



## JOB DESCRIPTION

Key Position Information			Date Reviewed: May 2019
<b>Title</b>	Program Manager, Kelmscott Community Options	<b>Department - Location</b>	Residential Services
<b>Reports to</b>	Senior Residential Manager	<b>Award</b>	Individual Employment Contract (or as updated)
<b>Level/Salary</b>	Level 9	<b>Basis of Employment</b>	Full-time

### Role Purpose

Manages all aspects of the Kelmscott service and works with all employees to achieve the following outcomes:

- a) Provide an environment within Kelmscott service that enables clients who have acquired a mental health label to confidently embark on a journey of recovery and to attain the kind of life they desire.
- b) Responsible for the administration of the Kelmscott service, reporting to the Senior Manager, Residential Services.
- c) Contributes as a part of the management team to the constant improvement of Richmond Wellbeing services.
- d) Undertake assigned projects, complete reports, assist with planning, budgeting and developing new services.
- e) Foster a positive working partnership with Nulsen disability services as an integral part of service provision and delivery.
- f) Reflect RW values in daily interactions and within scope of this role

The duties may vary in line with operational requirements.

### Richmond Wellbeing Vision, Purpose and Values

Our Vision: A community where people are able to recover and live a valued and fulfilling life.

Our Purpose: We work alongside people, employing leading practice, to support recovery and wellbeing.

Hope	Inclusion	Service Excellence	Compassion
We believe that people can and do recover from mental illness, and we strive to promote hope, control, opportunity and choice.	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.	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.	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.

## Statement of Diversity

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>

Key Result Area	Key Accountabilities and Responsibilities	Key Performance Indicators
Richmond Wellbeing Values	<ul style="list-style-type: none"> <li>Acts consistently in accordance with the RW Values and Key Principles – challenges practice inconsistent with these values and uses values as a basis for managing relationships and decision making.</li> <li>Actively engage in self-reflection and develop own practice.</li> </ul>	<ul style="list-style-type: none"> <li>Reflect RW values in daily interactions and within scope of role.</li> <li>Demonstrate this in supervision and Critical reflection groups.</li> </ul>
Services	<ul style="list-style-type: none"> <li>Ensure compliance contractual obligations and all legislative requirements including but not limited to LARU, Office of the Chief Psychiatrist, MHAS, and local council by-laws.</li> <li>The Program Manager shall ensure that:               <ul style="list-style-type: none"> <li>Employee rosters are adhered to and any approved variations are covered according to the Policies of Richmond Wellbeing.</li> <li>Services being provided are subject to review and continuous improvement.</li> <li>All documentation is completed as required according to RW requirements.</li> <li>Services are run within the allocated budget.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Service occupancy is maintained as per RW allocated budget.</li> <li>All documentation /audits are completed as required according to RW requirements.</li> <li>Employee rosters are adhered to and any approved variations are covered according to the Policies of Richmond Wellbeing.</li> <li>LARU Standards are maintained on-site at all times.</li> </ul>
People Accessing our Services	<ul style="list-style-type: none"> <li>Promote and encourage life skills that enable Recovery.</li> <li>The Program Manager shall ensure that:               <ul style="list-style-type: none"> <li>All referrals to the site are dealt with in a timely fashion as outlined in the Service Level Agreement.</li> <li>Recovery Plans are supported, implemented, reviewed and kept alive.</li> <li>Family members, carer's and people of significance to the person as identified are included as directed by the individual.</li> <li>Regular House meetings are conducted and matters raised are dealt with appropriately.</li> <li>Any critical incidents are dealt with according to the Organisations Policies and Procedures with positive outcomes for residents at the forefront of our decision-making process.</li> <li>Recovery orientated group programs are prepared and implemented for people accessing our Services.</li> <li>Ensure high level of Consumer involvement in the design, delivery and implementation of service.</li> <li>Ensure opportunities for the involvement of families, careers and significant others.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>All referrals to the site are dealt with in a timely fashion as outlined in the Service Level Agreement.</li> <li>Recovery Plans are supported implemented and kept alive. Documented evidence of Recovery planning and collaborative practise.</li> <li>Individual file audits and regular review of Recovery plans.</li> <li>Regular House meetings are conducted and matters raised are dealt with appropriately.</li> <li>Demonstrate Consumer involvement in service delivery (Consumer Reference Groups, evidence of collaborative practise).</li> <li>Demonstrate family, carer and significant others input.</li> <li>Demonstrate ongoing contact with Silver Chain services as an element of service provision.</li> </ul>

