

## Position Description

<b>Position Title</b>	Service Manager
<b>Reporting To</b>	Senior Manager of Operations
<b>Employment Status</b>	Full-time, Permanent
<b>Classification</b>	SCHADS Level 6
<b>Team/Service</b>	Wadamba Wilam, Pathways & Sobell
<b>Direct Reports</b>	Team Leader, Case Managers, Registered Nurse
<b>Date</b>	May 2026

### PROGRAM OVERVIEW

[The **Wadamba Wilam Service Team** (Neami National Fairfield) delivers integrated programs supporting people with mental health and housing needs:

- **Wadamba Wilam (est. 2013):** A multidisciplinary, trauma-informed outreach service for Aboriginal and Torres Strait Islander people experiencing or at risk of homelessness across Darebin and Whittlesea. Delivered in partnership with VAHS, Uniting VicTas and NAMHS, focusing on Social and Emotional Wellbeing (SEWB).
- **Northern Housing Pathways:** A partnership with NAMHS and Haven Home Safe supporting people exiting clinical care who are homeless or at risk, through housing access, tenancy support and outreach.
- **Sobell:** A Neami–Housing Choices Australia partnership providing supported, affordable housing for 32 tenants, with onsite staff and after-hours support.

### POSITION OVERVIEW

The Service Manager is responsible for the overall management and development of the Program. The Service Manager will work collaboratively with partners to develop and improve the overall service response to consumers. The Manager will also undertake a key role in service development, including ongoing evaluation and review of service outcomes. The Service Manager works closely with the Senior Manager Operations to support the management and operation of the Program(s).

## THE POSITION

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### ***Key position Responsibilities, Duties and Accountabilities***

#### **Team Leadership**

- Provide leadership, coaching, mentoring and supervision to program staff with a focus on applying the Collaborative Relational Practice including team morale and safety.
- Lead and support the team to regularly evaluate the effectiveness of the service in consultation with consumers.
- Ensure onboarding, practice development (supervision), training and skill development is provided to all members of staff. Identify and encourage staff who may seek to explore higher duties/ different opportunities.
- Collaborate as an effective team member and support other Service Managers new to their role.
- Coordinate ongoing recruitment and selection of relevant program staff including appropriate rostering and leave management.
- Assess staff performance during probation. Ensure that staff are provided with annual feedback and goal setting review. Performance manage staff as required.
- Mediate and negotiate with staff in areas of conflict and industrial dispute in collaboration with the Senior Manager Operations and People, Capability and Culture.

#### **Service Leadership**

- Initiate, lead and coordinate strategic partnerships within the community, local government and welfare providers to improve health and wellbeing outcomes for consumers.
- In collaboration with partners, staff and consumers, identify service gaps and develop appropriate models of service delivery to address these gaps.
- Facilitate key internal/external stakeholder meetings.
- Ensure services are provided in an accessible manner with mechanisms in place to regularly monitor the level of access achieved.
- Oversee the Service budget including monitoring progress against financial targets and program priorities to ensure requirements are met and provide reporting as required.
- In collaboration with the service leadership, manage incoming referrals and coordinate the initial needs assessment and intake of all consumers into the service.
- Oversee and provide practice support to staff in the development of safety narratives, consumer care plans and providing opportunities to review these with consumers.
- Participate in quality and practice auditing and/or evaluative research to ensure appropriate consumer care outcomes are achieved daily.
- Embed lived experience perspectives into the design, delivery and review of services.
- Promote lived experience training, practice development and external supervision.
- Implement new frontline services and decommission existing services as required.
- Regularly assess the physical, technological and staffing needs of the Program and develop proposals to meet requirements including site maintenance.

