

## POSITION DESCRIPTION

### Manager – Social and Emotional Wellbeing

This position description describes the scope and skills required of the Manager – Social and Emotional Wellbeing at Link Health and Community (Link HC). The position description may be subject to periodical reviews.

<b>POSITION:</b>	Manager – Social and Emotional Wellbeing
<b>DEPARTMENT:</b>	Health and Wellbeing
<b>REPORTS TO:</b>	General Manager – Health and Wellbeing
<b>DIRECT REPORT ACCOUNTABILITY:</b>	Team Leader(s)

#### **POSITION SUMMARY:**

The Manager, Social and Emotional Wellbeing, is responsible for the operational management, delivery and performance of a range of counselling and social support services including but not limited to Family Violence Program, Integrated Family Services Program, Alcohol and Other Drugs Counselling and General Counselling.

The Manager will provide subject matter expertise to their delegated programs and service delivery teams to ensure the needs of clients and families are met. This will be achieved through robust service design and innovation that complies with the relevant standards.

The Manager works closely with the General Manager, Health and Wellbeing Managers, Team Leaders and Senior Clinicians. In addition, the Manger liaises with Link HC partners, regional networks and other organisations across the sector and as appropriate to the role.

#### **POSITION ACCOUNTABILITY:**

- Ensure service design and operational plans lead to successful achievement of service agreement deliverables.
- Ensure service delivery is compliant with quality standards, information sharing legislation and minimum standards as prescribed by the funding and service agreements.
- Actively represent Link HC within partnership agreements, across the sector and maintain abreast of recommissioning of services and reforms.
- Support Team Leader(s)/Senior Clinician(s) to develop and periodically monitor progress toward goals identified individual work plans with team members.
- Regularly communicate with the Team Leaders/Senior Clinician(s) and Teams formally in scheduled meetings and incidentally.
- Proactively monitor and manage the wellbeing of the teams.
- Manage and respond to client feedback and complaints.

- Support the teams to report incidents and manage risk assessments and mitigation strategies as appropriate.
- Monitor and report on monthly performance data as per service agreements.
- Coordinate annual review of service delivery programs.
- Manage workforce capacity within budget allocations and submit a business case where additional resources are identified.
- Manage purchase orders, resources, consumables, equipment and training program budget and delegation of authority.
- Lead significant projects relevant to the position.
- Lead by example to ensure all communication and interactions reflect Link HC values and code of conduct.
- Work collaboratively with the General Manager and all Link HC departments.

#### PERFORMANCE MEASURES:

- Clients are satisfied they receive appropriate access to service that reflects Link HC values.
- Client records accurate and maintained in line with Link HC health records policies and procedures.
- Ensure funding and service agreement requirements are recorded and achieved.
- Quality standards are met, and improvements identified, planned and actioned.
- Continued professional development is identified and applied to sustain quality and contemporary service delivery.
- Promote and demonstrate a positive team culture that that reflects Link HC values.

#### ORGANISATIONAL CONTEXT

Link HC is a multi-sited community health service, providing a comprehensive range of health and welfare services primarily to people in the East and South-East of Melbourne and Eastern Victoria.

Link HC provides quality services in line with the program aims, funding guidelines and the Vision and Values of Link HC.

#### VISION

Link Health and Community’s vision is healthier people participating in their communities.

#### VALUES

Link HC organisational values are:

- We **care** for our community and for the people who use our services
- We **listen** to people who need our services and we advocate for our community
- We provide **accessible**, innovative, and high-quality services and programs
- We **partner** with other organisations to ensure the development and delivery of better services
- We are a **sustainable** organisation, financially, socially and environmentally

## **OCCUPATIONAL HEALTH AND SAFETY**

The position holder has a duty to take reasonable care for the health and safety of themselves and others in accordance with Occupational Health & Safety legislation.

## **QUALITY AND RISK MANAGEMENT**

The position holder has a responsibility to Identify continuous quality improvement opportunities; participate in the development of quality procedures and contribute to internal and external program reviews and audits as required.

The position holder will respond to risk management procedures to minimise any major areas of identified risk and to comply with Link HC OH&S Risk Management Plan.

## **POLICIES AND PROCEDURES**

The position holder will uphold and adhere to Link HC's Code of Conduct and policies and procedures.

## **QUALIFICATIONS AND EXPERIENCE REQUIRED**

### **Essential**

- Qualifications in Social Work, Counselling or Psychology
- Experience in managing service delivery teams.
- A minimum 10 years' experience in the delivery of high quality counselling services.
- Demonstrated experience working in or alongside any of the following Alcohol and Other Drugs Services, Family Violence Services, Integrated Family Services or Counselling Services.
- Demonstrated understanding of clinical risk management and reporting.
- Demonstrated knowledge of principles of confidentiality, client rights and responsibilities and actively following professional requirements under the Privacy Act, Child Youth and Families Act, MARAM Framework and Information Sharing Scheme Guidelines.
- Demonstrated ability and willingness to work collaboratively with a range of professionals.
- High level of competence in the use of Microsoft Office suite, electronic client management systems and mobile technology.

### **Desirable**

- Further qualifications in management, business, health promotion, community or public health.
- Accreditation and experience as a clinical supervisor.
- Understanding of individual leadership styles and ability to adapt communication methods for a range of audiences.
- Ability to speak a community language.

### **Mandatory Requirements**

- Current National police check

- An International police check, if the position holder has worked overseas for a period of 12 months in the last 10 years
- Working with Children check
- Australian Tertiary qualification (as determined) or documentation pertaining to an overseas tertiary qualification stating Australian equivalency
- Credentialing requirements
- Registration with a regulatory body or equivalent professional membership (as determined)
- Working rights within Australia
- Victorian Driver Licence
- A reliable vehicle
- Disclosure of any pre-existing injuries or disease that might prohibit your ability to fulfil the inherent requirements of the role

Approved:  \_\_\_\_\_

**Sheree Phillips**  
**Acting General Manager – Health and Wellbeing**

I acknowledge and agree that the above position description is an accurate reflection of the Manager – Social & Emotional Wellbeing

Signed: .....

Employee

Name: .....

Date: .....

*Link HC is committed to living our organisations values and ensuring a safe environment for our staff, people using our services and people visiting our locations. We are a child safe and equal employment opportunity employer We encourage individuals of diverse backgrounds including but not limited to those from the Aboriginal and Torres Strait Islander peoples, Culturally and Linguistically Diverse backgrounds and the LGBTIQ community to join our workforce. Link HC will adhere to Equal Employment Opportunity and Gender Equity principles. To this end, Link HC will not discriminate on the basis of age, sex, gender identity, sexual orientation, marital status, disability, physical features, Aboriginal and Torres Strait Islander status, cultural background, country of birth, religious beliefs, political beliefs, carer status, pregnancy or breastfeeding.*