

POSITION DESCRIPTION

Position Title	Manager, Residential Peer Programs
Program	Residential Peer Programs
Award	Social, Community, Home Care and Disability Services Industry Award 2010 (SCHADS) Grade 6 - with access to salary packaging
FTE	1.0 FTE (76 hours per f/n)
Reports to	Senior Manager
Location	140 Grange Road, Carnegie
Hybrid/onsite	Onsite
Employment Type	Ongoing, full time
Date of Review	20 August 2026

About SHARC

Established in 1995, SHARC is a community of people impacted by alcohol, drugs and gambling, including family, friends and supporters. Together, we work towards an Australian society where our community's lived expertise is at the heart of inclusive communities, services, and systems. We create change by being ourselves, supporting one another, telling our stories, sharing our knowledge, advocating and building allyships.

Our Vision: Lived expertise is at the heart of inclusive communities and services, where people proudly share their experiences and support each other in a society free of stigma and discrimination.

Our Purpose: We transform lives, services and society through our community's lived experience of alcohol and other drugs, gambling and related harms.

SHARC places a priority on a positive, supportive, and productive work environment. Our services operate to maximise everyone's opportunities for self-responsibility, mutual support and participation.

About the Program

Residential Peer Programs incorporates four program areas: **Recovery Support Services, Oxford Houses, the US Women's Recovery Program and Peer Mentors in Justice.**

Recovery Support Services provides a residential based program and day program for young people seeking recovery from alcohol and drug use, supporting those on their recovery journey with accommodation, case management counselling and life skills.

Oxford Houses is an open-ended program, providing secure, supportive and affordable homes for people recovering from alcohol and other drugs. Oxford Houses is three quarter way living, where residents are

responsible for strengthening their own recovery and accountable for managing the affairs of their home within the Oxford Houses guidelines.

US Women's Recovery Program offers women over the age of 26 years a unique opportunity to build on their recovery in a community setting. This program is based on the principles of self-help, mutual aid, utilising peer and community support. It is about people with a common problem coming together in mutual support.

Peer Mentors in Justice – Working within the Victorian justice system, our Peer Mentors provide direct, one-on-one and group support to court participants. Drawing on their lived experience, they positively mentor participants whilst they are going through the program, offering genuine empathy, understanding and practical support.

SHARC's programs provide access to safe alcohol and drug-free housing and a community of people seeking to change their lives and help each other.

Peer support underpins our residential peer programs where residents are inspired and supported by each other, people who understand their struggles and have found ways to manage common challenges.

Position Objective

As a designated AOD Lived experience position, the Manager provides strategic and operational leadership for SHARC's Residential Peer Programs, ensuring services and grounded in SHARC's values, purpose and the organisation's strategic direction.

Position Responsibilities

This position is responsible for leading the delivery, coordination and ongoing development of Residential Peer Programs, including Recovery Support Services, the US Women's Recovery Program, Oxford Houses and the Peer Mentors in Justice program. The role combines direct engagement and psychosocial support with professional leadership, people management, service development, partnership, training and research.

The Manager is accountable for the effective day-to-day and strategic management of the programs, ensuring they are delivered in accordance with SHARC's values, strategic priorities, funding agreements, contractual, legal and ethical obligations, and relevant quality and compliance requirements.

Working collaboratively with the program coordinators responsible, the Manager provides leadership and oversight across the programs and promotes a consistent, high-quality integrated approach to peer-led recovery support.

Key responsibilities:

- Provide strategic and operational leadership of Residential Peer Programs, ensuring services are recovery-oriented, peer led and responsive to participant needs.

- Lead planning, delivery, evaluation and continuous improvement of programs, ensuring effective use of resources and achievement of service outcomes.
- Provide professional leadership and management of multidisciplinary staff, fostering a safe, inclusive and recovery-focused workplace culture.
- Oversee program operations including budgeting, workforce planning, reporting, risk management and compliance with all funding, contractual and governance requirements.
- Maintain meaningful engagement with service delivery through appropriate direct care and psychosocial support.
- Drive service development, innovation and sector contribution through partnerships, research, training and stakeholder engagement.
- Build and maintain strong relationships with key stakeholders and represent SHARC in relevant forums and networks.