- Participate in Service Agreement meetings and provide Program progress reporting to the Senior Manager Operations and funding bodies as required.
- Utilise individual and aggregated consumer data to inform practice and continuous service improvement.
- Develop expertise and areas of specialisation within the service team to meet the complex needs of clients accessing the service.
- Development and review of Program policies, practices and guidelines as required
- Monitor changing risk management controls and prevention and respond accordingly.
- Manage feedback from consumers, provide relevant support and escalate as required.
- Support projects that contribute to the overall development of the Program as advised by the Senior Manager Operations.
- Monitor partner organisations to ensure compliance with funding requirements.
- Lead and coordinate strategic partnerships across Aboriginal Community Controlled Organisations, housing, mental health, local government, and health/welfare services to strengthen consumer outcomes
- Ensure culturally safe and accessible service delivery, with clear mechanisms to monitor and evaluate access and engagement.
- Provide advocacy when required.
- Support administrative duties as required.
- Co-roster with other Program Managers as required.
- Development and implementation of local MOU's.
- Understand tenancy issues that directly impact consumers.
- Review tribunal and court matters as required and support staff/consumers in navigating the process.
- Coordinate outreach support as required.
- Allocate brokerage funds to consumers based on eligibility and need.
- Promote Neami's employment program and oversee its service navigation.
- Identify and address service gaps by working with partners, staff and consumers to design and implement effective service models. |

### **Participate Fully as a Team Member**

- Provide direct support to consumers as required.
- Collaborate closely with team members to ensure continuity of care and a quality, comprehensive service for consumers and carers.
- Complete documentation in a timely manner.
- Engage in line management supervision, performance reviews, and professional development.

## **Records Management**

- Ensure records management obligations are met, in accordance with Neami National policies and procedures. This includes the retention of hardcopy and/or electronic records and ensuring files are accurate and kept up-to-date. Ensure records management obligations are met, including the proper retention of hardcopy and/or electronic records and ensuring files are accurate and up-to-date.
- Ensure records management processes are followed, including the supervision of files and facilitating training when required.
- Foster a culture of learning and evaluation founded on routine monitoring and evaluation activity.
- Commitment to generate knowledge through fostering research and evaluation activities.
- Use of routine data (quantitative and qualitative) to monitor consumer experience, change and service impact over time.
- Commitment to involvement of people with relevant lived experience in the selection and operationalisation of measures of consumer outcome and experience.
- Capacity to read and interpret analysed consumer data reports and translate learnings into practice.
- Use of data aggregated at service, regional, state and national levels for learning, strategic planning and decision making, advocacy and promotion.

## **ORGANISATIONAL ACCOUNTABILITIES**

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- Act at all times in accordance with the Neami National Code of Ethics
- Work in accordance with Neami National policies and procedures, including adhering to policies on Privacy and Confidentiality and Records Management
- Follow safe work practices for self and others and comply with Neami National Occupational Health and Safety management processes
- Ensure risks are identified, reported, documented and appropriately managed in accordance with Neami Group policies to ensure safe and effective services.
- Proactively work towards achieving individual and team goals, whilst demonstrating Neami National core competencies and values
- Actively engage in Professional Development opportunities and embrace learning opportunities
- Take an active role in promoting and generating quality improvements processes within your area of responsibility and more generally across the organisation
- Have a commitment to promoting a diverse and inclusive environment for all staff, consumers and carers.
- In addition to the position description accountabilities, all staff are expected to undertake any reasonable tasks as directed
- Have a commitment to the safety and wellbeing of children and young people
- Work in line with Neami Credentialling and Scopes of Practice Policy and related procedures, including working within your individual scope of practice

## THE PERSON

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### Experience, Knowledge, Qualifications, Skills and Attributes

#### *Essential*

- Formal tertiary qualification in a related field and/or experience working in a relevant setting.
- Demonstrated ability to motivate and empower team members through coaching and mentoring.
- Ability to establish respectful professional relationships that have clear boundaries with consumers, staff and partner organisations
- Strong emotional resilience including the ability to sit with discomfort, distress and people in crisis.
- Proven ability to work autonomously with minimal supervision and to prioritise multiple tasks to meet conflicting deadlines
- Experience working within program speciality
- Strong computer literacy and written communication skills
- Demonstrated understanding of the key issues affecting Aboriginal people living in the community who are homeless/at risk of homelessness.
- A valid Working with Children Check.
- A valid drivers licence |

### ACKNOWLEDGEMENT OF POSITION DESCRIPTION

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This position description is current at date of approval. It may change from time to time to reflect operational needs and changes to organisational reporting relationships.

By signing your employment agreement, you acknowledge that you have read, understood and accept the responsibilities and accountabilities as outlined above in this position description.