

Senior Program Manager



Anglicare

ENRICHEDHR

Recruitment Partner

Table of Contents

Pilot Program - Supporting Recovery from Family, Domestic and Sexual Violence	3
Anglicare's Purpose and Values	5
Position Description	6
Program Staff Structure	9
How to Apply	10



Supporting Recovery from Family, Domestic and Sexual Violence

a pilot program

Supporting Recovery from Family, Domestic and Sexual Violence (FDSV), is a pilot program that will provide trauma-informed care across the FDSV service provision and provide access to trauma-informed mental health care to victim-survivors as part of their longer-term recovery. This Pilot Program seeks to help victim-survivors in their journey beyond initial crises care services by focusing on the ongoing recovery aspects of their care.

This pilot program utilises a collaborative multi-agency approach to implementation. It is here that Anglicare have partnered with Catholic Care to provide the trauma-informed mental health care services for this unique pilot program in the south-west region of Sydney.

The initial phase of the pilot program is set to run for 2.5 years with program assessment, modification, and continuation after a positive assessment. Working with clients for up to 2 years, this long-term approach to supporting the recovery of FDSV victims and survivors aims to improve their health and wellbeing, whilst reducing the impact of mental health issues resulting from their FDSV trauma.



Program Aims and Objectives

1. The aim of this service is to:
 - (a) Establish and deliver FDSV trauma-informed mental health care services within SWS to support victim-survivors in their longer-term recovery.
2. The key objectives of the service include:
 - (a) Victim-survivors of FDSV have access to free, long term, evidence-based, trauma informed mental health care via a no wrong door approach.

- (b) Victim-survivors of FDSV (including their families) have improved health and wellbeing outcomes which results in reduced long-term impacts of mental health issues and comorbidities experienced.
- (c) Provision of FDSV trauma-informed mental health care services, including psychological therapies and other appropriate wellbeing and social interventions within SWS to support victim-survivors in their longer-term recovery as part of the Supporting Recovery Pilot Program.
- (d) Facilitate access to best practice treatment to ensure mental health professionals delivering the service receive relevant training in FDSV specific trauma-informed care and cultural safety including capacity building, support and supervision.
- (e) Establish and maintain partnerships with key FDSV services and mental health professionals within SWS to ensure a holistic service is delivered in partnership with FDSV victim-survivors, key advocates, advisory groups, and family, domestic and sexual violence service providers.
- (f) Establish collaborations and partnerships with organisations including other SWSPHN commissioned mental health and alcohol and other drugs services and Integration and Priority Populations commissioned services including shared care arrangements with Local Care Teams that will be procured alongside this RFP to facilitate coordination of care and assist with referral pathways.
- (g) Establish appropriate governance to ensure quality standards, clinical competence and reporting requirements are maintained and responded to.
- (h) Implement marketing, promotion and community engagement activities that increase community awareness (encouraging help-seeking behaviour, recovery and healing) of trauma-informed mental health care and available supports to improve engagement within the local community.
- (i) Ensure the requirements of the Supporting Recovery Pilot Program Model of Care are met.
- (j) Participate in evaluation-related activities as part of the Supporting Recovery Pilot Program.



Every person is valuable and deserving of respect because they are made in the image of the living God. In partnership with parishes and faithful people like you, Anglicare provides a range of services that care for the whole person - materially, physically, emotionally, socially, and spiritually. We function in accordance with the doctrines, tenets, beliefs, and teachings of the Anglican Church in the Diocese of Sydney, which established and continues to govern our organisation.



Our Purpose

Centered in *Christ*

We honour Jesus Christ in all we do. We serve people in need, advocate for the vulnerable and provide opportunities for people to encounter him.

Serving our *Customers*

We strive to make a real and positive difference in the life of each person we serve. We want to exceed their expectations with the love, care, and exceptional service we provide.

Strengthening *Community*

We are creating environments where people can flourish because we know individuals thrive in supportive and connected communities.

