

Position Description			
Name			Date
Position Title	Program Manager – Counselling and Wellbeing		
Department	Mental Health & Wellbeing		
EBA / Award	Victorian Stand-Alone Community Health Services (Health and Allied Services, Managers and Administrative Officers) Multiple Enterprise Agreement 2018-2022.		
Classification	HS 6 1.0 FTE, negotiable to 0.9 FTE Ongoing		
Primary Site	Wodonga with the occasional travel to other sites required		
Reporting to	General Manager – Mental Health & Wellbeing		
Direct Reports	<ul style="list-style-type: none"> Team Leader Intake Coordinator Gambler's Help Clinical Lead Counselling Head2Help team 		
Budgetary Responsibilities	Responsible for developing, monitoring and managing all cost centre budgets within Program area, including being a central point of contact for funding and service agreement contracts.		
Liases with Internally	<ul style="list-style-type: none"> GH staff across all programs Senior Management Team People Working Well team 		
Liases with Externally	<p>This position may be expected to liaise with, though not limited to the following:</p> <ul style="list-style-type: none"> Funding and regulatory bodies, including but not limited to Commonwealth and Victorian Government Departments, e.g. Department of Health, Murray Primary Health Network, Victorian Responsible Gambling Foundation Sector and service delivery partner organisations including but not limited to, Local Government, Community service organisations. 		
Program Information	<p>Counselling services in Community Health Services aim to improve wellbeing by offering supportive counselling, therapy and practical support, advocacy, referral and links to other services as needed.</p> <ul style="list-style-type: none"> Community Health Counselling can assist with a wide range of issues, such as family and relationship issues, coping with chronic illness, depression, anxiety and related mental health conditions. <p>The Counselling and Wellbeing Program includes:</p> <ul style="list-style-type: none"> Generalist Counselling Gambler's Help 		

	<ul style="list-style-type: none"> • Children’s Counselling • Adolescent Counselling • Family and Relationship Counselling • General Intake services • Child PTS • Head2Help
<p>Purpose of the role</p>	<p>This position manages the human and financial resources to deliver the strategic objectives and milestones for the Counselling and Wellbeing Program.</p> <p>The Program Manager will ensure the effective day-to-day management of the Counselling & Wellbeing programs, including intake, caseload allocation and work-flow management, staff supervision, financial management, planning and reporting, partnership management and service development.</p> <p>The Program Manager will facilitate the integration between Gateway Health programs to enhance seamless services to clients, consistent with organisational service plan priorities. The Program Manager Counselling and Wellbeing is a member of the Senior Management Team and as such plays a role in facilitating information flow and cohesion between all areas of the organisation, with a focus on service coordination and improvement; business development, consumer engagement; planning and monitoring the implementation of strategy; monitoring internal and external environments, participating in relevant external networks and collaboration work; identifying and responding to emerging risks and opportunities; and providing a conduit for information between Gateway Health and external committees / organisations, particularly in relation to Gateway Health’s advocacy agenda.</p>
<p>About Gateway Health</p>	<p>Gateway Health is a not-for-profit Company limited by guarantee and a registered Community Health Service under the Health Services Act 1988 (Vic).</p> <p>Vision: People Living Well</p> <p>Our Purpose: To provide care and services that connect the community and strengthened individual and population health and wellbeing</p> <p>Our Values: Values reflect the way we interact, connect and work with every client, with partners, with volunteers and with one another. Principles shape the way we plan and design our services and business systems. Together they underpin organisational culture, strategy and the way we deliver our services.</p> <p>We CARE – We ACHIEVE – We LEARN – We WORK TOGETHER – We INNOVATE</p> <p>Our Principles: We <i>advocate for</i> fair and equitable access to health care and wellbeing services for all.</p> <p>We <i>respect</i> the strength of individuals and the community, and their capacity to recover from adversity.</p> <p>We <i>recognize</i> the importance of adaptability and responsiveness to enable us to deliver on our commitment to the community.</p> <p>We <i>actively listen</i> and work alongside the community and each other to design and deliver better solutions.</p> <p>We <i>believe</i> a learning culture is critical to enhancing the wellbeing of staff, clients and the community.</p> <p>We <i>contribute to creation of</i> a connected and integrated health and community care system to achieve the best outcomes for our clients and community.</p>