Key Working Relationships

Internal:	External:
Chief Executive Officer	Clients/families
Leadership team members	Partner Organisations
Residential Peer Program staff	Department of Health (and the federal equivalent)
Other internal staff as required	Funders
	Carers and local community
	Peak bodies

Selection Criteria

Essential Criteria:

- Publicly disclosed personal Lived Experience, with demonstrated lived expertise and experience commensurate with the level and responsibilities of the position.
- At least three (3) years' management experience in the community services sector, with demonstrated capacity to lead effective teams and ensure compliance with operational, policy, procedural and service requirements.

- Experience in housing/homelessness or relevant service delivery including managing dynamic intake and other relevant functions where there is a need for complex decision-making on a regular basis.
- Stay connected to contemporary discourse and understandings of the lived experience movement.
- Demonstrated ability to foster a strong team culture grounded in the vision, values and purpose of the service, including the ability to lead, mentor, supervise and support a peer workforce.
- Strong grounding in peer support practice (both informal and professional), including the ability to apply lived expertise while maintaining professional boundaries.
- Demonstrated ability to exercise delegated authority, manage administrative responsibilities and support effective service delivery within a complex and demanding environment.
- Demonstrated capacity to lead change, innovation and the integration of lived experience perspectives and codesign approaches across the organisation and broader community.
- Demonstrated ability to develop collaborative relationships with community organisations and stakeholders to strengthen engagement, partnerships and service outcomes.

Desirable criteria:

- Relevant tertiary qualifications and/or equivalent experience.
- Experience leading multidisciplinary teams.
- Strong understanding of chronic and dependent drug use and recovery approaches.
- Experience facilitating drug self-help and therapeutic programs, including 12-Step approaches.
- Experience developing, implementing and evaluating residential rehabilitation programs.
- Experience supporting young people and adults with complex and high-risk substance use and mental health needs.
- Commitment to meaningful service user participation in service planning and delivery.
- Experience developing training and psycho-educational programs.
- Experience providing professional consultation to health, welfare and other agencies.
- Highly developed communication, collaboration, liaison and networking skills.

Additional Requirements

All employees are required to:

- Obtain an *employee* Working with Children Check prior to commencement. A police check will be administered for the preferred candidate.
- Comply with relevant policies and guidelines.
- Comply with and accept responsibility for ensuring the implementation of health and safety policies and procedures.
- Fully co-operate with SHARC in any action it considers necessary to maintain a working environment, which is safe, and without risk to health.
- Take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct.
- Protect confidential information from unauthorised disclosure and not use, disclose or copy confidential information except for the purpose of and to the extent necessary to perform your employment duties at SHARC.
- Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to SHARC management. SHARC is committed to child safety and is a Child Safe organisation.
- Be aware of and comply with the SHARC Code of Conduct.
- Participate in mandatory training requirements to support the delivery of a safe and effective service.
- Participate in an annual performance reflection process with your manager.
- Have valid working rights to work in Australia.

General Information

- New employees at SHARC are subject to a 6-month probation period.
- Employment terms and conditions are provided in accordance with SCHADS Award.
- Salary Packaging is available in accordance with current legislation.
- The role is based onsite.
- SHARC is an equal opportunity employer and is committed to providing for its employees a work environment which is free of harassment and/or discrimination. The organisation promotes diversity and awareness in the workplace.
- It is the applicant's duty to advise SHARC of any pre-existing condition, which could be aggravated by the type of employment they are applying for. Failure to do so seriously jeopardises any entitlement the employee might have for a work-related aggravation of that non-disclosed pre-existing condition.

- This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required.
- SHARC reserves the right to modify position descriptions as required. Employees will be consulted when this occurs.
- Redeployment to other services or sites within SHARC may be required.