

POSITION DESCRIPTION

Title:	Senior Manager Intensive Therapeutic Care Services
Award:	Social, Community, Home Care and Disability Services Industry Award
Classification:	Social, Community Service Employee negotiated dependent on qualifications and experience
Usual work location:	Liverpool, Queanbeyan or Wagga-flexible according to personal location.

Position Objective:

This position is responsible for the ongoing development of Anglicare Intensive Therapeutic Care (ITC) services for children and young people across the Met. West, Met. South- West, Queanbeyan and Murrumbidgee districts, as well as the Premiers Youth Initiative in SW Sydney. The ITC programs are delivered as a part of a consortium with MacKillop Family Services. The position requires the commitment, ability and experience to lead the existing services and to establish new like types of services aligned with Anglicare's mission and strategic development. The mission imperative of this role is to maintain child safety and transform the lives of young people to heal from past traumas, to ensure their wellbeing and stability as well as ultimately support their thriving and positive futures.

Role Description:

To oversight the management and operations of the Intensive Therapeutic Care Services for children young people and their families, focused on the 10 Essential Elements of Therapeutic Care required by the NSW Care Framework.

Provide leadership in the development of new services within the ITC program framework that align with the Agency mission of supporting young people and ensure their improved safety, wellbeing and permanent stable placements.

Identify program financial development opportunities as well as provide financial oversight and guidance for the ITC program operations. This will include the monitoring and support operations to managers responsible for site budgets and reporting ITC budget performance.

Develop and implement strategies to ensure the recruitment, development and retention of the ITC workforce. This will include responsibility for the delivery of integrated ITC recruitment processes for all services provided in consultation with site and service specific managers.

government contract and service leaders, to enable Anglicare's comprehensive and integrated approach to ITC service provision for children and young people.

Monitor and review quality performance outcomes for Anglicare ITC Services as well as identifying, reporting and implementing mitigation strategies to address operational and financial risks.

Primary Responsibilities:

Values, Sanctuary and Culturally Inclusive Practice

- Uphold and model the Anglicare Values and the Anglicare Code of Conduct
- Commit to training in the trauma informed Sanctuary Model and the Therapeutic Crisis Intervention and implementing these models of care in ITC operations.
- Work from, and model a culture of respect and empowerment to support children, young people and their families.
- Prioritise cultural strengths based practice when working with Aboriginal children, young people and their families.

Supporting Service Operations

- Oversight the delivery of Intensive Therapeutic Care Services for young people focused on the 10 Essential Elements of Therapeutic Care for the NSW Care Framework.
- Support the managers in ITC Services to deliver services according to the NSW Legislative requirements, the NSW Child Safe Standards for Permanent Care and the Aboriginal Placement Principle.
- Collaborate with the Therapeutic Services Team to support them to provide quality evidence informed services for all children and young people within the ITC programs.
- Coordinate staff recruitment and retention programs that ensure the provision of competent, suitable and experienced staff to enable quality service operations.
- Procure and facilitate the ongoing therapeutic professional development and training opportunities for all ITC staff in consultation with the Senior Manager Therapeutic Services.

Financial Management

- Provide strategic leadership in the development of ITC Services in accord with service contracts and service delivery requirements.
- Monitor service operations, individual service budgets and guide program budget development and management across the ITC service program as well as reporting ITC budget performance to the Exec Manager and the Anglicare Finance Committee.
- Develop and maintain high-level relationships with DCJ Contracting and Commissioning Teams.

Administration and Supervision

- Maintain service administrative systems in alignment with client management systems to ensure quality service reporting, monitoring and compliance is maintained.
- Provide reflective supervision to St Saviours/Anglicare ITC Managers and operational support to Therapeutic Specialist managers.

- Monitor and review quality performance outcomes for Anglicare ITC Services and oversight the collection of minimum data sets as required by contractual obligations.
- Identify, report and implement mitigation strategies to address operational and financial risks.

Qualifications:

- Bachelor degree in psychology, social work or a related discipline.
- Post Graduate qualification in Business Management would be an advantage.

Key skills and experience:

- High-level verbal and written communication skills.
- High- level interpersonal and presentation skills.
- High-level strategic planning skills and complex thinking skills.
- High-level ability to remain alert to current industry trends and opportunities.
- High-level organisational and time management skills.
- High-level ability to develop, monitor and track budgets and financial reports.

Key knowledge areas:

- An understanding of the 10 Essential Elements of Therapeutic Care.
- An understanding of trauma, attachment and child development theories and practice frameworks.
- An understanding of the *NSW 1998 Children and Young Persons (Care and Protection) Act* and the NSW Child Safe Standards for Permanent Care
- Knowledge of inter-generational trauma and its impact on Aboriginal children, families and communities
- An understanding of compliance and audit requirements to maintain OOHC accreditation standards.
- An understanding of contract management and financial responsibilities to funding bodies.

Desirable

- Previous experience in delivering services within Consortiums and Partnerships.
- Demonstrated experience in leading service programs and supporting teams within a human service environment

- Demonstrated experience in working with and designing service responses for young people with complex care needs.

Other Requirements

The role requires travel between Anglicare offices in Liverpool, Queanbeyan, and Wagga.

The position also includes some outside of usual business hours work and the ability to work flexibly.

NSW WWCC Check

Current Australian Drivers Licence

Reports to:

Executive Manager Permanency Support Program.

Direct reports:

ITC Managers, Case Management Coordinator.