

## Position Description

<b>Position title:</b>	Program Manager, Child and Youth Residential Care Services	<b>Reports to:</b>	Senior Manager, Care Pathways
<b>Program / Department:</b>	Care Pathways	<b>Primary work location/s:</b>	Adelaide Metro
<b>Direct reports:</b>	Team Leader	<b>Key stakeholders:</b>	Department of Child Protection (DCP) Care Pathways
<b>Award:</b>	SCHADS	<b>Classification:</b>	Level 7

## Who we are

Baptist Care SA provides out of home care, disability care, youth education and employment, homelessness, and therapeutic support services. Established in 1913 we have a dedicated staff and volunteers who work tirelessly to help South Australians achieve their full potential. Baptist Care SA is committed to working with the State's most disadvantaged, championing local issues and connecting with people to provide transition pathways from adversity to opportunity.

## Our values

<b>Integrity</b>  Ensuring personal and corporate transparency and the highest ethical standards.	<b>Compassion</b>  Treating people and communities with empathy, dignity and fairness.	<b>Empowerment</b>  Releasing individual strengths that promote personal and community transformation.	<b>Innovation</b>  Fostering a culture of continuous improvement, staff engagement and improved client outcomes.
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## About the role

The Care Pathways services and programs provide 24/7 residential accommodation, care and services to children and young people who are under the guardianship of the CEO, Department of Child Protection or who arrive in Australia without a legal guardian. The young people have experienced trauma, and many have physical and /or intellectual disabilities and developmental delays, requiring therapeutic support and ongoing care to lead a happy, healthy life. Care Pathways staff work to achieve results to enable children and young people to thrive, using methods and practices to establish and support the environment to be inclusive, caring, developmental and healing.

The Program Manager, Child and Youth Residential Care will ensure effective program service delivery and provide management oversight of the work with children and young people under the guardianship of the Department of Child Protection (DCP) in Baptist Care SA residential settings in either the North or South of

the Adelaide region. The position will oversee and monitor performance and ensure the quality of care provided meets service delivery standards through effective application of the Practice Framework.

The Manager works closely with the Senior Manager in the delivery and development of the services providing leadership to achieve relevant industry standards and high-quality service delivery. The Manager will work closely with the Senior Manager in the delivery and development of service, management of budgets and workforce planning.

## Role responsibilities

### Program Management

- Operational management and delivery of services that are client focused, effective, safe, culturally appropriate and meet all legislative and contract requirements.
- Oversee implementation of Baptist Care SA Practice Framework and Practice Standards, quality standards and model of care.
- Work with the Practice Lead to ensure the processes for matching workers to children and young people in our care, is successful and their needs are met.
- Management of disability support for children and young people in line with NDIS plans.
- Ensure the application of trauma informed and client centred practise.
- Lead the Critical Incident process and DCP Care Concern investigations.
- Ensure critical incidents are resolved, follow up and consult with the Senior manager as required.
- Attend meetings with DCP Complex Care Review Meetings etc.
- Visit houses to ensure all appropriate inspections are occurring and reporting and concerns in a timely manner.
- Work with Senior Manager to establish and maintain outcomes and in support of strategic development and future growth opportunities.
- Provide support and information to the After Hours Team when needed.
- Ensure efficient service delivery consistent with contract KPIs.
- Ensure staff are effectively supported with regular supervisions and appropriate debriefing.
- Provide effective professional 1:1 and group supervision for staff.
- Approve timesheets, checking against rosters.
- Complete all reports in a timely manner and submit KPI data.
- Ensure budgets are met and track expenditure.
- Actively participate in projects and improvement initiatives as required.

### People

- Develop a sustainable workforce plan for programs in line with organisational requirements, ensuring services are adequately staffed with effective coverage of rosters.
- Provide leadership, support, clear direction, and mentoring to direct reports and broader team members.
- Support team well-being and facilitate a positive culture.
- Ensure staff are effectively recruited, selected, inducted, trained, developed and managed in line with relevant policies and procedures and to meet their KPI workforce objectives and clients needs.
- Ensure industrial issues are managed according to People and Culture policy and in liaison with People and Culture.

- Work in collaboration with the Senior Manager, Care Services in dealing with staffing issues.

