



CatholicCare Canberra & Goulburn

DISABILITY and AGED CARE SERVICES

Community Programs & Residential Support Managers

DUTY STATEMENT

Position:	Residential Support Services & Community Programs
Responsible to:	Senior Operations Manager
Responsible for:	Senior Support Workers, Support workers, HR Admin
Award:	Centacare Collective Agreement Level 6
Status:	Full-time

- Supervise and Lead a team of support staff and admin staff in the provision of services within the IP framework
- Manage and ensure services are delivered as per P&P (quality control)
- Identify systemic operational process issues and develop strategies, in liaison with the SOM and QA manager, to ensure quality control
- Manage contract outcomes and outputs, and develop monthly reports for the Board
- Ensure information service delivery information on TCM is accurate and up to date, including data for quarterly MDS reports (contract outputs)
- Manage the budget for allocated programs
- Monitor service provision and changing client needs
- Manage the development and review of P&P within allocated programs
- Assist in the development of individual plans for clients with complex needs
- Assist in the preparation of statistics and reports to government agencies (prepare contract reports)
- Manage the recruitment and orientation of staff to the program
- Liaise with both government and non-government departments about contractual requirements and Program delivery where necessary
- Contribute to the evaluation and strategic planning of the program and organisation
- Liaise with other organisations and advocate on behalf of the client
- Develop an area of expertise
- Assist with the preparation of tenders

- Oversee rostering
- Organise and monitor staff meetings
- Approve purchase orders within their program area
- 'Spot Checks' to ensure adherence to P&P (quality control)
- Other duties as required



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SELECTION CRITERIA

Accommodation Support and Community Program Managers

- Relevant tertiary qualifications or extensive experience in a social welfare field
- Experience in Program management, planning, reporting & delivery
- Ability to assess Programs against prescribed outcomes, prepare reports and participate in reporting to relevant bodies
- Ability to liaise with various Program stakeholders including government funding bodies
- Ability to organise staff – including monitoring workloads, improving time-management skills, monitoring boundaries and ethical behaviour, participation in networking, marketing etc
- Demonstrated capacity for sound work organisation and effective use of time
- Sound written and oral communication skills
- Demonstrated awareness of the relevant principles and practices such as EEO, OH&S, confidentiality and duty of care
- Demonstrated ability to work within a team environment
- Working knowledge of all or either of the following sector service standards: HACC, Disability, Mental Health or similar
- Uphold and promote the Vision and Values of CatholicCare Canberra & Goulburn with staff
- Current Driver's Licence
- Willingness to undergo a police and 'working with children' check