

Manager - AOD Service

The Service Manager will work towards alleviating the effects of AOD dependency and its contributing factors for women the impact of their own or another’s drug and alcohol use, through the provision of AOD treatment services: a day program, residential and transitional supported accommodation program, an outreach program, and a counselling service. She will manage and further develop and evaluate these treatment services, will provide strong leadership and work towards achieving the maximum potential of the team, will implement and evaluate strategies to meet organisational goals and will engage in effective liaison and partnerships with other relevant programs and services in the community.

The Service Manager will ensure the day-to-day provision and strategic direction of high-quality services and support will be delivered within the scope of the service agreements, agreed frameworks and in accordance with the policies and philosophy of the organisation.

Performance Indicators

S.no	Performance indicator	Measurement of performance indicator	Assessment period
1	Collaboration, networking and relationships	<ul style="list-style-type: none"> • Build and maintain strong relationships with internal and external stakeholders to enhance opportunities for collaboration, partnerships and sharing of resources. • Embrace opportunities to collaborate with your colleagues, and share ideas and knowledge freely to contribute to a positive team culture, and support your colleagues in achieving collective goals. • Represent Toora Women Inc. in a professional manner at all times when at work or out in the community. 	6 months
2	Developing Oneself	<ul style="list-style-type: none"> • Demonstrate a commitment to self-improvement, professional growth, and staying up-to-date with industry trends in your area of expertise and in the social sector. • Actively engage in the performance appraisal process to understand your strengths and areas for focused capability development, and work with your Manager to select learning opportunities that will develop your capabilities and support you in reaching your potential. • Attend professional supervision (internal and external) as required by your role 	6 months
3	Demonstrate the Toora Values	<ul style="list-style-type: none"> • Demonstrate Toora’s core values in everything you do at work by aligning your behaviour, decisions, and interactions with our values, contributing to the development of a positive and cohesive work culture. • Be committed to upholding Toora’s mission, fostering trust with your colleagues and clients, and promoting a shared sense of purpose and integrity as we work towards the same goal. 	6 months

S.no	Performance indicator	Measurement of performance indicator	Assessment period
4	Organisational capability (leadership)	<ul style="list-style-type: none"> • Build the capability of the AOD team to ensure all individuals are working at level by setting clear expectations around performance/ deliverables and providing support to develop capability gaps. • Recruit, induct and support a qualified employee base to meet operational demands for the AOD team. • Role model inclusive behaviours, set expectations with team around responsibilities for creating an inclusive and culturally informed workforce. • Lead and develop data and reporting capability in the clinical team including overseeing monthly reporting to CEO/Board and performance reporting to demonstrate contractual outcomes to funding bodies. 	6 months
5	Service Delivery	<ul style="list-style-type: none"> • To provide gender specialist quality services that are holistic, evidence based and outcome focused within the AOD Team • Deliver a range of therapeutic services to Toora clients, including but not limited to harm minimisation and motivational interviewing. • Strengthen and expand supports for areas of need including children in our care and identified priority groups (First Nations, disability, CALD, LGBTQI+) • Implement the Toora models of care • Work collaboratively with other service providers to maximise client outcomes 	6 months
6	Brand awareness and sustainability	<ul style="list-style-type: none"> • Participation in external meetings and forums representing Toora as a as a leader in gender specialist, innovative and evidence- based services for women with complex needs. • Developing relationships to support strong collaborations and alliances with other agencies to improve client outcomes. • Contribute to commissioning submissions for service delivery. 	6 months

PRACTICE FRAMEWORK:

Toora Women Inc supports women with complex issues who have experienced past or present traumas such as:

- the impact of their own or another's drug and alcohol use
- domestic, family and sexual violence
- mental health issues
- homelessness or needing support to stay out of the homelessness system
- the ACT corrections system.

Our current drug and alcohol and homelessness programs range across variety of settings such as crisis and transitional accommodation, day programs and outreach support, allowing Toora to provide a wrap-around trauma informed care model, in an integrated service system. We deliver these complex services within human rights and feminist framework.