	<ul style="list-style-type: none"> <li>• Ensure primary health care needs are regularly addressed and reviewed via GP care plans</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate regular review and contact with primary care health care providers.</li> </ul>
Line Management	<p>The Program Manager shall ensure that:</p> <ul style="list-style-type: none"> <li>○ A positive and constructive work environment is promoted where employees are valued and team work is promoted.</li> <li>○ On-going supervision and mentoring of all employees is conducted and documented as per organisational Policy and Procedures.</li> <li>○ Employee Performance Reviews are conducted as per the Organisations Policies and Procedures.</li> <li>○ Students on Placement are supervised as required.</li> <li>○ Employees encouraged to participate in team projects which benefit clients and improve morale and interaction.</li> </ul>	<ul style="list-style-type: none"> <li>• New employees are inducted as per the Policies and Procedures.</li> <li>• Demonstrate on-going supervision and mentoring of all staff is conducted and documented as per organisational Policy and Procedures.</li> <li>• Record of Employee Performance Reviews are conducted as per the Organisations Policies and Procedures (My Plan).</li> <li>• Ensure staff training and compliance requirements are maintained and regularly reviewed.</li> </ul>
Partnerships	<p>The Program Manager shall ensure that:</p> <ul style="list-style-type: none"> <li>• Relationships are developed and fostered with key Service Providers.</li> <li>• Relationships with Residents clinical team are maintained in a professional manner to ensure the best interests of the individual.</li> </ul>	<ul style="list-style-type: none"> <li>• Engage in partnership meeting with Nulsen Disability, Silver Chain and all other stakeholders.</li> </ul>
Liaison with Senior Managers	<ul style="list-style-type: none"> <li>• The Program Manager shall liaise and discuss issues and direction with the Senior Manager Residential Services or Executive Manager of Operations when the Senior Manager is unavailable.</li> </ul>	<ul style="list-style-type: none"> <li>• Maintain open communication with Line Manager.</li> <li>• Raise issues/ concerns in a timely manner.</li> </ul>
Employee Contribution	<ul style="list-style-type: none"> <li>• Positive and constructive work environment is promoted where employees are valued and team work is promoted.</li> <li>• Employees adhere to the RW Code of Conduct and Ethics and Policy and Procedures.</li> <li>• Attends Core Training and maintains all compliance requirements relevant to their role and employment with RW.</li> <li>• To carry out other duties which may be required, requested or directed and which are within the person's capability and training to perform.</li> </ul>	<ul style="list-style-type: none"> <li>• Show respect and helpfulness in all interactions.</li> <li>• Read, understand and seek clarification of Policy and procedure documents.</li> <li>• Enroll in and complete required Core Training within required time frame.</li> <li>• Duties are completed to expected standard as outlined by Senior Residential Manager.</li> <li>• Issues are raised in a respectful, timely and professional manner.</li> </ul>
Occupational Safety and Health	<ul style="list-style-type: none"> <li>• Promote a safe and healthy working environment that complies with OSH requirements.</li> <li>• Take a shared responsibility to ensure the safety and well-being on self and others.</li> <li>• Utilise all protective equipment provided and as instructed.</li> <li>• Work in a safe manner while exercising due care and caution.</li> </ul>	<ul style="list-style-type: none"> <li>• A "Safe work" culture operates within Richmond Wellbeing.</li> <li>• Documentation is maintained as per the Policies and Procedures and is accurate, legible and concise.</li> <li>• Demonstrate OHS standards and legislation are met within the service via audits, staff</li> </ul>

	<ul style="list-style-type: none"> <li>Oversee OHS representative role and ensure representative (Or Proxy) attendance at RW OHS meetings.</li> </ul>	meetings and adherence to RW policy & procedure.
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Our ideal employee		
Skills	<ul style="list-style-type: none"> <li>Extensive experience developing and maintaining internal and external relationships with stakeholders.</li> <li>Counselling experience.</li> <li>In depth Care Coordination knowledge.</li> <li>Effective communication skills including:               <ul style="list-style-type: none"> <li>The ability to communicate clearly, professionally and respectfully with consumers, families, colleagues, other agency personnel and external stakeholders.</li> <li>The ability to communicate ones' feelings and needs.</li> <li>Developed written skills.</li> </ul> </li> <li>Substantial experience in contract reporting.</li> <li>Demonstrated ability in conflict resolution, problem solving and negotiation skills.</li> </ul> <p><u>DESIRABLE</u></p> <ul style="list-style-type: none"> <li>Group-work skills.</li> </ul>	
Knowledge and Qualifications	<ul style="list-style-type: none"> <li>An in depth understanding of contemporary mental health issues and of working with the recovery process and how this interacts across sectors of community and primary health care.</li> <li>An excellent understanding of values based practice in the Mental Health sector.</li> <li>Relevant degree qualification.</li> <li>Knowledge of NDIS Legislation.</li> <li>Current Police Clearance Certificate, Senior First Aid and Drivers' License.</li> </ul> <p><u>DESIRABLE</u></p> <ul style="list-style-type: none"> <li>Knowledge of relevant mental health agencies and services (both Government and Non-Government).</li> <li>Knowledge of the National Standards for Mental Health Services 2010.</li> <li>Knowledge of NDIS funding scheme</li> </ul>	
Attitude	<ul style="list-style-type: none"> <li>Positive and contemporary attitude towards people experiencing mental distress.</li> <li>The ability to live RW values in all workplace tasks and interactions.</li> <li>Pro-active individual who is enthusiastic and committed to upholding RW values and principles.</li> </ul>	
Experience	<ul style="list-style-type: none"> <li>At least 5 years of experience in a Human Services management role.</li> <li>Sound people management skills to effectively lead and support a diverse range of professional specialists towards the achievement of key results.</li> <li>Demonstrated experience planning and implementing all aspects of setup for new services.</li> </ul> <p><u>DESIRABLE</u></p> <ul style="list-style-type: none"> <li>Lived experience of mental health recovery or as family members of people with a lived experience of recovery.</li> <li>Demonstrated experience in successfully managing the delivery of individualised funding programs.</li> <li>Ability to innovate and expand current support models to align with NDIS and other funding changes in the sector.</li> </ul>	