

Executive Manager Clinical Practice and Outcomes

Position Description

Position Details	
Title:	Executive Manager – Clinical Practice & Outcomes
Time Fraction:	Full-time - with a requirement to work one evening shift per week.
Position Relationships:	Reporting to the Chief Executive Officer
Principal Location:	Head Office – Level 4 – 255 Bourke Street Melbourne (With visits to other Branches as required.)
Position Purpose:	Progress, develop and deliver services in line with the Strategic Business Plan and associated Key Performance Indicators, incorporating services funded through Government Department and other fee-for-service work services. Provide Clinical Leadership for all Counselling and Clinical Staff.
Major Responsibility Areas	Key Performance Indicators
<p>Program Management and Clinical Leadership</p> <ul style="list-style-type: none"> ▪ Lead and manage all aspects of the Clinical Services, including all related program areas managed by direct reports, and any other fee-for-service activities. ▪ Strengthen external relationships with all relevant Government funding agencies. ▪ Associated quality assurance, and policy and procedure review and evaluation, for practices within Counselling, and other clinical activities. ▪ Prepare Government reports, service plans, work plans, tender documents, submissions and correspondence as required. ▪ Participate in the direct delivery of counselling/critical incident responses/program sessions for clients, community organisations and fee-for-service clients. ▪ Carry a direct client load as service demand requires. ▪ Ensure budget revenue for the programs has been achieved and that the organisation meets annual contracted performance indicators and targets. ▪ Contribute to budget development for all fee-for-service proposals and the associated annual budget of the program areas. 	<ul style="list-style-type: none"> ▪ Ensure the delivery of counselling services for the Family and Relationship Services Program funded by the Commonwealth Department of Social Services and the Federal Attorney-General's Department, any Court referred counselling clients and any contracted or fee-for-service clients. ▪ Ensure the management and delivery of other programs and services as required. ▪ In conjunction with other Executive Managers ensure all service sites run smoothly and provide high quality services with good client satisfaction reports. ▪ Ensure completion of requisite reports and plans in a timely manner. ▪ Administer expenditure within budget and ensure direct reports timesheets are monitored in line with policies and procedures, particularly in relation to Time in Lieu (TIL) and hours worked. ▪ Ensure timely billing and collection of fees for all relevant program clients, in keeping with Relationship Matters fees policies & finance procedures. ▪ Active and creative participation in Relationship Matters planning and business development.
Program Outcomes, Research and Effectiveness	<ul style="list-style-type: none"> ▪ Program designs, policies and procedures, current and up to date, reflecting any legislative changes and associated practice improvements and outcomes measurements.

<ul style="list-style-type: none"> ▪ Participate in designing, developing, and seeking funding for program outcomes measures and research projects. ▪ Develop an expert understanding of international and national literature on best and emerging promising practices in Family and Relationship services including counselling, psycho education programs, family violence prevention and EAP/Critical Incident Management. ▪ Develop, review and renew outcomes and program effectiveness measures and suggest changes to programs. ▪ Contribute to the Leadership Team forums and the strategic business planning of the organisation, in keeping with the senior nature of the role 	<ul style="list-style-type: none"> ▪ All identified programs have outcomes measures and research projects in place and funded.
<p>Service Development & Growth</p> <ul style="list-style-type: none"> ▪ Contribute to Relationship Matters' future Strategic Business Plans. Develop expertise in the operation of Relationship Matters client management system (Penelope) and ensure training and support is provided as required. ▪ Across all FaRS and Counselling Programs and in collaboration with other executive managers, develop submissions and tenders and pursue relevant income generation opportunities. ▪ Promote and market the organisation's services with relevant community organisations and referral sources. ▪ Participate in the cultural life of the organisation. ▪ Maintain an awareness of practice and community trends, directions and needs which may provide opportunities for the organisation. ▪ Work in collaboration with other Executive Managers and the CEO to manage service complaints and issues. 	<ul style="list-style-type: none"> ▪ All tender and submission opportunities exploited ▪ Active participation in the writing of tenders, submissions and the creation of the program area Budgets. ▪ Represent and build linkages with funding bodies, other relevant community organisations, partners, stakeholders and referral sources to assist in promotion of the organisation's services. ▪ Complaints and issues are managed effectively and efficiently, in accordance with policies and procedures.
<p>Promotion</p> <ul style="list-style-type: none"> ▪ Effectively represent the organisation in public forums. ▪ Take an active role in the promotion and marketing of key responsibility areas and generally promote all other services through professional networks. ▪ Liaise with other Executive Managers, Managers, Team Leaders and Program Co-ordinators to promote the services and the multi-disciplinary nature of the organisation, to maximise cross referral to the benefit of clients. 	<ul style="list-style-type: none"> ▪ Liaison with Relationship Matters' Manager - Marketing and Communications and ensure high level marketing material and associate penetration. ▪ Ensure positive word of mouth recommendations and other referrals, reflecting the high client regard for the program areas. ▪ Ensure an appropriate level of cross referrals via internal reports through Relationship Matters' Client Information System. ▪ Actively promote the relevant program areas and the organisation as a whole, with new clients, existing clients, and ensure appropriate internal and external referrals.