Our Values

Justice

We seek fairness, equity, and inclusion for all people, regardless of who they are. We honour and uphold the right to dignity and an enriched life.

Integrity

We are honest and transparent in the way we treat others and actively promote a culture of trust and respect.

Compassion

We put empathy into action, connecting with individuals by seeking to understand their feelings, thoughts, needs and experiences.

Excellence

We seek to exceed the expectations of those we serve and achieve the highest standards in all we do.

We exist to serve people in need in our community, enrich lives and share the love of Jesus.

We hold true to our Christian values as we respond to changing needs.

We seek to proclaim the gospel of Jesus Christ in all we do.

Click here to ~ [Visit our Website](#)

Position Description

Senior Program Manager



Position Title	Senior Program Manager - Supporting Recovery
Business Unit/ Department	CaM / Mental Health
Reports to	Head of Mental Health
Key relationships	Anglicare and Catholic Care program staff, Anglicare Head of Mental Health, Program Steering Committee, Program Clinical Governance Committee, Local Care Team, South Western Sydney PHN, community service providers and specialist agencies, Local Health District, Anglicare - Quality and Compliance, Finance, Marketing, HR, Talent Acquisition and IT teams, clients.
Direct Reports	Admin Assistant, Client Allocation Worker, Clinical Lead, Clinical Lead - Children and Young People, Senior Mental Health Practitioners

Purpose

Lead the Supporting Recovery program in collaboration with Catholic Care across the south western Sydney region to deliver family, domestic and sexual violence (FDSV) trauma-informed mental health services supporting victim-survivors in their recovery.

Ensure the program is consistent with the Supporting Recovery Model of Care.

Specific Accountabilities

Specific accountabilities are the outcomes that you are required to produce. They describe **why** your job exists.

Leadership

- Select capable and values aligned staff.
- Ensure professional leadership of the team in line with Anglicare's vision, mission, values and strategy.
- Communicate and model the vision, strategy, values and organisational requirements to staff.
- Ensure staff are well supported with appropriate management supervision, clinical supervision, and professional development.
- Engage with staff to build effective team relations, set expectations, praise and recognise good work, develop staff in their roles and careers, build on their strengths, provide regular feedback on performance, and take timely corrective action to address unacceptable performance or conduct.

Collaboration with Catholic Care

- Work with Catholic Care Senior Program Manager and other Catholic Care staff to ensure the program reflects a 'partnership of equals' to effectively deliver on the Supporting Recovery Model of Care.
- Ensure Anglicare is operating consistently with Anglicare-Catholic Care collaboration agreement.

Program Promotion

- Ensure effective marketing of services by developing positive working relationships with the local community and relevant stakeholders in provision of services for victim survivors of family, domestic and sexual violence.
- Establish collaborations and partnerships with organisations including other SWSPHN commissioned mental health and alcohol and other drugs services.

Client Experience

- Ensure information and education that is delivered meets the needs of clients by overseeing the development and implementation of these services.
- Ensure services are welcoming, accessible, compassionate, person-centred, trauma-informed, culturally safe and inclusive of all who present. Include perspectives of First Nations peoples, people with disability, members of LGBTQIA+ communities and people from CALD communities.
- Maintain own (reduced) client case load.

Program Governance

- Ensure program practices meet organisational, PHN contract and legislative requirements by developing appropriate administrative and data collection systems and conducting regular reviews and evaluation of program and client satisfaction.
- Participate in joint agency Program Steering Committee and Program Clinical Governance Committee.

Financial Management

- Ensure program expenditure is within designated budget by ongoing monitoring and review of budget in consultation with line manager.

Risk Management

- Ensure a program risk management framework effectively operates to identify and mitigate program risks.

Work Health and Safety

- Contribute to the safety culture by keeping the workplace complying with safe work practices.
- Participate in workplace consultation activities, actively participating in safety activities, including hazard and incident reporting.
- Support program team members to comply with safe work practices.

