



Position Description

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| Position Title | Manager, Clinical and Services Development |
| Department | Early Intervention Services |
| Program | Clinical and Services Development |
| Location | Statewide |
| Classification | Level 7 |

About Relationships Australia Tasmania

Relationships Australia Tasmania (RA Tas) is a leading provider of relationship support services. Our vision is for all Tasmanians to enjoy positive, respectful and fulfilling relationships. Our services are for everyone, regardless of race, social status, sexual orientation, gender identity or intersex status.

Our Values

At Relationships Australia Tasmania we believe that we should be:

- Willing to Serve
- In it Together
- People Matter
- Looking Forward

Position Summary

The client services provide in Early Intervention Services are primarily focussed on working with individuals, children and families in response to any type of relationship or life issue and to improve their mental health and/or personal health and wellbeing.

The Manager, Clinical and Services Development is responsible for the delivery of quality client services within a range of developing programs operated by RA Tas. This role is also responsible for the development, implantation and review of evidence based clinical practice frameworks and processes to ensure the delivery of high-quality professional services that meet the needs of RA Tas clients. As part of the RA Tas Management Team, the Manager, Clinical and Services Development is responsible for the operational management of programs and will work with the CEO Leadership Group to drive change, achieve results and foster a focused team of professionals committed to service excellence.

Key Areas of Responsibility

- Manage delivery of developing programs including developing and implementing operational plans and managing associated budgets in accordance with established program objectives and service delivery standards
- Ensure services are being delivered in accordance with contract requirements, including financial and reporting deliverables
- Lead the development, maintenance and implementation of evidence-based practice principles and service deliver models including co-production, to achieve high quality outcomes
- Provide accountable, competent and effective professional supervision to Senior Practice staff consistent with organisational policy and procedure, and lead supervision practices across the organisation
- Manage program staff setting performance objectives, developing performance, encouraging teamwork and cooperation and fostering continuous improvement in service delivery
- In conjunction with the Director Early Intervention Services, manage the recruitment, selection and induction of staff in accordance with organisational policies and procedures
- Effectively manage complex client issues within organisational policies and procedures
- Contribute to strategic planning processes and the development of organisational policies and procedures
- Represent and promote Relationships Australia Tasmania and its services in the wider community to encourage awareness and understanding of issues affecting families and those relationships
- Manage program evaluation and research processes to encourage quality service delivery
- Any other duties as required and within the general scope of responsibilities of this position

Position Relationships

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| Manager | Director, Early Intervention Services |
| Direct Report(s) | Clinical and Service Development Team |
| Other(s) | RA Tas staff and clients |

Extent of Authority

The Manager, Clinical and Service Development leads and motivates to gain the cooperation of others in the achievement of difficult and sometimes conflicting objectives. The Manager, Clinical and Services Development will use a selection of methods and techniques to take decisions and actions that may have a significant effect on the program area being managed.

Organisational Responsibilities

- Demonstrate professional workplace behaviours at all times in accordance with the organisation's Code of Conduct and Code of Ethics and adhere to all organisational policies, procedures, standards, practices and RA Tas values
- Assist RA Tas to create and maintain a safe and healthy work environment by working safely and adhering to all RA Tas Policy, procedures, standards and practices



- Actively participate in regular Supervision sessions in accordance with the RA Tas Supervision Model and positively engage in continued professional development activities
- Promote a workplace environment that supports the rights of all employees to live free from violence and adhere to the RA Tas Family Violence Support Policy at all times

Selection Criteria

Essential Requirements (Skills, knowledge, experience, qualification(s) and/or training)

1. Degree in Social Work or Psychology or equivalent qualifications that are recognised by relevant professional body
2. Demonstrated knowledge and experience of management practices including practical skills in leading a large team of people, managing staff, programs and projects
3. Demonstrated experience in providing therapeutic interventions, and in supervision of practice in counselling and case management settings
4. Strategic and operational management skills including the ability to develop and implement strategic planning processes
5. Strong business acumen including proven ability to meet revenue/performance targets and driving new business opportunities
6. High level organisational and priority management skills including the ability to manage own work schedule and that of a team of professional staff
7. High level interpersonal and communication skills including the ability to develop a team based working environment as well as the ability to develop and maintain effective networks with other service providers and stakeholders
8. High level written communication skills with the ability to respond to submissions/tenders, produce quality written reports and a range of other documentation as required by the role
9. Ability to work within and positively advance the mission and values of Relationships Australia Tasmania

Desirable Attributes

10. Current drivers licence
11. Demonstrated knowledge, skills and experience working in the sector as well as extensive knowledge of other service providers, stakeholders, and of current government policy in the community sector

Special Requirements

- Appointment to this position will be subject to a current National/International Police Check and Working with Vulnerable People Registration
- The Tasmanian Government has issued a Public Health Direction in relation to people working in health care settings. As such this role requires the successful candidate to be compliant with the direction either by being vaccinated against COVID-19, or to possess a medical exemption from
- Intrastate and some interstate travel may be required in the position

Working Conditions

- Some out of hours work will be required in order to satisfy operational requirements
- The position may involve working with people with challenging behaviours



Approval

Michael Kelly
CEO

December 2021