

Position Title	Manager of Lighthouse Institute
Team	Business Services
Reports to	Director of Corporate Services & Innovation
Direct Reports	3
Date effective	ASAP
Location	Richmond Youth Resource Centre – 13 Adolph Street, Cremorne VIC

About Lighthouse

Lighthouse Foundation support and care for some of Australia's most vulnerable children, young people, and babies who typically come from backgrounds of long-term neglect, abuse, and homelessness. Many traumatised young people develop a sense of the world as being unsafe, unjust, untrustworthy, and unpredictable. This can lead to problems in forming healthy, trusting relationships and having core human needs met. The Lighthouse Model of Care (LMC) is a treatment approach that sees, recognises, and responds to these complex features.

The LMC integrates trauma-informed practice, attachment theory, and contemporary psychoanalytic theory to create a holistic therapeutic treatment environment in which the mental and physical wellbeing, and social and emotional capacities of young people in Lighthouse programs are developed and enriched. The LMC provides the clinical underpinnings of Lighthouse Foundation programs and informs and guides decision making with our young people.

More broadly, the LMC informs and guides decision making throughout the organisation. For example, trauma informed practice does not mean simply applying these principles to our young people in isolation, but building and maintaining an organisational culture that promotes psychological safety and wellness of all its members. Lighthouse also places significant importance on the role of organisational structure as a source of containment for staff, volunteers, and those we care for. Line management structures operate to hold and contain staff and young people in our care by providing clear levels of responsibility both, operationally and clinically. Over the past 30 years, Lighthouse has successfully supported more than 1,000 children and young people to break the cycle of homelessness and pursue a safe and meaningful life.

Lighthouse celebrates diversity and affirms the right of access, equity, and equality across our programs and throughout our organisation. We are inclusive of all sexual orientations and gender identities. We also practice from a position of cultural safety and awareness, across diverse languages, religions, and cultures.

Vision

A safe home and community for homeless kids to belong, heal and thrive.

Mission

We provide therapeutic homes and create a caring community for homeless kids and foster families. Through the Lighthouse Model of Care our kids receive the level of support required to achieve a lifetime sense of belonging, the opportunity to heal and the capacity to thrive.

Our Values

We are respectful, kind, courageous, thoughtful and committed.

PD – Manager of Lighthouse Institute		
First Created: August 2022	Last Review: 18 August 2022	Next Review: 18 August 2023

Position Overview

The focus of this role will be to drive Lighthouse's strategic priority of demonstrating quality practice through evidence-based frameworks. The role will assist to drive innovation and best practice within and for all Lighthouse programs, with a view to disseminate the findings in the broader system of care for young people and children throughout Australia.

The role will support in expanding and guiding the delivery of training, evaluation and service development initiatives and ensure quality assurance for all Lighthouse programs with a clear focus on reporting of outcomes internally and externally. This role reports to the Director of Corporate Services & Innovation (DCSI) and will work closely with the Director of Therapeutic Care and the Director of Care Services, as well as all stakeholders relating to the provision of these functions.

Role Specific Requirements	
Area of Responsibility	Activities <i>(performance measured against activities during reviews)</i>
Management & leadership	<ul style="list-style-type: none">• Overall management of the Lighthouse Institute (Institute)• Establishing the direction of the Institute in consultation with the DCSI and Lighthouse Institute Committee.• Maintaining up-to-date documentation, systems and processes.• Development and implementation of Institute Action Plan that follows directly from the Lighthouse Strategic and Business plans.• Recruit, train and manage a team of employees to support service delivery.• Ensure standards of training and consultancy are in-line with Lighthouse's Model of Care and current research and best-practice in the sector.
Research & Development	<ul style="list-style-type: none">• Where necessary, facilitate the development and articulation of best practice models through research, program planning and development, and evaluation processes and the use of relevant theoretical frameworks.• Develop and oversee relationships with Academic and Research Institutions.• Develop and oversee systems of data collection across the organisation• Develop and oversee data sharing internally and externally.
Training, Consultancy & Clinical Supervision	<ul style="list-style-type: none">• Develop innovative training in line with Lighthouse's Model of Care and current research and best-practice in the sector.• Deliver training and consultancy services, on behalf of Lighthouse, that in are in-line with Lighthouse's Model of Care and values
Service Development & Program Fidelity	<ul style="list-style-type: none">• Develop programs, in consultation with senior leadership, to meet best practice outcomes and the growing needs of the organisation.• Identify Australian and International best practice models as it relates to all areas of Lighthouse to support the development of existing programs through evaluation and quality improvement.• Oversee fidelity within and between services, including how the databases are used between teams.• Develop and oversee service development initiatives within the Institute in consultation with the DCSI
Relationship Management (internal and external)	<ul style="list-style-type: none">• Work closely with all Lighthouse stakeholders, particularly the CEO, Founder, Management Team and Senior Care Team to ensure that the best practice principles are being adhered to in the therapeutic care of Lighthouse young people.

