

Position Description:	PRACTICE MANAGER
Responsible to:	The Chief Executive Officer (CEO)
Award Grade:	Social Community Home Care & Disability Services Award 2010 Executive Level \$90,000.00.
Hours:	This position is for 76 hours a fortnight

Function:

The Practice Manager will work in accordance with the philosophy, mission statement and policies of the Alice Springs Women's Shelter Inc.

The role of the ASWS Practice Manager is to manage and lead the outreach and crisis accommodation of the ASWS to ensure that services delivered are effective, efficient and culturally appropriate. The Practice Manager will provide supervision and support to staff and lead service development within a trauma informed practice. The Practice Manager achieves this in conjunction with the other members of the Alice Springs Womens Shelter (ASWS) Leadership Team of Chief Executive Officer (CEO) and Business Manager (BM) and Board of Governance (BoG).

Duties and Responsibilities:

- Ensure the delivery of Alice Springs Womens Shelter – Domestic and Family and Sexual Assault Violence services are managed consistent with legislative requirements, national and international best practice models, departmental and program policy and in accordance with detailed standard operating procedures and work within allocated budget;
- Support team leaders with staff supervision, the development, implementation and review of work plans;
- Provide supervision to Team Leaders;
- In conjunction with the Business Manager support team leaders in staff performance and performance management process;
- Address staff performance issues in collaboration with the Team Leader and Business Manager, and undertake staff annual performance appraisals in a timely manner when required;
- Provide oversight to ensure ASWS staff are appropriately trained for the roles they undertake and that staff adhere to agreed protocols, policies and procedures;
- In conjunction with the Chief Executive Officer, Business Manager and team leaders assist with staff recruitment to positions, support team leaders to complete induction and participate in orientation of new staff;
- Foster a positive workplace culture through exemplary leadership and mentoring practices and role modelling of appropriate behaviour;
- Ensure continuing quality improvement and risk management in Alice Springs Womens Shelter delivery through effective monitoring, auditing, review and reporting processes and responsibility for resource allocation.
- Identify emerging issues, service development needs and contribute to their resolution;
- In conjunction with the CEO and BM, develop proposals for service provision that enhance safe and effective service delivery within Alice Springs Womens Shelter programs;
- In partnership/conjunction with cross cultural providers/trainers, ensure the development and delivery of a culturally appropriate service for people from a diverse range of cultures;
- Where required, liaise with a variety of allied Government and Non-Government agencies, representing Alice Springs Womens Shelter in a professional manner at all times;
- Proven knowledge of cultural and cross-cultural issues affecting people accessing services and ability to provide innovative, strategic and flexible approach to service delivery; and
- As required participate and attend monthly BoG meetings, and other service delivery meetings.

SELECTION CRITERIA:

1. Degree in Social Work, Psychology, Counselling or equivalent which provides eligibility for membership of the relevant governing body and minimum of 5 years' experience working within the Domestic and Family and sexual Assault violence field;
2. Demonstrated excellent written and oral communication skills, time-management and organisational skills, strong interpersonal skills and ability to effectively operate within a multi-disciplinary team;
3. Proven management and leadership skills within a high pressured, fast paced environment, with the ability to facilitate and promote team functioning, with an innovative, strategic and flexible approach to service delivery, within a trauma informed framework;
4. Follow defined service quality standards, work health and safety policies and procedures relating to the work being undertaken in order to ensure high quality, safe services and workplaces;
5. Demonstrated advanced knowledge of contemporary counselling/psychology/social work service provision in regard to theoretical frameworks, practice standards and ethical practice;
6. Demonstrated experience in program evaluation, strategic planning, business planning and project management and quality improvement;
7. Demonstrated ability to provide a high level of professional consultation, effective clinical supervision and support to social work practitioners and other staff of varying levels of experience as well as to social work students;
8. The ability to produce relevant reports and documentation to meet funding agreement requirements, meet service Key Performance Indicators (KPI's) and contribute to service development;
9. Demonstrated ability to provide effective supervision, provide support to others providing supervision and support staff with varying degrees of experience and professional qualifications;
10. Demonstrated ability to provide a safe and culturally responsive work environment and service.

Conditions of Employment:

- A National Police Check;
- Ochre Card;
- Current NT Driver's Licence (Manual); and
- Senior First Aid Certificate.

ACKNOWLEDGEMENT

I have received a copy of the Position Description and have read and understand its contents.

Employee Name

Signature

Date

Supervisor Name

Signature

Date