

JOB DESCRIPTION



1. **TITLE OF POSITION** **Practice Manager**
2. **CLASSIFICATION LEVEL** **Level 6** (To be transitioned the Modern Award)
Social, Community, Homecare and Disability Services Industry Award
3. **SECTION / PROGRAM** Youth Crisis Accommodation
4. **POSITION OBJECTIVES**
 - a) **Objectives of the position**
 - Accountable to the Clinical Services Manager Accommodation Manager (CSM) for the effective and efficient delivery of Youth Crisis Accommodation services.
 - b) **Within the Crisis Accommodation Service**
 - To Co-ordinate, supervise and professionally support staff, ensuring practice meets all clinical governance principles in delivering crisis accommodation service and related services for young men and women, including those with dependent children, within the age range of 12 - 25 years.
 - To liaise closely with other service providers, service provider networks, the community, and other relevant groups in order to maximise access for individuals who are clients of St John's Youth Services.
5. **REQUIREMENTS OF THE JOB**
 - a) **Skills required**
 - Ability to provide leadership, motivation and direction in achieving team goals
 - Ability to provide a high standard of professional supervision to case managers and case workers
 - Ability to communicate effectively, verbally and in writing, with staff at all levels, clients and other agencies (both government and non-government)
 - Interpersonal skills of a high standard
 - Report writing skills of a high standard
 - Ability to work with minimal supervision organise priorities and meet deadlines.
 - Ability to set plans, to achieve objectives and evaluate outcomes for clients in the residential service
 - Ability to analyse service delivery problems and formulate suitable solutions
 - b) **Knowledge required**
 - Knowledge of the principles of effective team management, staff supervision and appraisal, modeling of competent standards of practice and processes to identify staff learning needs
 - Knowledge of processes to identify client needs and standards of service delivery to support staff to develop case management plans
 - Knowledge of residential care application and the ability to provide professional advice on care practices to staff

- Knowledge of the process used to advocate for change and to achieve quality outcomes for young people
- Knowledge of WHSEQ, Children's Protection Legislation

c) Experience and / or qualification and /or training required

Essential

- Masters qualifications in the area of behavioral or social sciences or human services field
- Experience in a similar position
- Driver's License
- A Police Clearance obtained within past six months.

Highly Desirable

- Ability to plan, participate in the development of, and lead community sector staff.
- An understanding of the needs of young homeless people
- An understanding of, and a sensitivity to, the particular needs of young people from different cultural backgrounds
- An awareness of the range of services available to young people
- Previous experience in staff supervision within a human services setting

6. RESPONSIBILITIES & DUTIES

Service Provision / Professional Administration

Responsibilities for the professional supervision of staff working within crisis accommodation for St John's Youth Services, in accordance with the following key outcomes:

Participation in the development of policies, procedures and practices for St John's Youth Services, implement and maintain policies and procedures for the appropriate response to referrals to St John's services

Maintain a collaborative approach to service provision to young people through liaison with relevant government and non-government agencies and service organisations.

Provide relevant information to clients, families and caregivers (government and non-government) whilst maintaining protocols for the protection of confidentiality of clients and staff within St John's services, in accordance with NAHA Service Agreement and established procedures of St John's Youth Services

Implement and maintain strategies to ensure that clients receive appropriate medical treatment as required

Develop, implement and maintain procedures (house rules) for clients in relations to their rights and responsibilities and expected standards of behaviour whilst residing at St John's crisis accommodation services in consultation with the CSM, wider Management group and staff.

Provide a direct service to some clients, and assist staff directly with the assessment of, and service to, participate complex cases.

Responsible for the co-ordination, supervision, direction, guidance, support and client allocation within St John's crisis accommodation, including:

Regular six monthly reviews of all staff allocated to the service

Advising the CSM on appropriate training, professional development and orientation for staff at the service outlet

Ensure maintenance of staff time books, collation of information and preparation of time sheets to CSM to enable fortnightly payments to staff

Ensure that safe and non-discriminatory work practices are maintained for the benefit of client and staff of St John's in accordance with WSHEQ and Equal Opportunity legislation.

Ensure that personal performance and staff of crisis accommodation are at all times in accordance with the ideals, standards and organisational objectives of St John's Youth Services maintain professional behaviour

To be responsible, in consultation with the Clinical Services Manager, Operations Manager and staff teams to:

Ensure that the client group remains consistent with target group requirements

Develop, implement and maintain procedures and strategies to assist clients through direct intervention and/or referral to appropriate agencies to achieve reconciliation with their families where such action is appropriate

Undertake regular (6 monthly) or on-going review of all procedures and practices and make recommendations for up grading as required to the CSM

Assist in the development, and review of St Johns practices, standards and procedures

Advice the CSM on appropriate training, professional development and orientation for staff of St John's service outlets

Attend to the day-to-day administrative requirements associated within the service outlet:

Preparation and submission of written monthly reports to the CSM on all aspects of the service outlet's operations, young people's outcomes and achievements together with clinical governance feedback and recommendations.

Maintenance and collection of statistical data in accordance with NAHA data collection guidelines and established internal procedures.

Implement and maintain procedures for accurate financial, service outlet and client records.

Liaise with the community and advocate on behalf of the target group via:

Promotion of the service and the client group in a way, which enhances opportunities for young homeless people

Liaise closely with relevant mainstream providers, local communities and youth services to promote increased awareness of young people's needs through participation in networks, forums and peak bodies relevant to the aims of St John's Youth Services.

7. ORGANISATIONAL RELATIONSHIPS

The Practice Manager - is responsible to the Clinical Services Manager

8. EXTENT OF AUTHORITY

Expenditure of outlet household budgets within limits set by Clinical Services Manager

To arrange replacement staff for outlet workers on sick leave and approved annual leave within the guidelines of St John's Youth Services.

9. SPECIAL CONDITIONS

Some after hours work and on call arrangements will apply

Occupant: Name:.....

Practice Manager

Signature: Date:

Supervisor: Name:

Clinical Services Manager

Signature: Date:

Approved by: Wendy Malycha

Position: CEO

Signature