	<p>Gateway Health strives for an achievement culture that encourages innovation and initiative. We build and foster strengths-based programs that focus on support and recovery. Our staff are our greatest asset.</p> <p>The organisation employs over 380 staff providing a range of primary health and welfare services across the Ovens Murray region in North East Victoria and parts of Southern New South Wales. Gateway Health serves all people, and is committed to improving individual and population health outcomes. We will do this by providing health care and support to individuals and communities in times of need, and by actively working with our partners to address the social and environmental determinants of health. They are delivered through a mix of centre-based services in Wodonga, Wangaratta and Myrtleford, and outreach services to rural communities across the region.</p> <p>Gateway Health is committed to creating a workforce that reflects the communities we serve. We believe that a workforce that recognises and celebrates diversity will best meet the health and well-being needs of all people we serve including Aboriginal and Torres Strait Islander peoples; people with a disability; lesbian, gay, bisexual, transgender and gender diverse people; inter sex people; people experiencing health inequalities; and culturally and linguistically diverse people.</p> <p>Review of Position Descriptions: This position description will be reviewed annually (July each year), during annual appraisals, when the position becomes vacant or as deemed necessary.</p>
<p>Code of Conduct</p>	<p>Employees are expected to, at all times:</p> <ul style="list-style-type: none"> • Adhere to the Gateway Health Code of Conduct including the Child Safe Procedures • Maintain a high professional standard and work with integrity • Develop collaborative working relationships • Communicate with respect and tolerance • Maintain a client focus • Adopt a Continuous Improvement approach • Work within legislative and compliance framework.
<p>Key Responsibilities and Accountabilities</p>	
<p style="text-align: center;">Role Specific</p>	
<ul style="list-style-type: none"> • Ensure that the Program operates according to existing legislative, Funding and Service Agreements and contemporary evidence-informed practice. • Provide strategic management to the Program teams, ensuring they have a consistent understanding of their core tasks and accountabilities. • Support Team Coordinators and Clinical Leads to assist staff to develop and maintain agreed work plans that assist with prioritising work flow and that these are reviewed regularly • Advise General Manager of any staff management or critical issues • Provide advice and strategic direction to the General Manager in relation to the program’s operational functioning. • Ensure that there is a documented Model of Care for the Program that integrates with the overarching Gateway Health Model of Care and that services delivered are consistent with the Model • Complete mandatory training as required by organisation and ensure that Program team mandatory training is completed • In consultation with the Program team, develop program operational plans that contribute to the achievement of Gateway Health strategic and service plans • Role model high standards of professional practice and conduct in client service delivery, working in partnership with colleagues and agencies. • Ensure that the program delivers evidence-based practice in line with professional and funding requirements • Ensure that the team complete high-quality clinical notes within agreed time frames and in accordance with GH and relevant professional body policies and procedures. • Complete all program specific administrative tasks within the required time frames. 	

- All required data is entered onto designated service databases, including excel spreadsheets.
- Timely and accurate commencement and maintenance of client records, financial and statistical data and any other information per organisational policy.
- Participation in regular performance reviews and appraisals
- Competently use all relevant organisational databases – including but not limited to VHIMS, RelianSys, clinical software, financial software
- Active participation in Professional Development
- Ensure that all eligible staff participate in clinical supervision
- Completion of Mandatory training

Financial Management

- Manage relevant funding contracts and agreements and all their deliverables including:
 - Acting as the key contact point for all matters concerning the relevant contracts and agreements,
 - Developing and managing budgets,
 - Ensuring programs and services are implemented in an effective and efficient manner,
 - Ensuring the timely and accurate completion and submission of all required reporting
- Invoices raised and processed within funding / program deadlines

People

- Continually develop both personally and professionally to meet the changing needs of your position, career and organisation:
- Lead the Program Team to develop personally and professionally to meet the changing needs of clients, the team, the organisation and the community. Ensure issues of concern or non-performance are addressed in a timely manner, discussing these issues with and supporting staff to address any concerns:
- Develop and maintain professional and collaborative relationships with internal and external stakeholders
- Conduct regular productive team meetings
- Ensure that all Program team members receive regular supervision and reflective professional practice sessions as appropriate to their role.
- Willingness to engage in a flexible work model that may require some out of hours work and travel.
- Positively contribute to the culture and spirit of the Counselling and Wellbeing team, work environment and to GH.
- Your behaviour is congruent with organisational values, behaviours and goals
- Positively embrace and adopt change as it occurs.
- Ensure all team members are updated and included in key messaging from senior management meetings.

Technical Skills / Industry Knowledge

- Produce accurate and timely reports for funding bodies, and for other internal and/or external purposes as required
- Maintain proficiency in the use of Gateway Health software systems including budgeting, human resource management and communications tools
- Ensure relevant Program documentation is completed to required timeframes
- Contribute to the development of procedures and systems within this program
- Ensure effective control of inherent and residual risk in the areas of your responsibility.
- Provide leadership by demonstrating commitment to the importance of effective Risk Management
- Modelling behaviours and attitudes which support a positive risk culture in your team / program and the organisation
- Complete annual renewal of registration to practice (as required).

