

## Position Description

# Senior Manager Therapeutic Services



POSITION TITLE	Senior Manager Therapeutic Services
CLASSIFICATION	Social, Community, Home Care and Disability Services Award 2010 CDW – Level 8. Pay point dependent upon experience.
SALARY RANGE	\$110,410 – 114,762 annually. Hourly rate \$55.88 to \$58.08. Salary and conditions of employment are as per Social, Community, Home Care and Disability Services Industry Award 2010 (SCHADS) and the Employee Bargaining Agreement (EBA). Copies of both the SCHADS Award and EBA are available at our office.
CONDITIONS	Employee Bargaining Agreement A mobile phone and laptop will be provided. Flexible Work Arrangements available.
WORK LOCATION	Office based in Bendigo. Some travel to regional offices will be required
HOURS OF WORK	Full time – 38 hours per week Hours may need to be worked flexibly dependent on business requirements.
DIRECT REPORTS	Clinical Practice Lead Adolescent Family Violence Practitioners or Adolescence FV supervisor
ACCOUNTABILITY	Executive Manager Programs & Services

### Position Purpose

The Senior Manager – Therapeutic Services (SMTS) works with the Executive Manager, Programs and Services (P&S), and other P&S senior managers, to deliver quality services to the community, and to promote and ensure an environment of excellence, continuous improvement and compliance with funding and service accountability requirements.

The SMTS demonstrates an expert understanding of the principles and practices of therapeutic care as it relates to violence against women and children including the gendered nature of violence, trauma informed care, and the responsibility and accountability framework and philosophy underpinning men’s behaviour change programs. The position develops, co-ordinates and implements all CNV therapeutic services and oversees all therapeutic service delivery to ensure it is delivered consistent with CNV philosophies, frameworks and strategic objectives. Therapeutic Services includes the Safe, Thriving and Connected program for victim-survivors and the Making It Right program for young people using family violence and their families.

Expert knowledge relating to family violence, trauma informed approaches, and innovation in providing therapeutic and clinical support is essential, together with an understanding of feminist principles that inform our gendered understanding of violence against women and children. The SMTS will engage with individuals and teams in a community service environment ensuring organisational accountabilities, standards, systems and professional development of team members are met with a strong focus on quality and risk.

The Senior Manager facilitates and provides effective communication, interpersonal skills, emotional intelligence and a high level of professionalism in both practice and with relevant stakeholders across complex settings.

## Position Description

# Senior Manager Therapeutic Services



With an expert level of writing skills and demonstrated experience in developing and leading therapeutic (or clinical) services including management of clinical governance frameworks, continuous quality improvement, delivery reports, letters, case notes, plans, submissions and general correspondence with the ability to measure the quality and support provided by CNV, the SMTS is a key leadership role in the organisation.

### Key Relationships

#### INTERNAL

- Executive Manager, Programs and Services
- Executive Leadership Team
- Senior Managers
- Clinical Practice Lead (direct report)
- Other direct reports
- Staff at CNV

#### EXTERNAL

- Sector organisations and stakeholders
- Industry peak bodies
- DFFH, FSV & other Government departments
- Consortium partners

### Key Accountabilities

Key Result Area	Performance expectations
Clinical Leadership	<p>In collaboration with the CEO and Executive Manager Programs &amp; Services, designing, consulting, overseeing and delivering therapeutic/clinical services and programs that are trauma informed, evidence based and informed, and underpinned by feminist theoretical frameworks.</p> <ul style="list-style-type: none"> <li>• Lead, role model and mentor clinical excellence across therapeutic family violence services.</li> <li>• Design and deliver a trauma and feminist informed therapeutic frameworks and related systems and processes for services for women, children and men with a focus on narrative, healing and restorative practices.</li> <li>• In consultation with the Executive Manager Programs and Services, develop and implement a clinical supervision framework that leads to the delivery of high quality, effective supervision and improved professional practices.</li> <li>• Provide reflective supervision to direct reports within Therapeutic Services</li> <li>• Provide advice and expertise on counselling for cases of a more complex nature across Programs and Services.</li> <li>• Offer guidance regarding legal requirements, subpoenas, and client records and preparing or reviewing legal reports.</li> <li>• Provide supervision to all direct reports including recruitment, induction, training and performance reviews, in conjunction with relevant team leaders and managers.</li> </ul>
Strategic Management of	<ul style="list-style-type: none"> <li>• Evaluate and measure CNV's impact and progress in therapeutic services, and be the key advisor to internal and external stakeholders on best practice therapeutic</li> </ul>