All services are based on a theoretical model of recovery, respect and empowerment. This includes encouraging self-help and minimizing the effects of institutionalization and the harm associated with dependencies.

Toora Women Inc. is committed to employing women whose life experience and skills match that of the target groups of our services.

Specific Accountabilities

Reporting/Working Relationships

The Service Manager is ultimately responsible to the Director, Service Delivery.

The Service Manager is responsible for the line supervision, of:

- AOD Senior case coordinators
- AOD Case coordinators / Support Worker
- AOD Day Program Facilitators
- AOD Counsellors
- Toora caretakers

The Service Manager will work collaboratively with stakeholders and other service providers to maximise client outcomes, such as:

- AOD health treatment services, including ATODA
- Primary health care providers.

Conditions of employment

- The duties of this position may be adapted to changing organisational requirements as determined by the service planning processes. Any change to the job description will not occur without consultation.
- Out of hours work may be required.
- Must possess a current driver's licence and be willing to drive.
- Must possess a Working with Vulnerable People registration

- Required to work from any location, within integrated Toora Inc. service system.
- Work collaboratively within Toora Women Inc. service system.
- Must adhere to the policies and procedures of the organisation.
- Adhere to the Toora Women Inc WHS policy and related procedures and take reasonable care to protect your own health and safety at work and meet all obligations under the WHS Act 2011
- Participate in Toora Quality Improvement Systems including auditing, surveys and needs analysis
- Understand and adhere to all Toora policies and procedures.

Leadership and strategic planning

- Actively contribute to the decision making and management of AOD and Counselling programs.
- Actively contribute to the Leadership team, in supporting the development and sustainability of Toora Women Inc.
- Ensure that the AOD service operates within organisational and service policies and procedures.
- Develop and regularly review service policies, procedures, programs in consultation with staff.
- Ensure case management and case review frameworks align with best practice.
- Oversee the implementation of recommendations by external review agencies.
- Oversee the AOD and Counselling programs through commissioning or procurement processes, working to ensure Toora is best placed to achieve continuing sustainability.
- Participate in the ongoing review and evaluation of service activities and determine service operational priorities
- Contribute to the integrated and shared service arrangements to ensure a client centred model is adopted and produced enhanced outcomes for clients
- Provide assistance with grant applications, as required, including basic research or collection of data.
- Be informed of current government policies and sector developments in relation to Toora AOD Service.
- Participate in Advisory Forum/Staff meetings and other Toora meetings or subcommittees, as required.
- Present at workshops, forums and other speaking engagements, as required.
- Undertake higher level duties, as required.

Team management and Service Delivery

- Provide strong leadership and support to the AOD team.
- Provide regular line supervision, debriefing and monitoring of work performance of designated staff.
- Lead, coach, develop and engage staff to develop creative solutions in the interest of Toora and Toora clients, in line with the Toora Strategic Plan.
- Take a lead role in operational team meetings.
- Monitor team work performance to enhance client outcomes.
- Ensure flow of communication between Toora team and Director, Service Delivery.
- Maintain a comprehensive and well executed performance management system incorporating elements such as induction, regular one-on-one supervision, performance appraisals with emphasis on two-way informal feedback and processes to manage underperformance.

- Participate in recruitment, selection and induction, training and development, conflict resolution, disciplinary procedures, as required.
- Ensure team members are meeting required standards in case notes, report writing, data collection, Outcomes Star and service evaluation.
- Operate within the parameters of the Funding Agreement to ensure program contract KPI's are met or exceeded as per each contracts term and organizational objectives.
- Identify gaps, initiate and participate in service developments to improve community-based service and responses.
- Support the AOD team to ensure that women accessing the service receive high quality and timely supports.
- Liaise with community training organisations and oversee student placements within the service.
- Promote professional best practice in the team by contributing to the professional knowledge base and reinforcing program standards, in line with best practice evidence.
- Develop appropriate methodology and apply proven techniques in providing a specialist AOD health treatment service and counselling service.

