

Position Description

Position Details	
Title:	Manager Workplace Services
Grade:	Level 6, SCHADS Award Performance based incentives negotiable
Employment status:	Full time/Part time, Permanent
Reports to:	Executive Manager, Clinical Practice and Outcomes
Direct Reports:	nil
Principal Location:	Head Office, Lvl 4, 255 Bourke St, Melbourne
Position Purpose:	<p>To manage the delivery and growth of Workplace Services across the State, including the Employee Assistance Program (EAP), Manager Assist, Critical Incident Response and Business Services. This includes working with experienced counsellors and consultants and providing:</p> <ul style="list-style-type: none"> ▪ Direct service delivery as relevant ▪ Management of the strategic and operational aspects of the Services ▪ Development of the Services and new business products in line with best practice and industry standards ▪ Growth of revenue through sales, marketing and effective client relationship management

Organisation Overview

Relationship Matters is a not-for-profit organisation that aims to promote healthy, respectful and fulfilling relationships within the Victorian community.

We provide a range of relationship services including:

- Individual Counselling
- Relationship Counselling
- Family Therapy
- Relationship Learning Services
- Family Dispute Resolution and Mediation
- Family Violence Prevention Programs
- VicRoads Safe Driving Program

At Relationship Matters, we also recognise that work and life are intimately connected and we offer workplace services for employers and employees through Employee Assistance Programs (EAP) and our Business Services division, Relationship Matters in the Workplace.

Relationship Matters has been supporting the community through counselling and education for over 70 years and was established and supported by the Anglican Diocese over the years. Relationship Matters has a long history in marriage guidance and relationship counselling in Australia and is very proud to support marriage equality. Relationship Matters is now one of the largest providers of counselling and mediation services in Victoria, with nine physical sites in Metropolitan Melbourne and regional Victoria.

Relationship Matters recognises relationships in all their diversity and our services are offered to individuals, couples and families inclusive of sexual orientation, gender identity, ethnicity, religion, ability or socio-economic circumstance.

Major Responsibilities

Services Delivery and Coordination

- Lead a team of consultants (and indirect staff) in the professional and ethical delivery of Workplace Services
- Ensure all training and resource materials are regularly reviewed and remain of the highest quality
- Lead responsibility for efficient administration of the Services
- Achieve budget revenue of at least the total operational cost of Workplace Services
- Provide the following services directly, or delegate where appropriate:
 - evidence based intake, assessment and EAP counselling
 - safe and timely responses to Critical Incidents and Mediation
 - training and coaching
 - on-referrals to specialist services
 - ethical management of client case load (including one evening shift per week)
- Provide assistance to the Coordinator Family Relationships in oversight and delivery of safe, timely and effective learning programs
- Identify and follow up risk issues as required
- Actively participate in strategic directions of the management team
- Undertake additional duties as directed by management in accordance with grade

Services growth

- Promote a positive image of Relationship Matters and represent the organisation in public forums such as network meetings, working groups, advertising and marketing forums
- Develop and maintain key relationships, including with:
 - local, State and Federal Governments Departments as directed
 - members of the business sector, service sector and wider client communities
- Foster internal links between Relationship Matters Family and Relationships Counselling, Clinical, Learning Services, EAP, Mediation and Dispute Resolution, and Business Services to promote integrated program approaches within the agency
- Ensure client satisfaction, and that recommendations and referrals reflect the high client regard for the unit

Data Collection, Administration and Reporting

- Client record management and information sharing complies with organisational, funding body and legislative requirements
- Ensure every interaction pertaining to each client is well documented within specified timeframes
- Assist in program review, evaluations and reports

Continuous Quality Improvement

- Maintain compliance with current Relationship Matters' Policies and Procedures, including updates as relevant
- Use current organisational/program tools and templates as available on the intranet
- Maintain collective responsibility to ensure the Policies, Procedures, tools and templates remain evidence informed and fit for purpose, in consultation with relevant stakeholders and line manager

Workplace Health and Safety

- Comply with relevant legislation and organisational practices regarding workplace health, safety and environmental responsibility
- Participate in training, drills and procedures as directed
- Take reasonable steps to prevent risks to health and safety
- Report workplace incidents, hazards, accidents and emergencies in a timely manner to the OH&S Representative

Key Selection Criteria

Technical Expertise

- A minimum of 5 years' experience in counselling and/or the design and delivery of organisational training programs, underpinned by contemporary theory and ongoing professional development
- Experience in EAP counselling, Critical Incident responses and customer relationship management
- Experience managing fee-for-service consultancy and administering a budget within specified tolerance
- Demonstrated commitment to respectful, timely and competent client centred practice
- Computer, financial and health literacy
- Demonstrated understanding of relevant legislation, including the Mental Health Act 2014, the Family Law Act 1975, the Family Violence Protection Act 2008 and the OHS Act 2004 is highly desirable

Personal Qualities

- Affinity with Relationship Matters' values
- Demonstrated ability to work both as part of a team and with effective autonomy
- Generosity of spirit
- Highest ethical and professional standing

Qualifications

- Tertiary qualifications in Clinical or Organisational Psychology, Social Work or a similar field (Relevant post graduate qualifications highly desirable)
- Registration with relevant professional body (including general registration as minimum re: Psychology)

Terms and Conditions

- Salary will be negotiated according to qualifications and experience and in accordance with the Social Community Homecare and Disability Services Award 2020.
- The position is subject to ongoing funding and satisfactory annual performance reviews.
- 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.
- Access to Employee Assistance Program.
- As an agency funded partially through the Commonwealth Department Social Services, all employees are required to sign an Oath of Confidentiality.
- Travel to the branches of the organisation, including some direct service provision from these sites and other locations, including travel at short notice.
- Out-of-hours critical incident responses when required.
- A current driver's licence is essential.
- Position is subject to maintaining a current Working with Children Check and a satisfactory National Police Check.

Acknowledgements

Position:	Manager Workplace Services		
Name:			
Signature:		Date:	
CEO:	Janet Jukes		
CEO's Signature:		Date:	
Probationary Review:	Six Months	Date:	