## Position Description

# Senior Manager Therapeutic Services



<p>Therapeutic Services</p>	<p>responses.</p> <ul style="list-style-type: none"> <li>• Provide secondary consultation to a range of professionals and organisations in relation to family violence, working to build key relationships and partnerships required for effective service responses.</li> <li>• Contribute to research, program evaluations, conference presentations, public forums and the delivery of community education and professional training regarding family violence.</li> <li>• Operate as a member of the Programs &amp; Services management team and further enhance the profile of CNV through representation as relevant across the broader service system.</li> <li>• Contribute to key partnerships that enhance outcomes for our clients or CNV strategic goals</li> </ul>
<p>Quality Governance and Compliance</p>	<ul style="list-style-type: none"> <li>• Ensure all work is performed in compliance with Occupational Health and Safety, Quality Governance and risk management procedures for clients and staff relating to therapeutic services.</li> <li>• Uphold and enhance quality assurance, clinical governance frameworks and service delivery standards consistent with the organisation’s philosophy, aims and objectives, service delivery model to support the best interests of victim/survivors of family violence.</li> <li>• Be a leader in continuous quality improvement, accreditation processes and support the development of innovation and best practice.</li> </ul>
<p>Data, Privacy &amp; Security</p>	<ul style="list-style-type: none"> <li>• Ensure organisational data, privacy and security frameworks and policies are implemented in portfolio/delegated areas of operation.</li> </ul>
<p>Operational Management of Therapeutic Services and organisational responsibilities</p>	<ul style="list-style-type: none"> <li>• Participate in organisational meetings and other activities relevant to the work of CNV.</li> <li>• Ensure effective and timely risk identification, assessment, control and issue resolution processes are maintained in accordance with clinical governance frameworks. Maintain a clinical risk register and proactively manage risk.</li> <li>• Lead by fostering a collaborative and respectful culture and working environment across the organisation.</li> <li>• Deliver Therapeutic Services performance reporting, as required.</li> <li>• Adhere to all organisational policies, procedures, standards and practices.</li> <li>• Participate in and manage any projects that may be initiated from time to time.</li> <li>• Coordinate recruitment processes including staff selection and orientation and monitoring staff probationary periods in Therapeutic Services.</li> </ul>

## Position Description

# Senior Manager Therapeutic Services



Other	<ul style="list-style-type: none"> <li>• Be available to act in the Executive Manager, Programs and Services role from time to time, as requested.</li> <li>• Perform additional duties from time to time as required.</li> </ul>
-------	---

### Competencies

- Resilience - Perseveres to achieve goals, copes effectively, remains calm and in control when under pressure.
- Decisiveness - Uses available information and exercises good judgement to make sound, timely and well-informed decisions.
- Negotiating - Ability to negotiate skilfully in difficult situations with staff and the broader service system; to be both direct and diplomatic.
- Teamwork - Attend and participates in team meetings, agency activities, program development, planning days, working groups, team building activities and supervision. Work well with others in the pursuit of team goals, share information, support others, show consideration, concern and respect.
- Problem Solving - Capable of discussing and resolving specialist problems. Ability to develop options and resolution to problems.
- Time Management - The position requires skills in managing time, setting priorities and planning and organising one's own work and where appropriate that of other employees so as to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timetable.
- Ability to manage tasks - Set priorities and achieve positive outcomes within agreed timelines.
- Interpersonal skills - The position requires the ability to gain cooperation and communicate with others. Written communication skills -prepare clear and accurate correspondence.
- Attention to Detail - This position requires a high-level of accuracy and attention to detail.
- Relationships - Capable of gaining the co-operation and assistance from staff to enable daily tasks to be performed.
- Judgement and Decision Making - The work has well-defined objectives with the method, process or equipment used selected from a range of available alternatives. Guidance and advice is usually available within the time available to make a choice.
- Code of Ethics - Models and promotes organisational values and adhere to CNV's Code of Ethics. Ensure Core values are reflected in decision making and everyday behaviour in professional relationships and direct services.

## Position Description

# Senior Manager Therapeutic Services



- Behaving with Integrity - Uphold and model the vision and values of CNV Treat people fairly and with respect, ability to work within a feminist framework.
- Leadership - Ability to lead, support and coach a high performing team. Ensures direct reports are educated and adhering to organisational policies and procedures including, OHS, Risk and Security.
- Management Accountability - Ability to lead skilfully within delegated responsibilities; encourage open discussion; and Behave with Integrity - Uphold and model the vision and values of CNV Treat people fairly and with respect, ability to work within a feminist framework.
- Managing and Measuring Work - Ability to clearly assign responsibility for tasks and decisions; set clear objectives and performance requirements; monitor process, progress and outcomes; and design feedback loops into supervision.
- Managerial courage - Ability to provide timely and constructive feedback to staff; make difficult decisions and address practice and performance issues.