	<ul style="list-style-type: none"> • Create and maintain relationships with government, as well as state-wide and local service providers within the youth homelessness and out-of-home care sector. • Promote the Lighthouse approach in the community.
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Organisational Specific Requirements	
Organisational participation	<ul style="list-style-type: none"> • Attend and facilitate team meetings, trainings, whole staff meetings and planning days • Contribute to the implementation of reliable and predictable community events on the weekends • Contribute to collaborative practice across the organisation
Professional development	<ul style="list-style-type: none"> • Participate in regular supervision, professional development and review meetings • Attend regular group processes and trainings as required • Contribute to a culture that is reflective, inclusive and open
OH&S	<ul style="list-style-type: none"> • Exercise a duty of care to work safely, taking reasonable care to protect your own health and safety and that of your fellow workers, volunteers and young people including following safe working procedures and instructions
Risk	<ul style="list-style-type: none"> • All Lighthouse staff are responsible for applying a continuous quality improvement approach to all tasks • Identify and communicate any risks in Care
CQI	<ul style="list-style-type: none"> • All Lighthouse staff are responsible for applying a continuous quality improvement approach to all tasks
Commitment to Lighthouse culture	<ul style="list-style-type: none"> • Staff are expected to participate in the processes and practices that uphold the Lighthouse culture
Commitment to trauma informed practice	<p>Staff are expected to:</p> <ul style="list-style-type: none"> • Engage in personal and professional development to integrate their understanding and response to people and systems that have been impacted by trauma • Create or maintain a physical and emotional environment that promotes healing • Engage in conflict resolution processes when required

Performance Measurements

An annual work plan will be developed in line with the Position Description and Lighthouse Foundation's Annual Business Plan to measure performance.

Authorities – Financial and People

- Seek approval for all unbudgeted expenses
- Petty cash expenses up to \$1000 without prior approval
- All other authorities listed under the Lighthouse Delegation of Authority policy

Qualifications and Licences

- Current driver's licence
- Valid first aid certificate (if necessary) (or willingness to obtain one)
- Criminal Records check
- Current Working with Children check

Key Selection Criteria

Essential

- Demonstrated management experience in the not-for-profit sector and/or learning centres
- Demonstrated experience delivering a clinical/therapeutic service/program, particularly in the out-of-home care, youth work, health, or homelessness sectors
- Demonstrated experience, skills and competencies in program development and evaluation.
- Demonstrated experience in research
- Commitment to and understanding of the vision and work of Lighthouse Foundation
- Ability to work independently on projects and as part of a team
- Ability to plan, prioritise workloads, and meet deadlines as required
- Demonstrated commitment to personal and professional development
- Excellent written and verbal communication skills

Desirable

- Experience working in the Out of Home Care sector at a senior level.
- Experience delivering training across a variety of audiences
- Experience developing models of best practice.
- Quality Improvement experience
- Ability to audit systems and provide reports outlining improvements

Employment Conditions

- Full-time with flexible work practices available.
- Compliance with Lighthouse Foundation's Code of Conduct, including the Child Safe Code of Conduct, policies, and procedures.
- Lighthouse Foundation takes all reasonable steps to facilitate and maintain a safe environment for children, young people, and all participants of our service. It is for this reason that Lighthouse requires all potential employees to undergo a psycho-social assessment prior to confirmation of employment.
- Terms and conditions of employment are outlined in employment contracts.
- COVID-19 vaccination certificate required upon employment.

Manager

Name:

Signature:

Date:

Staff Member

Name:

Signature:

Date:

Note: The requirements and responsibilities contained in this job description do not create a contract of employment and are not meant to be all-inclusive. They may be changed by the role manager during employment on an as required basis. Any significant or material changes need to be discussed and agreed by incumbent and manager before inclusion.

The role description should be reviewed formally during the annual planning and performance assessment process.