



JOB DESCRIPTION

Key Position Information			Date Reviewed: 21 December 2018
Title	Senior Residential Manager	Department - Location	Operations
Reports to	Executive Manager Operations	Award	Individual Employment Contract (or as updated)
Level / Salary	Level 16 Super 9.5%	Basis of Employment	Full Time
Role Purpose			
<p>The Senior Residential Manager is responsible for all RW supported residential accommodation sites or as determined by RW. This role oversees the overall administration of Residential Service, including LARU licensing, compliance with legislative requirements and MHC service guidelines contractual requirements.</p> <p>The Senior Residential Manager provides an environment within the services that enables consumers living with serious and persistent mental illness to confidently embark on a journey of recovery and to attain the kind of life they desire.</p> <p>The duties may vary in line with operational and business requirements.</p>			

Richmond Wellbeing Vision, Purpose and Values			
<p>Our Vision: A community where people are able to recover and live a valued and fulfilling life.</p> <p>Our Purpose: We work alongside people, employing leading practice, to support recovery and wellbeing.</p>			
<p>Hope We believe that people can and do recover from mental illness, and we strive to promote hope, control, choice and opportunity.</p>	<p>Inclusion We embrace diversity, respect and value people's differences, and consistently seek to support people to realise their full potential as connected and contributing members in the community.</p>	<p>Service Excellence We consistently aspire to exceed customer expectations, pursue opportunities for continuous improvement and quality, and take a proactive approach to seeking, identifying and leveraging current and future opportunities.</p>	<p>Compassion We work in a person-centered way, demonstrating empathy, authenticity, honesty, integrity and human kindness in all our relationships with, families, individuals, colleagues and the community.</p>
Statement of Diversity			
<p>The staff at RW are committed to creating a safe and comfortable environment for all staff and consumers. To view our diversity statement in full please visit the Richmond Wellbeing intranet. https://www.rw.org.au/diversity-statement</p>			

Key Result Area	Key Accountabilities and Responsibilities	Key Performance Indicators
Richmond Wellbeing Values	<ul style="list-style-type: none"> • Acts consistently in accordance with the RW Values and Key Principles – challenges practices inconsistent with these values and uses values as a basis for managing relationships and decision making. • Actively engage in self-reflection and develop own practice. 	<ul style="list-style-type: none"> • Reflect RW values in daily interactions and within scope of role. • Demonstrate this in supervision and Critical reflection groups.
Consumers and Services	<ul style="list-style-type: none"> • Promote prevention, restoration and connection to create life skills and enable recovery. • A one-stop model that links RW philosophy vision and purpose to individual Recovery based upon a ‘person centred model’ and (potentially) individual funding. • Promote holistic services that focus on total wellbeing, including physical health. 	<ul style="list-style-type: none"> • Keep up to date with the RW policies and procedures, and code of conduct. • Encourage clients and potential clients to seek the services and support provided by RW.
Partnerships and Alliances	<ul style="list-style-type: none"> • Promote a leadership profile and mutually beneficial relationships that enable delivery of innovative services to meet the holistic needs of consumers. • Links RW Residential to a ‘greater community’ that actively promotes the inclusion of any professional group to work with RW toward the provision of ‘best-practice’ outcomes that serve Consumers, Carers and related users. • Identify and develop new areas of business on behalf of RW, in conjunction with the RW Executive. • Builds strong partnerships with primary health care, hospitals and community mental health teams. • To coordinate and manage regular meetings with networks and stakeholders to build external partnerships, especially hospital services and community mental health teams. 	<ul style="list-style-type: none"> • Actively network and keep record of various stakeholders to ensure that RW clients are given the best support possible for their needs. • Keep up to date with literature and expert opinion on best practice techniques for your role and client wellbeing, and for opportunities that are of benefit for RW. • Ensure that all documentation is done to the standard required by the RW policy and procedures and is accurate, legible, and concise; and is completed in a timely manner.
Staff	<ul style="list-style-type: none"> • Promote a learning environment that values and supports dedicated well trained staff who believe in the capacity to recover and fosters energy, motivation, innovation and opportunity. • Provide a work environment that values and appreciates staff. Offers opportunities for staff to engage with and actively improve process and practice. • Identify staff strengths and weaknesses and liaise with the training team to provide training opportunities that will improve staff capabilities in the delivery of new and existing services. 	<ul style="list-style-type: none"> • Actively implement and participate in group team building activities aimed at professional and team development. • Deal with concerns raised within the team in a professional and appropriate manner. All concerns raised are to be treated seriously. • Keep a record of staff performance and professional development to

