

## Mission Australia

About us:	<p>Mission Australia is a national Christian charity that has been helping vulnerable Australians move towards independence for over 160 years.</p> <p>We've learnt the ways for people to become more self-sufficient are different for everyone. This informs how we support people by combatting homelessness, assisting disadvantaged families and children, addressing mental health issues, fighting substance dependencies, and much more. Our team applies different approaches, alongside government, our corporate partners and everyday Australians who provide generous support.</p> <p>Together, we stand with Australians in need until they can stand for themselves.</p>
Purpose:	<p>Inspired by Jesus Christ, Mission Australia exists to meet human need and to spread the knowledge of the love of God.</p> <p><i>"Dear children, let us not love with words or speech but with actions and in truth." (1 John 3:18)</i></p>
Values:	Compassion Integrity Respect Perseverance Celebration
Goal:	End homelessness and ensure people and communities in need can thrive.

## Position Details:

Position Title:	<b>Program Manager</b>
Award/Agreement:	Service Delivery Enterprise Agreement
Classification/Level:	Program Manager, Level 3
Division:	Community Services
Program:	Mission Australia Residential Rehabilitation Treatment Service
Reports to:	Area Manager
Position Purpose:	Responsible for leading, managing and developing the Mission Australia Residential Rehabilitation Treatment Service (MARRTS) in Berrimah.

MARRTS is a 40 bed residential rehabilitation facility that supports women and men (18 years and over) who are recovering from issues associated with their alcohol and other drug use. The Program Manager is responsible for the effective and regular supervision and line management of service staff, ensuring operating procedures are compliant, developing staff rosters and supporting people with therapeutic interventions during their recovery within the values of Mission Australia.

The Program Manager is accountable for the day to day operations of MARRTS and reporting on service outcomes with limited direction from the Area Manager. The role is responsible for developing and maintaining effective working relationships with external stakeholders including residents and their families, the Department of Health, the Department of Corrections and other local health and community service providers.

## Position Requirements

Key Result Area 1	Program Management
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> <li>Lead the MARRTS team in the provision of safe and supported rehabilitation treatment services for people recovering from their use of alcohol and other drugs in accordance with service policies and operating procedures;</li> <li>Develop and maintain an open, collaborative partnership with internal stakeholders and external partner organisations to ensure people are provided with quality case management and therapeutic interventions;</li> <li>Coordinate the provision of specialist services by external stakeholders to support people who are recovering from their alcohol and other drug use as well as other health and mental health concerns, tenancy issues and family relationships;</li> <li>Coordinate the delivery of service commitments in a compliant manner and within agreed funding guidelines, quality frameworks and Mission Australia policies and procedure so each MARRTS resident has every opportunity to achieve their recovery goals;</li> <li>Influence the operational activities by contributing to the on-going development of the service by reviewing policies and procedures and developing strategy to ensure continuous improvement;</li> <li>Influence the operational procedures by developing work practices and procedures, methodology, plan and provide advice on policy matters;</li> <li>Meet program targets, compliance, KPIs and conduct self-assessment and audit activities on a regular basis.</li> </ul>	<ul style="list-style-type: none"> <li>Appropriate leadership is provided to ensure the delivery of services are in line with agreed policy, operating procedures and guidelines.</li> <li>Regular meetings are held with internal and external stakeholders to discuss and resolve day to day operational issues and develop longer-term initiatives and strategies to support people utilising the service;</li> <li>The MARRTS team meet on a weekly basis to review and monitor each person's progression towards their individual recovery goals while also ensuring external services are available to provide specialist interventions that complement person-centred goals;</li> <li>People achieve their recovery goals while being supported by a service that is compliant and operates within all funding guidelines, quality frameworks, the service budget and Mission Australia policies and procedures;</li> <li>Service commitments are delivered and the required outcomes achieved with each person being supported by a number of services that meet immediate and long term needs.</li> <li>Significant contributions are made to continuous improvement of the service;</li> <li>MARRTS procedures are compliant across all areas of assessment.</li> </ul>
Key Result Area 2	Relationship Management
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> <li>Work with the MARRTS team to ensure the full range of safe and supportive treatment services are available to people on site.</li> </ul>	<ul style="list-style-type: none"> <li>Collaborative relationships with the MARRTS team and other staff are developed and maintained.</li> </ul>

