




Position Title	Manager Social Support Unit		Position Number	CS-030
Work Group	Social Support Services			
Work Unit	Leadership Group			
Reports To	Chief Operations Officer			
Award	Aboriginal Community Controlled Health Services Award 2010 Contract of Employment NES Fair Work Conditions			
Position Term	12-month fixed term contract; renewed annually subject to funding.			
DATE:	30 / 08 / 2019	No of Pages	4	
REVIEW DATE:	01 / 07 / 2020	STATUS:	Draft/Active/Under Review	
ENDORSED BY: (Chief Executive Officer)		DATE OF ENDORSEMENT	30/08/2019	

1. VISION STATEMENT

Bega Garnbirringu Health Services vision for the future is for a society in which Aboriginal and Torres Strait Islander people are not disadvantaged and share a quality of life with health standards and life expectancy equal to the non-Aboriginal and Torres Strait Islander community.

2. MISSION STATEMENT

Bega Garnbirringu Health Service's mission include the development and maintenance of a robust and diverse organisation that will provide sustainable, culturally appropriate and holistic health services to Aboriginal and Torres Strait Islander people.

Bega Garnbirringu Health Service will address the social determinants of health and provide for clinical, educational and preventative health services and the development and retention of the skilled workforce necessary to achieve its mission.

3. ABOUT BEGA

Bega Garnbirringu Health Services (Bega) approaches health service delivery from a holistic perspective. This means that Bega seeks to close the gap in health outcomes for Aboriginal and Torres Strait Islander (ATSI) people through a multi-faceted approach that includes a high level of attention to the social determinants of health as well as clinical and primary health.

For this approach to be effective it is essential that all staff view their role through the eyes of the client and from a whole of organisation perspective. To this end it is essential that all employees be team oriented and prepared to work cooperatively in a multi-disciplinary environment. All employees must abide by their contract of employment and code of conduct and apply themselves to their duties with professionalism, integrity, ethical practice and diligence.

The organisation has a strong commitment to the provision of services that are culturally appropriate and safe for ATSI clients.



4. PURPOSE OF THE POSITION

This position provides oversight and expertise to ensure social and emotional wellbeing services and programs are conducted in accordance with best practice and cultural sensitivity. This position provides leadership and mentoring to all senior staff and works closely with the Chief Operations Officer to accomplish the organisation's Vision, Mission and Strategic Focus.

Provides daily management and oversight of the Sobering Up Centre; Social and Emotional Wellbeing program; Tackling Indigenous Smoking team; Aboriginal Homeless and Fringe Dweller Support Service; Rough Sleeper program; Youth Worker; Community Engagement team and the Environmental Health Team.

5. KEY CLIENT AND STAKEHOLDER RELATIONSHIPS

External

- Liaise with a variety of organisations and key stakeholder representative groups with an interest in the health and wellbeing of ATSI people in the Goldfields region.; and
- Build and maintain strong professional relationships with regulatory and funding bodies with an interest in the health and wellbeing of ATSI people in the Goldfields region, including (but not limited to) Mental Health Commission, WAPHA, PM&C, WANADA and any other relevant organisation.

Internal

- Maintains close working relationships with Executive Managers, Managers, Coordinators and other employees of Bega Garnbirringu Health Service; and
- Provide guidance, mentoring and coaching to all social support unit staff.