Service Coordination

- Contribute to the integration of Toora services, to ensure clients access specialist supports in a timely, collaborative manner.
- Contribute to sector meetings, projects and reports, to further develop relationships that strengthens Toora's brand in the community.

Administration

- Have clear knowledge regarding funding outputs and service agreements.
- Contribute to high quality reports as required.
- Ensure that the daily responsibilities associated with maintaining the physical premises of the service are undertaken including service accessibility and security.
- Manage staffing via Preceda payroll system.
- Oversee petty cash

Teamwork, Networking and Liaison

- Participate in internal and external meetings, as required.
- Establish and maintain effective, positive relationships with all relevant stakeholders to build our organisational branding, reputation, coordination of services and sharing of resources.
- Participate in projects which support and are responsive to the needs of women.
- Contribute to the development of MOU's with stakeholders as required.

Professional development and performance management

- Engage in professional development activities (eg organisational training/workshops)
- Attend professional (external) supervision where required
- Attend to regular supervision with the Director and accept direction.
- Participate in performance management/appraisal activities as determined by the organisation.

Work Health Safety / Quality Improvement Systems

- Adhere to Toora Women Inc. WHS policies and procedures including self-care policy.
- Take reasonable care to protect their own health and safety at work and meet all obligations under the WHS Act 2011
- Work in accordance with relevant sector standards and participate in Toora Quality Improvement Systems including auditing, surveys and needs analysis.

General Accountabilities

- Undertake other duties, as directed

Performance Expectations by classification as per the Social and Community Services award

Level 8

- Employees at this level will only be given broad direction from senior officers of the organisation and will have managerial responsibility for the organisation as a whole.
- Employees under a Level 8 classification may also act as senior specialists who are able to provide advice to various departments, the employer, the Committee or Board of Management members. They will also be required to implement and develop techniques and practices in all areas of the organisation.
- Employees generally will develop more extensive projects and programs at this level which will in turn influence the goals and objects of the organisation. Level 8 employees will engage in the development of company strategies as well as providing financial, technical, and specialised advice on both internal and government policies.
- These employees hold a thorough understanding of the theoretical aspects of the industry to discover the best possible solution to issues that may sit outside of their initial area of expertise. Positions at this classification level are expected to establish, implement, monitor, and evaluate projects and programs. These employees will have a high level of independence and action within the parameters of the organisation's policy.

- Minimum 3+ years' sector experience (with Bachelor Qualification)
- Minimum 5+ years' sector experience (with Diploma Qualification)
- Minimum 3+ years management experience
- Ability to lead a team with well-developed interpersonal, communication and teamwork skills
- Understanding of the needs of women affected by homelessness, substance abuse, mental illness, incarceration, immigration, domestic and family violence and sexual assault.
- High level service delivery skills in trauma informed case management within a feminist framework
- Thorough understanding of the current trends, practices, policies and legislation pertaining to the homelessness and domestic violence sectors.
- Human resource management skills: experience in supervision of employees, work performance management, conflict resolution, debriefing and crisis management.
- Communicate with influence in a positive, proactive, constructive responsible and respectful manor to inspire and empower others.
- Communicate showing an awareness the impact of communication style on the receiver, adapting personal style to audience.
- Be committed to our Mission of Safety, Respect and Choice for Women.
- Be flexible and responsive to the changing environments
- Be committed to providing quality programs and excellent services and support that represent leadership and innovation

Desirable Experience

- Strategic thinking, diplomacy and negotiation skills
- Detailed knowledge of relevant funding agreements, programs, guidelines, procedures and practices within the organisation.
- Excellent time management and organisational skills, with proven ability to priorities, work independently and as part of a team, and seek support and assistance when required
- Excellent verbal and written communication skills, including proficiency in using client information management systems and report writing.

- Bachelor qualification in psychology, social science or social work and/or a Leadership qualification, or;
- Diploma qualification in an area relevant to Alcohol and Other Drugs, Community Services, Leadership qualification and relevant sector experience,