### Position Description Changes

This Position Description is indicative of the initial expectation of the role and subject to change in line with requirements of CNV's goals and priorities, activities or focus of the job. The incumbent can expect to be allocated duties not specifically mentioned in this document, but within the capacity, qualifications and experience normally expected from persons occupying positions at this level.

### Decision Making

The SMTS operates with a high degree of autonomy and makes independent decisions about the management of the therapeutic programs including operationalising strategic priorities, forward planning, setting priorities and guiding staff performance and development. The position operates in a sensitive, high-risk environment and is frequently required to exercise judgement on the way urgent and/or complex matters are to be managed.

### Key Selection Criteria

<b>Qualifications</b>	<ul style="list-style-type: none"><li>• Tertiary qualifications relevant to the delivery of therapeutic and clinical services (eg., Social Work, Psychology or equivalent) including Post Graduate training and qualifications in Social Work, or a relevant discipline equivalent (e.g., Masters in Social Work, Narrative Therapy, Masters in Therapeutic Arts Practice etc).</li><li>• Minimum 5 years' experience in supervising staff in direct services, particularly, experience in leading and influencing others to achieve positive outcomes in service delivery and collaborative work environments</li><li>• Minimum 5 years trauma informed therapeutic practice experience – individual and group work - working with victim/survivors of violence. Therapeutic skills in other practice areas will also be highly regarded eg., working with men who use violence towards family members.</li></ul>
-----------------------	--

## Position Description

# Senior Manager Therapeutic Services



<b>Sector specialisation and knowledge</b>	<ul style="list-style-type: none"> <li>• Experience in leading critical reflection, applying theoretical frameworks and referring to research and literature to inform decision making and service provision.</li> <li>• An understanding of and support for the feminist philosophy of CNV including the gendered nature of violence against women and children.</li> <li>• Proven skills in leading development of innovative and evidence informed therapeutic practice and programs.</li> </ul>
<b>Communication</b>	<ul style="list-style-type: none"> <li>• Ability to clearly convey complex information, including concepts and ideas that influence and stimulate quality outcomes.</li> <li>• Well-developed communication and interpersonal skills with the capacity to liaise effectively with a wide range of stakeholders.</li> </ul>
<b>Quality</b>	<ul style="list-style-type: none"> <li>• Detail oriented with excellent organisational skills and demonstrate diplomacy and professionalism in a high pressure environment. Produce accurate and timely correspondence, presentations, submissions and reports.</li> <li>• Ability to work with limited supervision and cooperatively within a team, with the flexibility to adapt to changing priorities and commitment to continuous improvement and quality.</li> </ul>

## Other Requirements

<b>Mandatory prior to commencement</b>	<ul style="list-style-type: none"> <li>• Satisfactory National Police History Check or ability to obtain a satisfactory check prior to commencement.</li> <li>• Working with Children’s Check or ability to obtain a satisfactory check prior to commencement.</li> <li>• Required to provide copies of certified Qualifications prior to commencement.</li> <li>• Required to sign a code of conduct prior to commencement.</li> <li>• Ability to comply with the “Behavioural Outcomes” for this role is a mandatory requirement.</li> </ul>
<b>Commitment to CNV’s vision and Philosophies</b>	<ul style="list-style-type: none"> <li>• Champion and act as an advocate for the highest standards of ethical and professional behaviour.</li> <li>• Strong commitment to CNV’s vision, feminist values and principles including an understanding of the role and impact of gender and other inequalities in relation to that violence.</li> </ul>
<b>Leadership &amp; Strategy</b>	<ul style="list-style-type: none"> <li>• Demonstrated senior leadership experience including capacity to lead and manage in complex and specialist areas of work to inspire vision, innovation, service excellence and a learning culture.</li> <li>• Strong positive leadership and ability to identify opportunities for driving continuous quality improvement that aligns with organisational goals and operational requirements.</li> </ul>

Position Description  
**Senior Manager Therapeutic Services**



	<ul style="list-style-type: none"><li>• Solid leadership skills and ability to engage and influence others to enhance collaborative working relationships internally and externally with staff, stakeholders, partner organisations and other service providers.</li><li>• Demonstrated ability for managing a multitude of complex tasks and projects simultaneously to achieve results and applies and develops capabilities to meet performance expectations, contributes own expertise to work area.</li></ul>
--	--

**About CNV – FRONT PAGE OF RECRUITMENT on WEBSITE**

- 
- Vision – link
  - Organisational Environment - link
  - Strategic Plan - link
  - Philosophical Statement – link
  - Our Diversity Commitment - link
- 

**ADD Benefits**

**ADD How to apply**

**ADD a section on Inherent Requirements**

**ADD a Section to Sign PD – through Employee Connect**