6. RESPONSIBILITIES OF THIS POSITION

KEY RESULT AREA	POSITION RESPONSIBILITIES
Professional Services	<ul style="list-style-type: none">• Oversee all programs within the Social Support Unit in a result oriented, client focussed manner;• In collaboration with the Chief Operations Officer develop the Social Support Unit Action plan in alignment with funding body requirements;• Develop and maintain strong professional relationships with relevant external organisations and key stakeholders,• Seek new funding opportunities as they arise to enhance service delivery for our clients;• Conduct regular performance reviews of all Social Support Unit staff;• Participate in provider network development to enhance outcomes for the ATSI community of Bega's operational area;• Interface with community members regarding quality assurance and service concerns to ensure issues are satisfactorily resolved;• Represent Bega professionally on various forums and service networks as appropriate;• Provide culturally appropriate mentoring and leadership of the Social Support Unit staff and explore opportunities for their ongoing development; and.
Reporting	<ul style="list-style-type: none">• Ensure that Bega's Social Support Unit complies with relevant funding agreements, and that service delivery meets agreed outcomes and targets in alignment with the current annual Action Plan;• Provide comprehensive and accurate reports to all relevant funding bodies and ensure the organisation's Action Plan is regularly updated and maintained.• Provide reports as directed to the Chief Operations Officer, Chief Executive Officer and Board of Directors;• Liaise with funding bodies to renegotiate and improve appropriate reporting requirements including operational KPIs and outcomes;• Regularly monitor outcomes and KPIs of Social Support Unit programs and make necessary adjustments and improvements to keep on targets;• In collaboration with the Chief Finance Officer, develop the annual budget for submission to the funding bodies and manage the budget for all Social Support Unit programs.
Organisation and Administration	<ul style="list-style-type: none">• Plan and establish priorities to ensure effective use of time;• As a leader of a diverse team, demonstrate flexibility in supporting delivery of services as/when required;• Contribute ideas to the Social Service Unit team for inclusion on Bega's program of continuous improvement;• Contribute to the ongoing development of internal policy and procedures;• Attend and participate in staff meetings and complete staff surveys on request.
Communication	<ul style="list-style-type: none">• Effectively communicate and maintain sound relationships with stakeholders;• Maintains confidentiality and demonstrate compliance with relevant Privacy Legislation;• Display respect, empathy and understanding with all employees, Board Members and other stakeholders;



	<ul style="list-style-type: none"> • Work collaboratively and cooperatively with team members to ensure quality outcomes; • Work collaboratively across organisation boundaries.
Education	<ul style="list-style-type: none"> • Attends relevant training courses and professional development including mandatory training as required by Bega; • Attends relevant conferences as per funding agreement.
Physical Environment and Safety	<ul style="list-style-type: none"> • Report and document incidents and accidents in accordance with Bega policies; • Recognise potential hazards in the workplace and contribute to the development of strategies to remove or reduce the risk to an acceptable level; • Maintain a safe environment for all employees within Bega; • Implement correct fire safety procedures and attend fire drills as required; • Ensure personal workplaces comply with Occupational Safety and Health (OSH) policies and procedures as set out under the OSH Act 1984.

7. COMPETENCY PROFILE FOR THIS POSITION

Competencies are the specific knowledge, skills and abilities needed to successfully undertake this role. The profile is used for recruitment, performance review, planning, and training and development activities.

8. QUALIFICATIONS, SKILLS, EXPERIENCE AND KNOWLEDGE

ESSENTIAL

- Tertiary qualification in Psychology, Social Work or other like discipline;
- Minimum five (5) years senior management experience in Aboriginal Primary Health or similar setting;
- Experience in a senior position responsible for the development, implementation, change management and evaluation of complex service delivery systems, or an equivalent combination of education, training and experience to fulfil the role;
- Demonstrated ability to provide leadership to a multidisciplinary team in a complex environment;
- An understanding of issues affecting Aboriginal people;
- Demonstrated ability to develop strong and productive partnerships with the Aboriginal Community, other Bega employees and liaise effectively with key stakeholders;
- Well-developed written and verbal communication skills, including the ability to relate well to others;
- Demonstrated commitment to confidentiality and a high level of accuracy;
- Well-developed problem-solving skills and the ability to effectively determine priorities to ensure deadlines are met;
- Work effectively as a member of a team in an environment of competing priorities; and a
- Current Police Certificate (within 6 months).

DESIRABLE

- Experience in implementing quality management systems, managing funding applications and budgets;
- WA "C" Class drivers' licence;
- Working with Children Check;

EMPLOYEE

I (Full Name) _____ have sighted and accept this duty statement and acknowledge the expectations that will be held of me in relation to my role at Bega.

SIGNATURE _____ **DATE** _____