### Stakeholder Management and Relationships

- Coordinate therapeutic and allied health services access houses and build relationships.
- Build relationships with DCP departments to enable good communication and trust.
- Ensure effective stakeholder relationships are developed and maintained.
- Attend contractual and operational meetings to maintain effective service delivery.
- Attend network meetings with other stakeholders on a regular basis to ensure viability of existing services and to enhance communication channels.
- Maintain close relationships with other leaders in the sector.
- Work in collaboration with internal and external services.

### Risk and Compliance

- Support the Senior Manager to manage risk, in the day-to-day operations and service delivery.
- Develop and maintain risk registers, follow process in the CAMMs.
- Coach and assist program Team Leaders and House Coordinators to identify risks and develop risk mitigation strategies.
- Oversight reporting of risk through FAIMs.
- Comply with relevant legislation.
- Actively engage in continual quality improvement activities by providing feedback, responding to feedback, and embracing change.

### Quality and continuous improvement

- Lead the ongoing review and evaluation of service delivery and ensure continuous improvement of the services.
- Support auditing of quality standards
- Oversight and ensure that children and young people information is confidential and secured.
- Audit all documentation to ensure records are consistent and aligned to procedures.
- Ensure Alayacare is used as the key data base for case recording, ensuring high quality noting standards.
- Ensure relevant parties are informed of placement information.
- Actively engage in continual quality improvement activities by providing feedback, responding to feedback, and embracing change.

### Work Health and Safety

Baptist Care SA is committed to the health, safety and wellbeing of our employees, volunteers, contractors, clients, and other people within our workplaces. As a Baptist Care SA team member you must:

- Take reasonable care for your own and others' health and safety within the workplace;
- Take reasonable care that your actions or omissions do not adversely affect the health and safety of yourself or others;
- Cooperate with any reasonable directions, policies and/or procedures relating to health and safety in the workplace;
- Report all injuries, illness, near misses or hazards as per Baptist Care SA's policies and procedures; and

- Participate in relevant health and safety training, and risk management initiatives based on position and responsibilities.

### **Know and apply Baptist Care SA policies and work directives**

- Align with the Baptist Care SA strategic intent and values, including the strategic plan.
- Model and foster behaviours aligned with the Code of Conduct.
- Work harmoniously with Baptist Care employees, volunteers and other stakeholders.

## **About you**

### **The qualifications you bring**

- Relevant tertiary and/or post graduate qualifications and experience in the field of community services with an emphasis on experience in providing care to clients in a residential and community settings.
- Tertiary Qualifications relevant to the work i.e., Bachelor of Social Work, Social Sciences, Counselling or Psychology, Disability Services.

### **The experience you bring**

- At least 5 years Management experience.
- Experience working with vulnerable and at-risk children, young people and adults with special needs, disability and/or challenging behaviours.
- Experience in leading teams, performance management of staff.

### **The competencies (knowledge, skills and behaviours) you bring**

- Works autonomously following plans and strategic documents with limited direction.
- Demonstrated knowledge of client centred and trauma informed practice, including other key practices around alternative care services.
- Demonstrated ability to work with staff and clients from culturally and linguistically diverse (CALD) backgrounds.
- Demonstrated ability to respond to reportable incidents, emergencies, and complex client issues.
- Sound understanding of risk and risk management.

### **Other specific employment requirements**

- A current and valid DHS: Child-Related Employment Screening/ WWCC
- A current and valid National Police Clearance
- Training – Child Safe Environments
- Training – Apply First Aid (min HLTAID012)
- Approved Psychological Suitability Assessment
- Ability and willingness to travel within South Australia as required
- A valid NDIS Worker Screening Check
- Ability to work across a 24/7 roster
- A valid full South Australian drivers' license (C Class)
- A fully insured and roadworthy compliant vehicle (roadworthy check required)

### Desirable Requirements

- Promote good relations and practices towards different minority groups that support equality, diversity and inclusion.
- Previous experience in public speaking/group management.
- Previous experience in a faith based, community services environment.
- Aboriginal and Torres Strait Islander peoples are encouraged to apply.

## Your confirmation of acceptance:

By signing below, I accept that I have read and understood this position description and that I agree I am able to undertake all aspects of this role.

Employee signature: \_\_\_\_\_ Date: \_\_\_\_\_

Employee name: \_\_\_\_\_

## Monitoring, evaluation and review

Status:	Approved	Control:	People and Culture
Approved by:	P&C Business Partner	Version:	1.0
Effective date:	November 2023	Review date:	November 2025