		<p>identify areas in need of attention.</p> <ul style="list-style-type: none"> Actively address staff training needs ensure best practice.
<p>Management</p>	<ul style="list-style-type: none"> Represent RW at meetings related to the provision of Residential Services across the whole community and industry. To support strategic objectives through the delivery of comprehensive services in provision of Residential Services Assists with communications, fundraising and marketing relevant to the provision of Residential Services. To demonstrate leadership to capture and direct future initiative. Follow-up on complaints within RW Residential services in a timely manner and in accordance with legislation where required. Contributes to the constant improvement of RW services. As primary manager within the Residential domain ensure service delivery standards are subject to a continuous improvement process specifically aligned to accreditation with QIC and the MHC. Work with the Executive Manager of Operations to develop business options in areas identified as new business opportunities. To work closely with the Intake Officer RW to insure all referrals, inquiries and requests for advice and information are captured and actioned in a timely and professional manner. This includes screening of referrals to determine suitability for service and seeking further information regarding a referral as required. To support service evaluations from Universities, where applicable. Delivery of culturally appropriate communication. Specific to RW Residential Services, advise on any deviation of standard information as applied to Aboriginal, CaLD and Youth. Acts as an information resource for clients/families/carers/ community agencies seeking information and support regarding mental illness. Build partnerships and alliances in relation to Residential issues on behalf of RW. Participate in orientation, education and mentoring for students. Provide input into development of programs as required. Promote RW as an employer of choice within a safe working environment. Organisational policies and procedures are adhered to. Performance appraisals are undertaken adequately and in line with RW policies and procedures. Provides leadership and ensures that services are implemented within operational and funding requirements Is responsible for the maintenance of relevant records and statistical data collection. 	<ul style="list-style-type: none"> Ensure that all documentation is done to the standard required by the RW policy and procedures and is accurate, legible, and concise; and is completed in a timely manner. Actively tract funding requirements to ensure it stays within its allocated budget. Ensure that the Residential domain is always being improved upon in accordance to RW's continuous improvement procedure. Broaden your understanding of culturally appropriate communication. Be current in best practices in the Residential domain to better assist clients/ families / and carers with their inquiries regarding mental illness. Network and expand contacts with service providers and key individuals in the community to improve the services provided by RW. Work closely with the Residential team to ensure all enquiries are handled in a timely manner. When working with students mentor and monitor their process to ensure that meaningful feedback can be given at the end of their rotation to them and their university.

Facilities and Infrastructure	<ul style="list-style-type: none"> Promote the capacity to implement the strategic plan and maintain excellence in service delivery. 	<ul style="list-style-type: none"> Ensure that RW's strategic plan is followed and service is actively maintained by assisting staff in reaching strategic goals.
Administration	<ul style="list-style-type: none"> Ensure all contract reporting requirements are met to a high standard. Actively supply feedback in terms of improvement regarding quality and professionalism within these services. Develop strategies to generate independent income for RW through grants, partnerships and improved service delivery. RW Policy and Procedures relevant to residential services are up to date and implemented consistently across areas of responsibility, aligned to requirements stated in our accreditation. Practices in accordance with all legislation affecting professional practice. Coordinate the development and review of objectives, policies and procedures relating specifically to RW Residential Services. Initiate, drive, participate and evaluate quality management activities in RW services. Provides cost effective management of human and material resources. 	<ul style="list-style-type: none"> Ensure that all documentation is done to the standard required by the RW policy and procedures and is accurate, legible, and concise; and is completed in a timely manner. Ensure to conduct yourself and the domain in a way that is aligns with legislation. Ensure that funding allocation stays within budget. Network with external community stakeholders with the aim of building lasting professional relationships and funding opportunities.
Quality Assurance	<ul style="list-style-type: none"> Development, implementation and regular audit of policy and procedure within the scope of the Program Managers authority as outlined in this description of the Program Managers role. Participate in Quality Assurance processes by recommending changes and communicating issues that may affect Richmond Wellbeing to your immediate supervisor. 	<ul style="list-style-type: none"> Ensure that all documentation is done to the standard required by the RW policy and procedures and is accurate, legible, and concise; and is completed in a timely manner.
Occupational Safety and Health	<ul style="list-style-type: none"> The work environment is safe and healthy and complies with all OSH requirements. Take a shared responsibility to ensure the safety and well-being of themselves and others within the workplace. Work in a safe manner while exercising due care and caution. Report any unsafe practices or equipment. Wear/use all protective equipment provided and as instructed. Address breaches of OS&H policies with the individuals concerned. 	<ul style="list-style-type: none"> Show respect and helpfulness in all interactions. Read, understand and seek clarification of Policy and procedure documents. Enroll in and complete required Core Training within required time frame. Duties are completed to expected standard as outlined by manager.
Key Performance Indicators	<ul style="list-style-type: none"> Report on Key Performance Indicators to measure Progress against required outcomes in the strategic plan. 	<ul style="list-style-type: none"> A "Safe work" culture operates within Richmond Wellbeing.

	<ul style="list-style-type: none"> Recommend Key Performance Indicators that communicate the effectiveness and progress of the Services within the Programs detailed in this Job Description. 	<ul style="list-style-type: none"> Documentation is maintained as per the Policies and Procedures and is accurate, legible and concise.
Other	<ul style="list-style-type: none"> The Manager Residential Services shall carry out other such duties which may be required, requested or directed and which are within the person's capability and training to perform. 	

Employee Requirements	
Essential	<ul style="list-style-type: none"> Demonstrated ability in negotiation, problem solving, analytical and conflict resolution skills. Knowledge of contemporary issues in mental health including approaches to recovery. Well developed and proven planning, management and coordination skills at a management level. Demonstrated high level written, verbal and interpersonal skills. Capacity to prepare annual reports and reports for Executive Management and the Board. Advanced communication, interpersonal and leadership skills. Commitment to ongoing professional development.
Qualifications	<ul style="list-style-type: none"> Tertiary qualifications in a relevant discipline. Professional experience working in and alongside a range of health care settings, including primary health care and other community services. Demonstrated knowledge of mental illness, Recovery and a Person Centred approach to mental health service delivery. Current National Police Clearance. Current Driver's License.
Attitude	<ul style="list-style-type: none"> Demonstrated commitment to quality outcomes. Positive attitude towards people experiencing mental distress. The ability to live RW values in all workplace tasks and interactions. Pro-active individual who is enthusiastic and committed to upholding RW values and principles.
Experience	<ul style="list-style-type: none"> Working with marginalised and disadvantaged groups including Aboriginal, CaLD and LGBTI. Working in a family inclusive manner. Managing person centered health care services in a complex environment that has strong contractual, legislative and licensing requirements. Demonstrated experience and capability to provide senior level support and leadership preferably within the Mental Health domain. Demonstrated ability to work within a multidisciplinary team environment, promoting total wellbeing and holistic health services. Knowledge of relevant community resources and ability to network with agencies.