

POSITION DESCRIPTION

Position Title	Manager, Peer-Led Residential Services and Justice Programs
Program	Recovery Support Services, Oxford Houses, the US Women's Recovery Program and Peer Mentors in Justice
Award	<i>Social, Community, Home Care and Disability Services Industry Award 2010</i> (SCHADS) Grade 6, plus an over-award component based on skills and experience, plus access to salary packaging (up to \$15,900 per annum)
FTE	1.0 FTE (76 hours per f/n). Part-time arrangements will be considered for the right candidate
Reports to	Senior Manager
Location	140 Grange Road, Carnegie
Hybrid/onsite	Onsite
Employment Type	Ongoing, Full-time
Date of Review	September 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 Programs

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 and the development of life skills.

The **Oxford Houses program** is an open-ended program, providing secure, supportive and affordable homes for people recovering from alcohol and other drugs. Oxford Houses provides 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 and mutual aid, utilising peer and community support. It brings people with a common problem together in mutual support.

Peer Mentors in Justice provide direct, one-on-one and group support to court participants within the Victorian justice system. 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 programs where residents and participants are inspired and supported by each other - people who understand their struggles and have found ways to manage common challenges.

Position Objectives

The Manager provides strategic and operational leadership for SHARC's Residential Peer Programs (incorporating Recovery Support Services, Oxford Houses and US Women's Recovery Program) and the PeerMentors in Justice Program located in Courts throughout Victoria.

The Manager role is a designated AOD Lived Experience position and will ensure SHARC's services are grounded in peer support and recovery-oriented principles and aligned with the organisation's strategic direction.

Position Responsibilities

The **Manager, Peer-Led Residential Services and Justice Programs** leads the delivery, coordination and development of SHARC's peer-led residential treatment services and justice peer mentor program. These include Recovery Support Services, the US Women's Recovery Program, Oxford Houses and Peer Mentors in Justice.

The Manager is accountable for the programs' day-to-day operations and strategic direction, ensuring compliance with SHARC's values and priorities, funding agreements, legal and ethical obligations, and quality requirements. In collaboration with program coordinators, the Manager provides consistent oversight and promotes a high-quality, integrated and peer-leading approach to service delivery.

Key responsibilities:

- Provide strategic and operational leadership of Peer-Led Residential Services and Justice 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.

Selection Criteria

Essential Criteria:

Lived experience and peer practice

- Publicly disclosed personal Lived Experience of AOD, with demonstrated lived expertise and experience commensurate with the level and responsibilities of the position.
- A strong grounding in peer support practice.

Qualifications and sector experience

- Relevant tertiary qualifications and/or equivalent experience.
- 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.
- Strong understanding of chronic and dependent drug use and recovery approaches.

Leadership, management and governance

- 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.
- Demonstrated ability to exercise delegated authority, manage administrative responsibilities and support effective service delivery within a complex and demanding environment.
- Commitment to meaningful service user participation in service planning and delivery.

Change, partnerships and codesign

- 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:

- Experience facilitating 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 high-risk substance use and mental health needs.
- Experience developing training and psycho-educational programs.
- Experience providing consultation to health, welfare and other agencies, with highly developed communication, collaboration, liaison and networking skills.

Key Working Relationships

Internal:	External:
Chief Executive Officer and Senior Manager	Program participants, residents, families and carers
Executive and Leadership Teams	Partner organisations and service providers
Program Coordinators and staff across Residential Peer Services and Justice Programs	Victorian and Australian Government departments
Lived experience, corporate and support teams	Funding and commissioning bodies
Other SHARC teams and staff	Courts, justice agencies and legal services
	Local communities, sector networks and peak bodies

Additional requirements

All employees are required to:

- Have valid working rights in Australia.
- Obtain an employee Working with Children Check prior to commencement.
- Obtain a nationally accredited National Police Check (NPC), which will be administered for the preferred candidate.
- Be aware of and comply with relevant policies and guidelines, including SHARC's Code of Conduct.
- Participate in mandatory training requirements to support the delivery of a safe and effective service.
- Participate in supervision and associated professional development and performance activities.

General Information

- New employees at SHARC are subject to a six (6)-month probation period.
- Employment terms and conditions are provided in accordance with the Social, Community, Home Care and Disability Services Industry Award 2010 (SCHADS Award) and salary packaging is available in accordance with current legislation.
- SHARC is an equal opportunity employer and is committed to providing its employees with a work environment that 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 an 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.