

Position Description

Position Title	Service Manager
Reporting To	Senior Manager Operations- Safety & Homelessness
Employment Status	Permanent, full time
Classification	SCHADS Level 6
Team/Service	Healing and Recovery Service
Direct Reports	Community Care Coordinators x 2
Date	July 2026

PROGRAM OVERVIEW

The Healing and Recovery Service is an aftercare program delivered by Neami in Partnership with Danila Dilba Health service.

Danila Dilba Health Service is an Aboriginal community-controlled organisation providing culturally-appropriate, comprehensive primary health care and community services to Biluru (Aboriginal and Torres Strait Islander) people in the Yilli Rreung (greater Darwin) region of the Northern Territory.

The service provides healing and recovery for people (and their families) following a suicide attempt or experiences of distress and/or suicidal crisis. The service is non-clinical and provides psychosocial support and care coordination to people aged 15 years and over in the Greater Darwin area.

The Healing and Recovery Service adheres to the principles of the Gayaa Dhuwi (Proud Spirit)

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

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 Operations Manager 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 Operations Manager
- Establish and maintain a strong partnership with the Danila Dilba Health Service Healing and Recovery leadership to lead service delivery for Neami and participate in partnership development activities Danila Dilba Health Service
- In collaboration with Danila Dilba Health Service provide education, information and resources to stakeholders, consumers and carers regarding the program, wellbeing and wider services to support appropriate referrals into the service and a no wrong door approach
- Provide advocacy when required
- Support administrative duties as required
- Development and implementation of local MOU's
- Coordinate outreach support as required |

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

- 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

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
- A National Criminal History Check (Police Check) – disclosable outcomes considered
- A valid Working with Children Check.
- A valid Australian Driver's Licence
- A sound understanding of suicide and suicidality, risk factors and experience in working with people experiencing suicidality
- Demonstrated understanding of the value of, and integration of Lived Experience in Suicide Prevention and Mental Health

Desirable

- Experience in a similar leadership/managerial role
- Experience in providing psychosocial support
- Experience working closely with, or within the Aboriginal community-controlled sector |

ACKNOWLEDGEMENT OF POSITION DESCRIPTION

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.