilities	Major Responsibilities	Performance Indicator/Measurement
Leadership and Management	<ul style="list-style-type: none"> • Ensure continuous quality improvement; services, processes, reporting and policies; • Timely monitoring, reporting and finding solutions to service users' trends and environmental risks; • Set priorities for services according to demand and ensure service targets; • Preparation of reports/briefs for internal and external stakeholders; • Provide proactive leadership to ensure a positive team and program culture where staff are encouraged to deliver quality services; • Ensure recruitment is in line with YSAS' recruitment and selection policies and procedures; • Ensure program staff are supported with training and timely advice and mentoring to fulfil the obligations of their roles • Ensure all staff receive supervision to undertake their job at a highly competent level; • Ensure all staff have an annual PDR and training plan; • Ensure safe work practices and systems; • Reconcile organisational priorities for service delivery and staff needs at a program level • Contributes to the development of a performance culture that is accountable and upholds the values and operational 	<ul style="list-style-type: none"> • Positive feedback from young people and response to feedback trends • Response to staff survey results; • Suitable staff attracted and retained; • All staff receive appropriate supervision; • All staff have had a PDR, with appropriate development and training linked back through supervision; • On every occasion YSAS is represented ethically and professionally; • Accountability processes and measures are clear for all staff

	<p>requirements within the organisation through effective management of own area</p> <ul style="list-style-type: none"> • Demonstrate emotional intelligence in leadership and mentor staff reporting to you to ensure a resilient workforce • Contributes to the development of a performance culture that is accountable and upholds the values and operational requirements within the organisation through effective management of own area; • Demonstrates commitment to the strategic direction of YSAS; 	
Service Delivery	<ul style="list-style-type: none"> • As part of the organisation's leadership group, and practice standards committee, provide a leading role in provision of clinical oversight of relevant programs and roles • Contribute to development of policies and standard operational procedures relating to clinical oversight • Work in partnership with other Managers and Senior Operational Leaders to develop guidelines and strategies to address clinical risks in the organization and lead development of strategies to mitigate against clinically related risk • 	<ul style="list-style-type: none"> • Clinical governance guidelines and processes for consultation will be clear and documented accordingly • Clinical escalation pathways will be clear and utilized appropriately • Monitoring and response to clinical incidents incorporating incident reporting processes • Approved Program annual Operating Plan
Stakeholder Engagement	<ul style="list-style-type: none"> • Consults and negotiates with government department representatives and community partners on matters that have significant impact on program delivery. • Build strong relationships with internal staff, especially fellow residential services managers and other managers at YSAS. • Attend/Chair appropriate committees, groups, networks, Communities of Practice; • Represent YSAS in a professional and ethical manner (e.g. Meetings, Conferences, etc.) 	<ul style="list-style-type: none"> • Member of key partnership groups and networks; • Successful tenders, EOIs, submissions; • Collaborative partnerships with key stakeholders are developed and maintained; • Attendance at meetings in order to maintain positive relationships with key stakeholders;
Continuous Improvement	<ul style="list-style-type: none"> • Contribute to continuous quality improvement in relation to service delivery or business support services and systems. • Developing linkages with referral services. • Participation in evaluation and ongoing monitoring of the programs, services, and systems. • Include clients in the evaluation of the service where appropriate. • Collaborate with other support services and community based activities to integrate support and provide optimal service provision. 	<ul style="list-style-type: none"> • Ensure all work complies of the relevant legislation/ regulations, YSAS' policies and procedures • Ensure confidentiality of documentation is maintained

Corporate Compliance	<ul style="list-style-type: none"> • Accountable for the preparation, monitoring, delivering and evaluation of unit budgets. • Identifies costs in accordance with emerging service needs. • Explains financial implications of business decisions to staff. • Identifies cost effective and efficient approaches to managing resources. • Uses financial data to develop strategies and plans. • Adhere to all YSAS policies and procedures including the Code of Conduct, Confidentiality Agreement, EEO policy • Work within the bounds of relevant Legislation / Regulations (e.g. Privacy, Fair Work, OH&S, etc) and relevant professional Codes. 	<ul style="list-style-type: none"> • Annual budget approved • Meet budget targets per annual financials • Monthly financials are reviewed and amended where necessary • Meet service contractual requirements • Ensure all work complies to the relevant legislations / regulation; YSAS policies and procedures; and other relevant compliance requirements.
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Qualifications, Skills, Knowledge and Experience relevant to the role

