

POSITION DESCRIPTION

SENIOR MANAGER THERAPEUTIC SERVICES – CHILDREN & YOUTH SERVICES

Level	Senior Professional Level 2
Employment Type	Full-time
Reports to	Director of Children and Youth Services

Purpose of the Position

The Senior Manager Therapeutic Services provides strategic leadership and operational oversight of therapeutic practice across Out of Home Care (OOHC) service delivery. This role ensures that all therapeutic services are delivered in accordance with legislative requirements, organisational standards, and best-practice frameworks, and that the therapeutic and developmental needs of children and young people in care are met.

The Senior Manager Therapeutic Services champions a trauma informed, culturally responsive, and strengths-based approach to practice, supporting teams to deliver high-quality care that promotes safety, connection, and long-term wellbeing for children and young people.

Tasks and Responsibilities

1. Therapeutic Leadership and Practice Governance

- Lead the development, implementation, and continuous improvement of therapeutic practice frameworks, models of care, and approaches across OOHC programs.
- Ensure therapeutic practice aligns with relevant legislation (e.g. Care and Protection of Children Act), accreditation standards, and evidence-based models such as the Therapeutic Residential Care (TRC) Framework and CARE Model.
- Provide expert therapeutic advice and consultation to staff, leadership, and external stakeholders on complex and high-risk cases.
- Oversee critical incident management, including therapeutic reviews, risk assessment, and response planning for children and young people with complex needs.
- Champion the integration of trauma-informed care, attachment theory, and cultural safety principles into all aspects of service delivery.

2. Operational Management

- Manage day-to-day operational functions of the therapeutic services team, including resource allocation, workload management, and prioritisation of therapeutic activity.
- Ensure compliance with OOHC legislative and regulatory requirements, including mandatory reporting, care planning, quality assurance and case review obligations.
- Monitor and report on service delivery performance, therapeutic outcomes, and quality indicators to the Director and senior leadership team.
- Develop and manage program budgets in partnership with finance and operational teams, ensuring efficient and effective use of resources.
- Participate in after-hours on-call arrangements as required, providing therapeutic supervision and crisis consultation support.

3. People Leadership and Supervision

- Lead, supervise, and develop a multidisciplinary therapeutic team including Therapeutic Specialists, Allied Health professionals and Assertive Outreach staff.
- Provide regular reflective supervision, performance management, and professional development support to direct reports.

- Foster a positive, inclusive, and high-performing team culture that prioritises staff wellbeing and organisational values.
- Support workforce development through mentoring, coaching, and facilitating access to training and continuing professional development.
- Manage recruitment, onboarding, and retention of therapeutic staff in partnership with HR.

4. Child and Family Centred Practice

- Ensure that case planning and therapeutic decision-making are centred on the safety, permanency, and wellbeing of children and young people, with a trauma informed approach to service delivery.
- Oversee the development and review of Individual Care Plans, Therapeutic Care Plans, and Transition Plans for children in care.
- Promote meaningful participation of children, young people, and their families in care planning and decision-making processes.
- Ensure culturally appropriate and responsive services for Aboriginal and Torres Strait Islander children and young people, including engagement with community and family relevant organisations.

5. Stakeholder Engagement and Partnerships

- Build and maintain collaborative relationships with government agencies, including the Department of Children and Families.
- Represent the organisation in external forums, interagency meetings, and with funding bodies as required.
- Develop and maintain partnerships with health, mental health, education, and community services to support holistic care for children and families.
- Engage with families, carers, and significant others in a culturally sensitive and strengths-based manner.

6. Quality, Compliance, and Continuous Improvement

- Lead therapeutic audits, case file reviews, and practice reviews to ensure quality and compliance with organisational and regulatory standards.
- Develop and monitor quality improvement initiatives in response to feedback, incident analysis, and emerging evidence.
- Ensure the maintenance of accurate and contemporaneous therapeutic records and case documentation in line with privacy legislation and organisational policy.
- Contribute to the development and review of organisational policies, procedures, and practice guidelines.

Essential Criteria

- Tertiary qualification in Social Work, Psychology, or a related human services discipline. Registration with AASW, AHPRA, or equivalent professional body preferred.
- Minimum 5 years' experience in Out of Home Care or child and family services, with at least 2 years in a senior therapeutic or management role.
- Demonstrated expertise in trauma-informed care, child development, therapeutic frameworks, and complex case management within OOHC.
- Strong knowledge of relevant legislation, standards, and accreditation requirements governing OOHC service delivery.
- Proven ability to lead, supervise, and develop multidisciplinary clinical teams.
- Experience working with Aboriginal and Torres Strait Islander children, young people, and communities, with demonstrated cultural competence.
- High-level communication, consultation, and stakeholder engagement skills.
- Ability to manage risk, respond to critical incidents, and make complex therapeutic decisions under pressure.
- Current Ochre Card, Criminal History Check, NDIS Worker Screening Clearance, NDIS Worker Orientation, First Aid & CPR Certificate and NT Driver Licence.

Preferred Criteria

- Postgraduate qualification in clinical supervision, management, or a related field.
- Experience working within the Therapeutic Residential Care (TRC), CARE model or similar evidence-based framework.
- Knowledge of trauma-informed models such as CARE, Sanctuary Model, or Neurosequential Model of Therapeutics.

Values and Behaviours Required

- Embody Carpentaria's Values and Principles of Good Practice through a human rights-based approach.
- Demonstrated commitment to work respectfully and inclusively with Aboriginal and Torres Strait Islander and culturally and linguistically diverse people.
- Demonstrated adherence to legislation, policies and procedures and a commitment to Equal Employment Opportunity, WHS, Risk Management and Quality Improvement practices.

Authorised by the CEO: _____

Date: _____