

## Position description

# Manager – Outreach and Support Coordination

## Section A: Position Details

Position title:	Manager – Outreach and Support Coordination Programs
Employment Status:	Full Time
Classification and Salary:	Social, Community, Home Care and Disability Services (SCHADS) Industry Award 2010 – Social and Community Services Employee Level 6
Location:	Salisbury
Hours:	Must be available between 8am-8pm Monday to Friday
Contract details:	Permanent

## Organisational context

*Pathways To Recovery* is a private business in South Australia, designed to operate within the National Disability Insurance Scheme (NDIS). We offer disability and mental health support services to NDIS participants, and to the general community. We were borne from a desire to bring the disability and mental health sectors together so that people can access the support they need to live where they would like to live.

*Pathways To Recovery* prides itself on being flexible and innovative. We use a recovery approach in our work with all participants, and respect that finding meaning in life is an individual process for each person. We believe that motivation comes from within, so we focus on developing strengths and values and working on the goals that the participants recognises as important to them, no matter how big or small.

*Pathways To Recovery* support people with a range of primary diagnosis, including but not limited to; ASD; ABI; Psychosocial Disability; and dual disability. We provide support in participants' homes (outreach support) and in the community to support social participation and skill development. We also work with a range of housing providers to source appropriate share-housing for participants who need 24/7 support to live in the community.

## Position overview

The Manager – Outreach and Support Coordination is responsible for the implementation and oversight of the Outreach and Support Coordination teams, including the supervision of Team Leaders, support coordinators and those delivering direct supports to participants with complex and multiple needs within their homes and the community. They will incorporate a coaching approach with staff to implement a range of rehabilitation and supports to participants, tailored to meet their individually identified needs. The Manager will oversee two diverse teams of full time, part time and casual workers, with duties including but not limited to:

- Direct supervision of Outreach Team Leader and all staff within the support coordination team
- Support and ensure teams are effectively meeting their KPI's (Key Performance Indicators)
- Address work practices where KPI's are not being met
- Managing performance of staff and Team Leaders with the Outreach and Support Coordination Programs
- Rostering support for the Outreach Program
- Responding to participant/families/carers and other services enquiries
- Registration meetings with new participants
- Network with external services to develop connections and increase the capacity of both teams
- Sound knowledge of organisational policies and procedures to ensure a safe work environment
- Reviewing and writing new policies and procedures to support a safe work environment
- Crisis management and support including debriefing and incident reviews
- Identification of staff training needs
- Completing reports, paperwork and administrative responsibilities, including financial budgets and manager's reports
- Developing staff capacity and resilience
- Makes high level decisions based on NDIS and organisational adherence and best practice
- Lead regular team meetings
- Participate in leadership meetings
- Identify team goals to contribute to the operational and strategic plan
- Support the identification of new opportunities for service delivery
- Recruitment for Outreach and Support Coordination

You will work with staff, participants and their support networks (e.g. family/friends/carers/guardians as identified by them). You will also collaborate with Community partner organisations, and the broader leadership team within PTR.

You will be based at our Salisbury Office, but may be required to work within a range of locations within the community

## Period of employment

Permanent Full Time

## Accountability

The Manager – Outreach and Support coordination is accountable to the General Manager.

## Conditions of employment

- The terms and conditions of employment will be in accordance with the Social, Community, Home Care and Disability Services (SCHADS) Industry Award – Social and Community Services Employee.
- Criminal record checks completed within the last 6 months must be supplied for all new appointments. Where a new employee has lived outside of Australia for 12 months or more within the last 10 years, an International check is required.
- DHS clearances (Disability and WWCC) must be supplied before commencement of work.

In addition you will need:

- Minimum 2 years experience working within a supervisory role
- Excellent computer literacy and communication skills
- Current Australian driver's licence
- A roadworthy vehicle insured to a minimum level covering third party property damage (comprehensive cover is recommended)
- Minimum of Certificate IV in Mental Health or higher (depending on length of experience)
- Current Child Safe Environment Certificate
- Experience working with other services/organisations to develop partnerships and new opportunities
- Problem-solving skills; an ability to manage time and adhere to deadlines
- An ability to prioritise and delegate, and a keen eye for detail
- A knowledge of the NDIS, disability and mental health sectors will be highly regarded

## Section B: Application Procedure

To discuss the position, please contact:

Sally Ryan, General Manager. Ph: 8281 3626

Applications should include a Resume and a Cover Letter explaining your interest in the position and working at *Pathways To Recovery*. **Your cover letter should include responses to the following questions:**

1. Why do you want to work at *Pathways To Recovery*?
2. What experience and transferrable skills can you bring to the role?