Education	<p>Mandatory Qualification in one of the following:</p> <ul style="list-style-type: none"> • Relevant professional qualification in a health related discipline (nursing, social work, youth work or Occupational Therapy) with current Registration with Australian Health Practitioner Regulation Agency (AHPRA) where applicable. • Youth Work or Occupational Therapy must be at Degree level. • Registered Nurse must have Post-Graduate Qualification in Psychiatric /Mental Health, addiction Medicine or equivalent. • Social workers: Eligibility for membership with Australian Association of Social Workers (AASW). <p>Desirable:</p> <ul style="list-style-type: none"> • Tertiary level Management qualification
Experience	<p>Mandatory:</p> <ul style="list-style-type: none"> • Minimum of 3 years' experience in leadership and management of staff in residential, inpatient or community services <p>Desirable:</p> <ul style="list-style-type: none"> • Experience in clinical governance and leadership of multidisciplinary team
Knowledge and Skills	<ul style="list-style-type: none"> • Well organised, and able to be flexible in managing competing priorities and deadlines • Excellent written and oral communication skills, as well as highly developed interpersonal, coaching, and consultative skills • Strong analytical thinking and problem-solving skills and ability to deliver innovative solutions • Good judgment, able to influence others and seen as a credible source of advice
Personal qualities	<ul style="list-style-type: none"> • A team player, able to work in a collaborative way.

	<ul style="list-style-type: none"> • Has tact, sensitivity and diplomacy; ability to think on feet and act proactively with discretion. • Commitment to personal learning, development and improvement in pursuit of own performance objectives and those of the team and organisation. • Commitment to YSAS' values and a working style that reflects these
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Behavioural Capabilities

Descriptors below detail the behavioural capabilities required for performance in the Manager, Glen Iris Residential Services. KEY behaviours for this role are listed with the critical behaviours highlighted in **bold**. These behaviours have been drawn from a larger number of relevant behaviours in YSAS's Performance Matrix. This broader group of behaviours are applicable to your ongoing success in the role.

Category	Level	Behaviours
Strategic Direction	Strategic	<ul style="list-style-type: none"> • Ensures business unit strategies are aligned with YSAS' strategic plans • Continually reviews goals and plans to reflect changing priorities or conditions • Anticipates risks and manages these accordingly • Operates within a whole of agency context and considers multiple perspectives and agendas • Seeks to gather and understand all critical information when planning and making decisions • Demonstrates effective and consistent decision making in an environment of ongoing change and uncertainty • Champions new initiatives and stimulates Change
Achieves results	Strategic / Tactical	<ul style="list-style-type: none"> • Defines conceptual ideas and objectives and translates these into concrete implementation plans • Creates a shared sense of purpose towards achieving YSAS goals • Provides clear direction about milestones and outcomes • Sets stretched targets and supports others to achieve these • Is accountable for the delivery of timely and accurate results • Critically evaluates an issue prior to determining a course of action • Confidently makes judgements about which tasks to prioritise and which to re-negotiate • Promotes and capitalises on innovative and creative solutions to resolve complex issues
Business Excellence	Strategic	<ul style="list-style-type: none"> • Considers future needs of YSAS and promotes training and development to build capability • Gives timely praise and recognition • Gives clear and honest feedback • Monitors business unit performance and seeks continuous improvement • Deploys resources astutely and identifies optimum resourcing combinations.

		<ul style="list-style-type: none"> • Creates and aligns structures, systems and resources to better achieve objectives • Monitors expenditure and uses-cost benefit thinking to set priorities. • Sets clear performance standards • Manages unsatisfactory performance promptly
Working Relationships	Strategic / Tactical	<ul style="list-style-type: none"> • Represents and advocates for the agency and public sector effectively in public and internal forums • Uses appropriate strategies to constructively manage and resolve conflicts/disagreements promptly • Anticipates the position of other stakeholders and is aware of the extent of potential for compromise • Adopts and promotes a collaborative approach when working with stakeholders internal or external to YSAS • Forges strategic alliances to achieve objectives • Adapts their approach to suit the situation and audience • Understands the needs of others and uses this for motivation • Listens actively and responds in a clear and concise manner
Personal Drive and Professionalism	Tactical	<ul style="list-style-type: none"> • Models courteousness and professionalism in the workplace • Demonstrates integrity and ethical behaviour • Challenges opposing views in a respectful manner • Remains positive when faced with difficult challenges • Seeks feedback on performance • Seeks learning opportunities to strengthen areas for personal development • Ensures procedures are put in place to maximise safety and welfare in the workplace

Selection Criteria for Appointment into Role

1. Demonstrated capacity to motivate, lead, manage and supervise a multidisciplinary staff team
2. Demonstrated capacity and experience in working with disadvantaged young people, especially those in a residential withdrawal or similar settings
3. Demonstrated knowledge and experience of statutory and ethical safety requirements in a mixed gender, residential service for young people.
4. Demonstrated capacity in program planning, implementation and review
5. Demonstrated skills in risk assessment and mitigation planning and implementation
6. A working knowledge of financial management practices

Incumbent Statement

I accept the PD as acknowledged above and understand that the PD will be reviewed as required. I also understand that the PD may need to be amended occasionally due to variations in responsibilities and organisational requirements. Changes to the PD will be consistent with the purpose for which the position was established.

Acknowledged by occupant	_____	_____	/ /
	(Print name)	(Signature)	
Acknowledged by line manager	_____	_____	/ /
	(Print name)	(Signature & title)	

Job and Person Specification Approval

...../...../..... DELEGATE (GM or Chief)