

Community Support Program Manager

Position Description

Effective: 1 November 2021

Bobby Goldsmith Foundation

Position Title:	Community Support Program Manager
Reports to:	Director, Client Services
Authorised by and date:	CEO, October 2021
Classification level:	SCHCADS Award, Level 6, Pay Point 1
Reports:	Community Support Services Coordinator Community Support Workers (permanent and casual employees)
Appointment Status:	Permanent full-time - working a 76 hour fortnight
Position Purpose	To lead the Community Support Program (CSP) to provide a range of practical supports for people living with HIV. To work in collaboration with the Psychosocial Support Manager to deliver a person centred, wrap around service. Collaborate with HIV services that refer to the program. Strategise with Director, Client Services to look for growth opportunities to expand and grow the business.
Key Responsibilities	The Community Support Program Manager has responsibility for: <ul style="list-style-type: none"> • Program Management • Employee Management • Operational Management • Stakeholder Relationship Management
Program Management Client Service Matching	<ul style="list-style-type: none"> • Ensure the CSP operates within the BGF Model of Care and Practice frameworks • Review incoming referral inquiries as to their suitability in conjunction with Intake and Assessment • Undertake home visitation risk assessments and document, ensuring that risk assessment are reviewed and updated from time to time • Negotiate and finalise service agreements and schedule of supports with potential NDIS clients and their coordinators (Plan Managers etc.) • Respond effectively and appropriately to complex client situations • Manage competing demands of clients, case managers/workers, carers, client's family and friends, other service providers to ensure optimum utilisation of manager's time • Develop referral pathways for all clients with service partners
Employee Management	<ul style="list-style-type: none"> • Ensure the Program has trained workers to meet services demand at all times • Liaise with the People, Culture and Administration Director to ensure recruitment of workers is optimised • Lead the recruitment and selection process • Work together with the Director Client Services to ensure new starters in the CSP team are inducted.

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	<ul style="list-style-type: none"> • Undertake individual monthly supervision with members of the CSP team, or delegate as appropriate • Ensure monthly external group supervision for workers is attended and thematic feedback provided by supervisor • Monitor staff supervision and work plans regularly • Undertake annual performance reviews for all team members • Ensure all workers read, understand and operate according to BGF's policies and procedures • Undertake de-briefing and mentoring, as required • Undertake incidental counselling, as required from time to time • Identify training needs and implement to meet worker's developmental needs • Liaise with BGF's Office Coordinator to ensure workers have the necessary requirements to perform their roles e.g. keys, Opal cards, PPE etc. • Consider and approve worker's leave requests
<p>Operational Management</p>	<ul style="list-style-type: none"> • Ensure that clear work flow processes and procedures are documented and adhered to, to ensure consistent delivery of quality service at all times • Strategise and implement (NDIS) operational changes • Liaise with the Operations Manager and Client Services Manager to discuss proposed changes to existing policies and procedures • Ensure that client records and files are updated and accurately maintained so that client needs are recorded and effectively addressed • Ensure that statistics are captured to deliver data that is available on a timely basis and information is up to date and accessible when out of the office • Undertake a periodic review all services delivered within the Program to ensure their effectiveness in meeting KPIs • Contribute to annual planning and budget preparation, and to monthly, quarterly and annual reporting • Ensure a deep understanding of all systems and applications used to capture client data and record client/worker engagement, as well as rostering and scheduling systems that enable workers to deliver services • Liaise with the Finance & IT Director to ensure that all program related invoices are accurately and timeously issued
<p>Stakeholder Relationship Management</p>	<ul style="list-style-type: none"> • Participate in Case Management conferences as the BGF representative

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	<ul style="list-style-type: none"> • Ensure where appropriate, service partners provide an agreed level of service, advice or support to BGF clients • Build and maintain effective working relationships with all stakeholders • Maintain protocols for working with partners to deliver agreed levels of support, service and advice to clients e.g. case conferences • Attend and actively participate in all NDIS meetings at primary health networks, workshops and seminars • Arrange to meet with stakeholders regularly • Play an active role in all interagency meetings • Optimise client referral pathways with service partners • Attend and active lead discussion in monthly partnership (e.g. ADHAPS) meetings • Work collaboratively with the Public Guardian and Trustee
Other Responsibilities	<ul style="list-style-type: none"> • Attend regular personal supervision sessions, as required • Attend and participate in regular professional development activities • Play an active role in all staff and team meetings • Responsible for own day to day administration e.g. travel, correspondence, appointments, record-keeping • Perform all other reasonable duties as assigned by your Manager from time to time

Person Specifications	(E) = Essential (D) = Desirable
Qualifications	<ul style="list-style-type: none"> • Tertiary qualification in a relevant field or extensive relevant experience complemented by quality in-service training (E)
Skills/Knowledge	<ul style="list-style-type: none"> • Strong proven management, leadership and organisational skills (E) • A sound working knowledge of existing services in the fields of HIV, disability, mental health and ageing (E) • Advanced skills in negotiating beneficial outcomes (E) • Strong interpersonal relationship skills (E) • High-level expertise in computer programs eg Microsoft Office 365 applications, Client Database management (ideally Lumary) and Rostering System Software (ideally Skedulo); E) • Developed problem-solving skills (E) • Attention to detail (E) • Communication skills – clear articulation both in the written and spoken word (E) • Presentation skills (D)

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Experience	<ul style="list-style-type: none">• Experience in Community Services, NDIS, My Aged Care – 5 years minimum (E)• Experience in managing teams, supervision and promoting work performance (E)• Experience working within the NFP sector (D)• Experience working with people with HIV and/ or disability/aged care in home services (D)• Experience in strategic planning (D)
Personal Attributes	<ul style="list-style-type: none">• Personal values strongly align with BGF's values• Strong ethical/moral compass• Leadership – by taking full and clear responsibility for their performance and that of their workers in their team• Highly organised and time efficient• Ability to communicate complex information clearly and effectively in person• Strong decision-maker• Agent for positive change• Team oriented and highly collaborative, however focused and deadline driven when required to work independently• Valid, unencumbered drivers licence in NSW
Package	<ul style="list-style-type: none">• Annual salary starting from \$90K p.a. dependent upon experience and skills - SCHCADS Award, Level, Pay Point 1• Superannuation contribution of 10% paid by BGF• Salary packaging available• 76 hour working fortnight (1.0 FTE)• 20 days annual leave per annum with 17.5% leave loading• 6 months probationary period• Mobile phone & laptop provided• Based in Surry Hills, Sydney, NSW