

POSITION DESCRIPTION

Speak out Dual Diagnosis Program Manager

Position title	Program Manager
Reports to	Programs Lead
Responsible for	Leadership, support and coordination of Weave's Dual Diagnosis Program which provides culturally safe, client-centred, holistic, trauma-informed and healing-centred support services including casework, counselling, project work, group programs, leadership opportunities, events, community development and referral pathways for young people aged 12 to 28 years experiencing co-occurring mental health and alcohol and other drug challenges.
Location	Weave Youth & Community Services HQ, Corner of Elizabeth St & Allen St, Waterloo NSW 2017/Gadigal Land
Hours	Full time (5 days per week/35 hours per week)
Status	Permanent: All positions at Weave are dependant on continued funding and are subject to a 6 month probation period
Award	Social Community Home Care and Disability Services Industry Award 2010 (SCHADS)
Grade	SCHADS SACS Level 6 Paypoint 1-3 depending on qualifications and experience. Weave hourly rates are above the SCHADS rates. The current Weave hourly rates for Level 6 Paypoint 1-3 are \$53.28-\$55.64 exclusive of superannuation and annual leave loading
Benefits	Superannuation @ 10.5% and leave loading @17.5% plus generous wage packaging/salary sacrifice available

SUMMARY OF POSITION:

The Program Manager provides leadership, support and coordination of Weave's Dual Diagnosis Program which provides culturally safe, client-centred, holistic, trauma-informed and healing-centred support services including casework,

counselling, project work, group programs, leadership opportunities, events, community development and referral pathways for young people aged 12 to 28

years experiencing co-occurring mental health and alcohol and other drug challenges.

Working with young people, families and the community. Provide “back-up” casework and counselling support for clients when key workers are not available due to leave, periods of recruitment etc. Lead advocacy and sector development to improve service delivery to young people experiencing co-occurring mental health experiences and AOD use. Play a general support and development role for young people connected to the Dual Diagnosis Program. Manage and support the team of 7 - 10 staff and develop and strengthen networks in the community for collaborative approaches.

KEY RESPONSIBILITIES:

- Manage and supervise all aspects of the work of Weave’s Speak Out Team, including staff supervision, support and development, team cohesion and connection to the broader Weave team
- Manage a team of 7 - 10 staff, including counsellors, caseworkers, an art therapist and a project worker
- Oversee team compliance with client databases and funding body outcomes reporting frameworks
- Ensure provision of high quality services to young people with mental health and substance use issues referred to the Program
- When needed, provide interim counselling and casework support to clients (eg: when their caseworker is away)
- Facilitate improved access to drug, alcohol and mental health services for the target group
- Lead team strategic planning to ensure the ongoing relevance, creativity and sustainability of the program and develop partnerships to enhance service delivery where appropriate
- Complete monthly reports on data, quarterly reports on achievements and any other compliance requirements to the funding bodies
- Prepare submissions and tenders to secure ongoing and enhanced funding for the program and lead evaluations of the program as required
- Ensure written project plans are submitted by staff wishing to carry out projects
- Assist with group work, events and other project work
- Undertake performance appraisal and foster the professional development and training of each member of the Speak Out Team
- Develop an annual budget in conjunction with the Programs Lead /CEO and ensure compliance with the financial management of the Program
- Communicate and liaise with mental health/AOD professionals to improve access and service provision to the identified target group
- Attend meetings and participate in relevant youth AOD and mental health external working groups, task forces and interagency groups.

- Develop effective referral networks within the areas serviced by the Program
- Promote whole of Weave participation by the Speak Out Team
- Advocate for systemic change in the mental health and AOD systems to improve services and outcomes for vulnerable people
- Participate fully as part of the Weave Leadership/Program Manager's group
- Assist with Weave's continuous quality improvement work to maintain accreditation under ASES standards.
- Carry out any administrative or clerical tasks as required within the course of work
- Other duties as required

GENERAL RESPONSIBILITIES OF ALL WEAWE STAFF:

- Work as part of the wider Weave team displaying effective team membership and upholding the Weave values at all times
- Participate in Weave staff meetings, retreats, planning days, training and performance appraisals as required
- Perform all duties in accordance with the Weave Code of Conduct and Weave policies and procedures
- Maintain a commitment to EEO policy and WHS safety standards, ethical practice principles and a commitment to the principles of cultural diversity.
- Take responsibility to ensure Weave is a warm, inviting and hospitable environment for everyone to enjoy; treat people like you would if they were guests in your home
- Notice when things are untidy and proactively clean up as needed
- Make sure all visitors to the centre are welcomed and looked after including offering cups of tea, coffee, water etc. and that they get the assistance they came for, or at least information and referral if Weave cannot assist directly
- Hospitality is a shared responsibility of the whole of the Weave team and is included in the Position Descriptions of all staff
- Support and maintain a healthy, inclusive, positive Weave culture and embody the Weave values
- Expectations of workers roles can change according to the needs of the community and available resources

SELECTION CRITERIA:

1. Tertiary qualifications in Social Work, AOD, Mental Health, Community Work, Youth Work, or similar
2. Experience leading and managing a team in an NGO setting. This includes staff supervision, development and support to bring out the best in staff and ensuring cohesion and best practice within a team
3. Program and project management experience including planning, implementation, evaluation, reporting, submission writing, accountability, and managing budgets

4. Experience providing flexible, holistic, wrap around casework support to young people experiencing a range of complex issues and in particular coexisting mental health and AOD issues
5. Understanding and demonstrated experience of working within a trauma informed and healing centred, strength based, person centred, culturally appropriate framework
6. Demonstrated experience working with Aboriginal people and communities, and an understanding of the strengths of Aboriginal people and the impacts of intergenerational trauma on Aboriginal people residing in the Waterloo and Redfern areas
7. Ability to work in a flexible, adaptable manner under stress
8. Practical, common sense and an excellent sense of humour
9. Current NSW Working With Children Check Clearance
10. NSW Class C Drivers licence
11. Police Check