<p>People Management</p> <ul style="list-style-type: none"> ▪ Identify and recruit appropriately qualified, certified and experienced staff, as required. ▪ Manage, co-ordinate and oversee relevant clinical staff across the whole organisation as required. ▪ Manage and supervise Managers and other direct reports as per the organisational chart. ▪ Ensure the provision of both internal and external clinical supervision for those involved in direct service delivery, along with the timely submission of supervision reports from external supervisors. ▪ In collaboration with other managers and Executive Managers, plan and implement a professional development program for all staff across the organisation. 	<ul style="list-style-type: none"> ▪ Appropriate staffing levels are maintained in keeping with the program area budgets and client demand. ▪ Ensure supervision arrangements are in place for all clinical staff and regular supervision reports have been received. ▪ Team meetings and peer supervision progress according to organisational requirements. ▪ All staff performance reviews are completed on time and associated paper work completed. ▪ Ensure that all team members comply with requirements of confidentiality and the reporting of serious matters in accordance with Relationship Matters policy and procedures and any legal requirements. ▪ Assistance is provided to the relevant Executive Manager to ensure a program of professional development for the organisation is conducted in a timely way with relevant guest presenters and facilitators.
<p>Continuous Quality Improvement</p> <ul style="list-style-type: none"> ▪ Take a leadership position to promote, develop, improve and comply with of all Relationship Matters' Policies and Procedures. 	<ul style="list-style-type: none"> ▪ Is able to demonstrate responsibility for and a knowledge of all Relationship Matters' Policies and Procedures as appropriate for an Executive Manager.
<p>Workplace Health and Safety</p> <ul style="list-style-type: none"> ▪ Promote and comply with safety in the workplace. ▪ Take a leadership role and all reasonable steps to prevent risks to health and safety. ▪ Take a leadership role to manage and enable compliance with safety, health and environmental duties. ▪ Manage and Report workplace incidents, hazards, accidents and emergencies immediately. ▪ Ensure the debriefing and support of all staff from any critical incidents. 	<ul style="list-style-type: none"> ▪ Take a leadership role in managing and promoting all OH&S policies and procedures, and communicate these as required. ▪ Participate in training, drills and procedures. ▪ Report and manage identified risks

Key Selection Criteria

(Please note: Applicants need to respond in writing to all selection criteria)

- Tertiary qualifications in an appropriate behavioural/social science and/or postgraduate studies in relationship counselling or family therapy. Further studies in management and/or organisational development will be highly regarded. Registration at a supervisor level with APHRA, or an appropriate alternative professional body.
- Expert knowledge and demonstrated experience of counselling theory and practice, including contemporary methods of relationship counselling and family therapy, child inclusive practice and professional supervision. Working knowledge of the Family Law Act 1975 will be highly regarded.
- High level interpersonal and communication skills with a demonstrated capacity to engage and foster the development of professional staff.
- Demonstrated leadership skills, management and strategic thinking.
- Ability to maintain professional independence and to work in a self-directed manner. Personal commitment to ongoing professional development.
- A commitment to continuous quality improvement, effective service delivery, and the clients' best interests.
- High level capacity to work flexibly and responsively in a team environment including a demonstrated capacity to meet deadlines and work within specified timeframes.
- Computer literacy is essential.

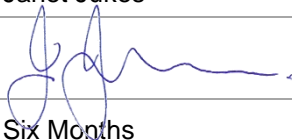
Personal Qualities

- Affinity with Relationship Matters values including a generosity of spirit; can do attitude; and capacity to ‘join-in’.

Terms and Conditions

- Generous Salary Package will be negotiated according to qualifications and experience (Non Award Contract)
- A six month probationary period applies and will be formally reviewed with key responsibilities and success indicators as outcomes.
- Opportunity to access salary packaging according to Relationship Matters policy as a Public Benevolent Institution.
- Access to Employee Assistance Program for staff and family members.
- As an agency funded partially through the Commonwealth Department Social Services, all employees are required to sign an Oath of Confidentiality and the position is subject to maintaining a current professional organisational memberships, Working with Children Check and a satisfactory National Police Checks.
- Travel to the Branches of the organisation, including some direct service provision from these sites and other locations, including travel at short notice. A current driver’s licence is essential.
- The position is subject to ongoing funding and satisfactory annual performance reviews.
- As a member of the executive management within Relationship Matters you are expected to be available to respond to exceptional circumstances outside of the regular work hours, including critical incident response where required.

Acknowledgements

Position:	Executive Manager Clinical Practice and Outcomes		
Name:			
Signature:		Date:	
CEO:	Janet Jukes		Approved
CEO’s Signature:		Date:	16/11/2020
Probationary Review:	Six Months	Date:	