Generic Organisational Responsibilities

- Actively assess, manage and where possible mitigate workplace risk including OH&S, consumer related risk, reputation risk and personal risk
- Ensure an understanding within the Program team of individual responsibility for consumer safety, quality and risk and adherence to the relevant policies, procedures and guidelines.
- Contribute to service improvement through the development, implementation and review of program processes and procedures.
- Ensure a safe working environment for yourself, your colleagues and members of the public
- Identify, report and manage risks and ensure actions are taken to prevent and minimise harm to consumers and the Gateway Health workforce
- Contribute to organisational quality and safety initiatives
- Comply with requirements of the Service Standards applicable to service delivery and other relevant standards, regulations and legislative requirements
- Collaborate with other Senior Managers to review Program structures to create models suitable for future organisational and client needs.
- As outlined in the Code of Conduct ensure all interactions are undertaken in accordance with the behaviours set
- Maintain privacy and confidentiality at all times
- Ensure an understanding of individual responsibility for safety, quality and risk and adhere to all relevant legislation, regulations and organisational policies, procedures and guidelines.
- Working within the Risk Management Framework, identify, report and manage risks and ensure actions are taken to prevent and minimise harm to yourself, your colleagues, consumers, members of the public and the organisation.
- Actively contribute to quality assurance initiatives and other program activities to meet all relevant benchmarking and accreditation standards.
- Contribute to organisational quality activities to ensure continual review and improvement.
- Contribute to a safe and welcoming workplace at all times.
- Develop and maintain a personal care plan and attendance in the Gateway Health Clinical Supervision or Line Management Meetings
- Protect the rights, safety and wellbeing of children and provide a child safe environment.
- To continually develop both personally and professional to meet the changing needs of your position, career and organisation.

Inherent Requirements

Gateway Health has a duty of care to all staff. The purpose of this section is to ensure that you fully understand and are able to perform the inherent requirements of the position (with reasonable adjustments if required) and that you are not placed in an environment or given tasks that would result in risks to your safety or the safety of others.

The position may require the following tasks among other things:

- Manual handling (pushing, pulling, lifting, holding, carrying)
- Sitting, standing, bending, reaching
- Computer work, data entry
- Operating equipment
- Use of personal protective equipment
- General waste handling
- Driving motor vehicles
- Dealing with anxious or upset staff, consumers or members of the public
- Work at and travel to other locations will be required

Key Selection Criteria

Applicants MUST address the Selection Criteria below when completing an employment application

Essential

1. Ability to behave in accordance to the Gateway Health Values of *We Care, We work together, We achieve, We learn, We innovate.*
2. Tertiary qualifications in Social Work, Health Sciences, Psychology or relevant equivalent studies and extensive experience in counselling, welfare or health fields.
3. Demonstrated leadership experience including the ability to effectively manage staff and the operational and administrative requirements of the program.
4. Previous experience developing, monitoring and reporting on program budgets.
5. Well-developed interpersonal skills with the capacity to liaise effectively with a wide range of clients and service providers in a clear and appropriate manner for the purpose and audience.
6. Well-developed communication skills with the capability to prepare reports and correspondence in a manner appropriate to the purpose and audience.
7. A comprehensive knowledge of the health and welfare sector, including policy frameworks and contemporary practice, particularly within the local region.

Mandatory Requirements

1. Current Australian Drivers Licence or accepted International Drivers licence
2. Confirmation of your right to work in Australia, Satisfactory National/International Police and Victorian Working with Children Checks must be provided prior to commencement.
3. Evidence of COVID Vaccination or Contraindication

I acknowledge:

- That I will recognise and celebrate diversity, and will best meet the health and well-being needs of all people we serve including Aboriginal and Torres Strait Islander peoples; people with a disability; lesbian, gay, bisexual, transgender and gender diverse people; inter sex people; people experiencing health inequalities; and culturally and linguistically diverse people.
- That I will observe child safe principles and expectations for appropriate behaviour toward and in the company of children.
- That Gateway Health is an equal opportunity employer and has a smoke free workplace policy.
- That Gateway Health has a zero tolerance of child abuse and family violence, all allegations and safety concerns will be treated very seriously. For more information refer to Gateways Health's Child Safety Standards procedure and family Violence Policy.
- That I have read and fully understand the Position Description and Inherent Requirements of the position
- I agree that I have the physical and psychological ability to fulfil the inherent requirements of the position, and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements.
- I understand that the information provided is a general outline and may not encompass every aspect of the position. This is not intended to be an exhaustive list of all responsibilities, duties and skills required.
- Gateway Health may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected staff member(s).
- I understand that this is separate to the Employment Agreement that I will sign, outlining the terms and conditions of my employment.

Accepted by
(print name): _____

Employee Signature: _____

Date: _____