Continuous Improvement

- Contribute to continuous improvement of the program by keeping up to date and informed by sector developments, reviewing and implementing policies, procedures and work practices and ensuring these are communicated to staff.
- Ensure client perspectives are key to informing continuous improvements.
- Participate in evaluation-related activities as part of the Supporting Recovery program.

Key Skills

- Providing leadership - empowering individuals, making decisions, directing people.
- Building relationships - interacting with people, establishing rapport
- Evaluating problems - examining information, interpreting data, documenting facts.
- Communicating information - articulating information, convincing people, challenging ideas.

Qualifications and Experience

- Tertiary degree qualification applicable to role - i.e. psychology, counselling, social work, nursing or equivalent.
- Registration with relevant professional body - i.e. minimum level 4 ACA, PACFA Clinical, APHRA, AASW mental health social worker accreditation.
- Current NSW Driver's Licence.
- Previous experience leading a team of professionals working in mental health (mandatory).
- 5+ years experience working with clients experiencing mental health challenges and FDSV (mandatory).
- Previous experience supporting CALD clients (desirable).
- Police check and WWCC.

Changes to this Position Description

Your responsibilities also extend to any requirements outlined on a duties list, or that are delegated to you by your manager, supervisor or as required. Please be aware that your position description is subject to change based on Anglicare's evolving operational needs and requirements.

Vision, Mission, and Values

Anglicare's Vision, Mission and Values describe Anglicare's reason for being, what we do, and how we do it. It is a requirement of all Anglicare's employees that we work in a way that is consistent with these Vision, Mission, and Values.

Vision

Jesus Christ honoured, lives enriched, and communities strengthened.

Mission

Serving people in need, enriching lives, sharing the love of Jesus.

Values

We exist to share the love of Jesus and value all people as made in the image of the living God. Our faith gives us meaning, purpose, direction, and hope as we seek to live lives pleasing to God. This inspires us to act with:

Integrity: We are honest and transparent in the way we treat others and actively promote a culture of trust and respect.

Justice: We seek fairness, equity, and inclusion for all people, regardless of who they are. We honour and uphold the right to dignity and an enriched life.

Compassion: We put empathy into action, connecting with individuals by seeking to understand their feelings, thoughts, needs and experiences.

Excellence: We seek to exceed the expectations of those we serve and achieve the highest standards in all we do.

How To Apply

Thank you for considering the role of Senior Program Manager with Anglicare.

Enriched HR are partnering with Anglicare in the recruitment of this position. For a confidential conversation or should you have any questions please contact:

Rowan Armstrong,
Enriched HR

rowan@EnrichedHR.com | 0432 126 926

Please include the following in your application:

- Cover letter, 1 page maximum.
- CV / Resume.
- Your Personal Christian Testimony and/or your alignment to the Vision, Mission, and Values of Anglicare, 1 page maximum.
- A Capability/Alignment statement covering the Specific Accountabilities, Key Skills, Qualifications and Experience outlined in the Position Description, 2 pages maximum.

To submit your application please email it direct to Rowan Armstrong on: rowan@EnrichedHR.com

Applicants are encouraged to apply as soon as possible as applications may be reviewed prior to the closing date; and as such the closing date is subject to change without notice.

Closing Date:

The closing date for applications is: *Friday, 29 March 2024*

Application Process:

1. You will receive email confirmation of your application.
2. Application Review: You will be notified by email if you are selected to proceed to an initial interview.
3. Initial Interviews will be conducted at an agreed time, face to face or online via Zoom.
4. Follow-up interviews may be required; you will be notified via email or phone call to arrange a time.
5. Shortlisted candidates will be presented to Anglicare's selection team for the final interviews. Unsuccessful candidates will be notified by phone call.
6. For the successful candidate, the references and background checks required:
 - a. Three work/Professional references.
 - b. National Police Check.
 - c. Working with Children Check.
 - d. Certified copies of required licences.