<ul style="list-style-type: none"> <li>• Work with the MARRTS team and other managers to share ideas, knowledge and experience to improve the quality of service.</li> <li>• Develop and maintain relationships with key internal stakeholders including the Practice Leadership team, HR, Finance, IT and the Child and Youth Safe Lead .</li> <li>• Develop and maintain relationships with external stakeholders and influencers in the Greater Darwin region and broader NT.</li> <li>• Contribute to Mission Australia projects, programs and activities by providing specialist advice, support and assistance.</li> </ul>	<ul style="list-style-type: none"> <li>• Collaborative relationships with other key internal stakeholders are developed and maintained.</li> <li>• MARRTS is a safe and effective service because of the development and maintenance of collaborative relationships with key external stakeholders.</li> <li>• Collaborative partnerships are developed with external stakeholders and information shared across organisations</li> <li>• Demonstrates willingness to contribute ideas to other Mission Australia objectives.</li> </ul>
<b>Key Result Area 3</b>	<b>People and Performance Management</b>
<b>Key tasks</b>	<b>Position holder is successful when</b>
<ul style="list-style-type: none"> <li>• Leads the MARRTS team and is responsible for the effective people management and development of direct reports.</li> <li>• Performance reviews and evaluations are conducted with encouragement and developmental coaching as required</li> <li>• Identify and support staff training and development needs.</li> <li>• Respond to and manage employee grievances and, with the HR team, undertake disciplinary processes in line with Mission Australia policies and procedures.</li> <li>• Work with the talent attraction team to recruit and select new and replacement staff as necessary in line with Mission Australia policies and procedures.</li> <li>• On-board, induct and train new and existing members of staff to ensure appropriate organisational knowledge, work practices and internal and external policies and procedures are understood.</li> <li>• The Service Delivery Enterprise Agreement is understood and the operation of the service is compliant with those terms and conditions.</li> <li>• Ensure employee data and information is up to date, accurate and held securely.</li> <li>• Manage employee leave entitlements effectively.</li> <li>• Support and coordinate students on placement.</li> </ul>	<ul style="list-style-type: none"> <li>• Team leadership is demonstrated and effective management and development of direct reports occurs.</li> <li>• Performance reviews and evaluations are conducted and developmental coaching occurs.</li> <li>• Training and development needs are identified and staff supported to access opportunities.</li> <li>• Advice from the HR team to address grievances and disciplinary action is taken promptly in accordance with Mission Australia policies and procedures.</li> <li>• Recruitment, selection of new and replacement staff is carried out with the Talent Attraction team and in line with Mission Australia policies and procedures.</li> <li>• Employees are thoroughly on-boarded, trained and provided with appropriate knowledge, work practices and policies and procedures with all new employees completing on-line induction modules 28 days from commencement.</li> <li>• Demonstrated understanding of the Service Delivery Enterprise Agreement applicable to the service, and service is compliant with these.</li> <li>• Employees are correctly paid, rosters reflect the provisions of the relevant Enterprise Agreement or Award and accurate data submitted to Payroll on time.</li> <li>• Leave entitlements are managed appropriately and balances are within agreed levels.</li> <li>• Students on placement are supported and supervised.</li> </ul>

Key Result Area 4	Finance and Administration
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> <li>Financial management including compliance with program budgets and authorisation of program expenditure.</li> <li>Provide timely and accurate service reports as required.</li> <li>Provide timely feedback to the Area Manager and Regional Leader on risks, issues and opportunities.</li> <li>Assist with or prepare budgets as required.</li> </ul>	<ul style="list-style-type: none"> <li>Program is compliant with budgets, expenditure within authorised limits.</li> <li>Timely and accurate reports on the service are provided as required.</li> <li>Timely feedback is provided to Area Manager and Regional Leader on risks, issues and opportunities.</li> <li>Assistance is provided to prepare program budgets as required.</li> </ul>

*Employees may be required to perform other reasonable duties as requested or work to complete specific KRAs to meet program compliance, funder or Mission Australia requirements.*

## Work Health and Safety

People leaders must:

- Ensure effective management practices are implemented to mitigate risk and ensure the health and safety of workers, clients and visitors.
- Ensure consultation practices are in place to enable workers to be involved in risk management planning, incident reporting and safe work practice activities to improve work, health and safety.
- Acquire and keep up to date knowledge of work health and safety matters.
- Follow procedures to assist Mission Australia in reducing illness and injury including early reporting of incidents/illness and injuries.

