



Position Description Specialised Services Manager

Role Title	Specialised Services Manager
Team	Programs
Award and Grade (if applicable)	SCHADs Level 6
Reports to (Position)	Head of Programs
Direct Reports (Position)	Senior Social Worker, Women's Program Team Leader, Social Workers, Nurse
Date of Approval	June 2022

Purpose of Position

The role is responsible for the establishment of the Specialised Services portfolio and the management of a multidisciplinary team to deliver services across the organisation and in partnership with the localised services and Aboriginal Cultural Centre portfolios.

The Specialised Service Manager is a leadership role and will contribute to service policy and programming with the aim of improving health outcomes and the wellbeing of visitors.

Vision, Mission and Values

Vision: Love over hate.

Mission: Creating community with no 'us and them'.

Values: Openness (No secrets): We have a profoundly simple mission, which is to create a community, and our message and work are undiluted with other agendas.

Teamwork (No cowboys): Our goal of creating community is also our method. We work in a collaborative way to invite people out of singular, individual life into the risky and healing place of community.

Patience (No rush): We cannot make people change. If we could, we'd be guilty of manipulation of some kind. Instead, we are on the lookout for sparks of life, signs that people long for better, and we look to engage and help people move to better days and better health.

Courage (No complacency): It takes courage to confront people who have lost hope and invite them into the world of relationships with responsibility. Wayside is not an intensive care unit but an invitation into life and community.

Respect (No Judges): People have the right to make their own decisions. People have the right to make bad decisions. People who choose singular misery or even death deserve to have their rights respected. Wayside's mission is not to fix people but to love them and be with them, knowing that if they are really met, they'll really move toward health and life.

Behaviours:

Stand Back: Recognise that we are each necessary, significant but not central. The mission evaporates when we are central. Take a step back when our emotions are high and cool off. When central, the important thing is how we feel, and the most pressing need is to express our feeling. When necessary, significant but not central, in a time of difficulty, the most important thing is to ask, "what facts do I not have" and "who can I talk to for reliable clarity"

Speak Well: Identify and appreciate the strengths in colleagues. Recognise that everyone's strengths are also their weaknesses, if we look for weakness, we'll find it and if we look for strength, we'll find it. An atmosphere where colleagues are habitually talked up behind their backs will create an unbeatable team.

Embrace Errors: Accept when you have made a mistake, that an opportunity to learn is present. Learning is lost when we spend energy covering our arse or blaming others. Nothing is more liberating than the security it takes to admit that your performance did not cover you or the team in glory. Helping each other embrace moments of learning will build a team that can overcome anything.

Be Kind: We do an excellent job of being kind with our visitors, let's also be kind to each other. Kindness is implicit in our vision and our mission. Kindness is not a matter of feeling anything but a matter of acting and participating. You might feel uncomfortable, but kindness will give the benefit of the doubt or begin an uncomfortable but direct discussion.

Key Accountabilities & Responsibilities

Policy and Planning

- Lead strategic and operational planning for the Specialised Services portfolio and manage the implementation of those plans.
- Work within the senior team and directly with other roles within Wayside for the development of policy initiatives concerning visitor care
- Actively contribute to the objectives of the Visitor Services Plan
- Lead and foster a culture that values professional standards including visitor focused and outcomes-centred care
- Manage key stakeholder relationships, both internally and externally, in advancement of visitor outcomes and Wayside's reputation.

Management and administration

- Support team members regarding their development within their respective professions
- Ensure the development of team members through people management processes including learning and development and work planning
- Provide direction for the overall portfolio, and provide support and regular supervision to team members with respect to their service plans and obligations to their profession
- Work closely with the Research and Development Manager, and Clinical Leads as to addressing changing visitor need and demand for service across Wayside
- Work closely with Clinical Leads to design and implement systems and processes to ensure efficient allocation of clinical resources at the local level
- Provide supports to each of the practice areas within the portfolio including advice and direction on relevant policy decisions, and assist each practice group with respect to planning initiatives, and expanding clinical activities
- Monitor on an ongoing basis the delivery of services in line with the clinical priorities and the Visitor Services Plan
- Develop and implement administrative support systems and frameworks, including reviewing policies and procedures, to support the operations of the team
- Actively promote health and safety, and take reasonably practicable steps to control risks, ensuring a safe workplace for visitors, staff, and volunteers.

Other

- Proactively contribute to the creation of a positive, fun, and value-driven culture
- Any other duties as directed by the Manager or equivalent role
- Undertake training as required and directed
- Practice and promote appropriate self-care at an individual, team, and organisation-wide level.

Work Health and Safety

- Accountable for complying with legislation and all Wayside WHS policies/procedures and instructions, reporting any hazards or safety issues to your manager, and performing all tasks in a manner that guards against risk to self and others within the workplace.
- Undertake risk assessment and safety plans in collaboration with People and Culture

Essential

- Tertiary qualifications in a related discipline
- Experience in managing services that address complex client needs
- A highly developed understanding of the needs of society's vulnerable groups, especially women in crisis; the health issues facing the homeless community; and the issues facing individuals regularly engaged with the criminal custodial system.
- Experience in managing multiple concurrent projects and/or services and a demonstrated understanding of the complexities of managing a multidisciplinary team
- Experience in service planning and project coordination
- A demonstrated understanding of outcomes-oriented service delivery

Desirable

- Experience in working in new roles and with newly formed teams

Key Relationships

Who	Why
Internal	
Head of Programs	<ul style="list-style-type: none"> • Policy and program direction • Advice on relevant matters • Contribution to policy formation and execution
Team	<ul style="list-style-type: none"> • Provide leadership and guidance to team members • Provide a range of supports necessary for team members to deliver effective outcomes
Senior Team members	<ul style="list-style-type: none"> • Provide and seek advice and support in relation to policy initiatives and service development
People and Culture	<ul style="list-style-type: none"> • Work collaboratively with P&C to support staff in roles in line with relevant professional standards
Marketing and Communications	<ul style="list-style-type: none"> • Develop and maintain effective working relationships and open channels of communication
External	
Local service network and other relevant service partners	<ul style="list-style-type: none"> • Develop and maintain collaborative relationships

Role dimensions**Decision making**

The role acts independently in performing the core work functions and applies specialised knowledge, skills and professional judgement to achieve outcomes

Reporting line

The role reports directly to the Head of Programs.

Direct Reports

Senior Social Worker, Women's Program Team Leader, Social Workers, Nurse.

Indirect reports

Nil

Budget/Expenditure

TBC

Budget/Expenditure**Note**

This position description and associated information should not be considered as comprehensive in its description of responsibilities, criteria, or outcomes. It is indicative of the position. The can and will be asked to undertake duties within their competencies, skills and abilities and training that may not be mentioned in this document.

The incumbent of the role should be aware that their position within The Wayside Chapel is dynamic. Wayside Chapel expects continuing development, change and improvement of processes, practices, knowledge and skills.