To apply, please:

- Include a resume with three current referees. One must be your current line manager (if not currently employed your last line manager is sufficient).
- Include a cover letter responding to the questions above.
- Email your application to: [recruitment@pathwaystorecovery.com.au](mailto:recruitment@pathwaystorecovery.com.au)

## Section C: Key Responsibilities

Lead and Participate fully as a team member

- Actively lead, plan and participate in supervision, team meetings, decision-making processes, service planning sessions and staff development activities
- Lead the team to further develop best practice, review and develop policies
- Identify staff training needs
- Support *Pathways To Recovery* efforts in reducing our impact on the environment and work towards a sustainable future
- Support *Pathways To Recovery's* effort in identifying and implementing best practice for WH&S for the safety of staff and participants
- Lead and participate in Service Evaluations
- Participate in regular Leadership meetings, including strategic planning

### Working with community partners

- Liaise as required with staff, other agencies and significant others involved in the participant's care and provide information and support to carers as required (in accordance with confidentiality and privacy laws)
- Involve carers, family and friends (and other support networks) as identified by the participant in the Individual Support Plan for the participant
- Attend network meetings and events as an official representative of *Pathways To Recovery*
- Actively seek and develop new partnership opportunities that are in line with organisational values and objectives

### Maintain records and resources

- Collect, collate and maintain data on the the Outreach and Support Coordination programs
- Maintain participant records and statistical information
- Maintain staff supervision and performance records
- Provide regular feedback and reports to managers and funders as required
- Complete management reports as required
- Complete financial reports as required, including regular budgets
- Assist and lead the development of new policies and procedures to ensure the organisation is meeting it's WH&S responsibilities

## Section D: Key Competencies

### Adhering to principles and values

- Upholds ethical behaviour, consistent with values as characterised by honesty, fairness, respect, responsibility and hope
- Demonstrates integrity and credibility, and fosters open and honest communication
- Demonstrates commitment to the organisation and its values

### Working with people and building relationships

- Adapts to the team and contributes to a positive team dynamic
- Listens, consults others and communicates proactively to address conflict
- Develops and openly communicates self-insight such as an awareness of own strengths and areas for development
- Clearly conveys opinions and information verbally
- Establishes respectful professional relationships that have clear boundaries with participants, staff and partner organisations
- Demonstrates an interest and understanding of others and relates well to people at all levels
- Gains agreement and commitment from others by engaging and gaining respect
- Promotes ideas on behalf of self or others and supports others to self-advocate
- Manages conflict in a fair and transparent manner

## Communicating and facilitating

- Speaks clearly, fluently and honestly to engender trust
- Demonstrates awareness of, and ability to regulate, own emotional reactions
- Adapts communication style to meet the needs of others, and identifies changing needs within a group
- Engages a diverse range of people, and facilitates groups with skill and confidence
- Produces new ideas, approaches or insights when working with participants
- Can creatively tailor group activities to engage and meet the needs of participants
- Uses self-disclosure in a purposeful, meaningful and safe way

## Planning, organising and problem solving

- Manages time effectively
- Displays critical thinking and problem solving skills
- Sources and organises resources required for a task
- Is accountable and proactive about reviewing progress and outcomes
- Appropriately follows instructions from others and understands and respects authority
- Exercises common sense in making judgments and seeks solutions to problems

## Adapting and responding to change, and coping with challenges

- Adapts to changing circumstances and responds to the reactions and feedback of others
- Adapts interpersonal style to suit different people or situations
- Shows respect and sensitivity towards diversity
- Deals with ambiguity, making positive use of the opportunities it presents
- Puts appropriate boundaries around personal issues
- Maintains a hopeful and positive outlook even during challenging times at work
- Demonstrates self-awareness and ability to reflect and handle feedback well and learn from it