## Leadership

- Set the Leadership standards through demonstration of values based leadership and actively promote values based behaviours within Mission Australia.
- Build and maintain an effective and skilled team by establishing role clarity at direct report level ensuring that performance expectations, development and accountabilities are clearly set and reviewed regularly.
- Establish and maintain team structure that ensures that the right people are in place to manage, develop, grow or maintain the function to meet Mission Australia's current and future needs.
- Drive a culture of openness, feedback and productivity by coaching and developing team members to achieve their full performance potential and conduct constructive and timely management of non-performance or team issues.
- Fosters an environment that focuses on client outcomes and satisfaction.

## Purpose and Values

- Actively support Mission Australia's purpose and values.
- Positively and constructively represent our organisation to external contacts at all opportunities.
- Behave in a way that contributes to a workplace that is free of discrimination, harassment and bullying behaviour at all times.
- Operate in line with Mission Australia policies and practices (e.g. Financial, HR, etc.).

- To help ensure the health, safety and welfare of self and others working in the business.
- Follow reasonable directions given by the company in relation to Work Health and Safety.
- Follow procedures to assist Mission Australia in reducing illness and injury including early reporting of incidents/illness and injuries.
- Promote and work within Mission Australia's client service delivery principles, ethics, policies and practice standards.
- Contribute to an organisational culture that promotes Mission Australia's [commitment to the safety and wellbeing of all children and young people](#).
- Actively support Mission Australia's Reconciliation Action Plan.

## Recruitment information

### Qualification, knowledge, skills and experience required to do the role

- Relevant degree with experience or associate diploma with significant management experience in an AoD and/or community services setting.
- Strong people management skills and knowledge, with substantial experience in leading and managing a team in a complex service delivery setting.
- Demonstrated ability to deliver service outcomes on time and compliant with funding requirements.
- Highly developed communication, coaching, negotiation and problem-solving skills.
- Strong interpersonal skills with demonstrated ability to develop and maintain effective relationships with stakeholders.
- Previous experience in budget and financial management.
- A flexible and adaptable working style with the capacity to change focus and direction swiftly.
- Excellent organisational and time management skills.
- Experience of planning and implementing continuous improvement initiatives.
- Good knowledge of current office technology systems and equipment including packages such as the Microsoft Office Suite.
- Experience working with people and families with complex issues and needs.
- Ability to lead and work within a multidisciplinary team.
- Experience and knowledge of Aboriginal cultural systems and protocols.
- Significant experience working within a child safe model of practice.

### Competencies

- Action oriented and takes accountability to achieve results in line with set timeframes.
- Builds and maintains sustainable internal and external relationships.
- Demonstrates courage in leadership to confront issues and risks, and escalates as appropriate in accordance with procedure.
- Effective communication and active listening skills, demonstrating the ability to present information, decision and reasons confidently, clearly and concisely selecting the appropriate medium.
- Demonstrated experience working and collaborating effectively with others, ensuring key stakeholders are involved, sharing information and ensuring people are kept informed of progress, changes and issues.
- Ability to deal with ambiguity and complexity.
- Demonstrated strong leadership skills with effective change management capabilities.

### Key challenges of the role

- Working with vulnerable people who are recovering from issues resulting from their alcohol and other drug use;
- To deliver programs that are contractually compliant, meet all funding KPI's and within budget.
- Supervising a team within a busy environment and dealing with confronting issues;
- Working with external stakeholders to effectively negotiate successful outcomes for people.
- Working with vulnerable people with highly complex needs, which may include issues associated with intergenerational trauma, mental ill health and homelessness.
- Engaging and motivating people to transition into stable accommodation in a non-mandatory program.

### Compliance checks required

Working with Children ☒

National Police Check ☒

Vulnerable People Check ☐

Driver's Licence ☒

Other (prescribe) ☐

\_\_\_\_\_

**Approval**

Paul Royce

3 November 2021

**Manager name**

**Approval date**