

## POSITION DESCRIPTION – Practice Manager – Service Delivery

<b>AGENCY:</b>	CatholicCare	<b>STRUCTURE LEVEL:</b>	Manager
<b>DIVISION:</b>	Families	<b>POSITION TYPE:</b>	Ongoing
<b>CLUSTER:</b>	Schools Counselling Case Management & Support Digital & Place Based Counselling Family Law & Education	<b>POSITION STATUS:</b>	Part / Full Time
<b>LOCATION:</b>	Lewisham & other sites as required	<b>DATE OF APPROVAL:</b>	October 2019
<b>KEY RELATIONSHIPS</b>	Service Delivery Staff Senior, Executive & General Managers All Families Business Partners External Funding & Inter Agency(ies)	<b>APPROVED BY (Position Title):</b>	General Manager

### PURPOSE OF THE POSITION

Reporting to a Senior or Executive Manager, the Practice Manager – Service Delivery provides day to day clinical leadership, expertise, guidance and supervision to a team of practitioners (multi-disciplinary and / or specialist staff) to achieve best practice and client outcomes whilst contributing to the development and renewal of the Mission, Vision and Values of CatholicCare as a Person-Centred organisation that has people at its heart – both the people it serves and the people it employs or its volunteers.

Working closely with Senior and Executive Management, the Practice Manager leads and guides professional staff in the day to day running / implementation of service(s). As an expert in industry practice, with strong community relationships and partnerships, this crucial role ensures CatholicCare practitioners are delivering high-quality, evidence informed, person centred services that meet individual, community and funding stakeholder needs.

The Practice Manager will also likely carry a small client caseload. The Practice Manager may also fulfil the role of site manager, coordinating and overseeing client and service related activities at a particular location.

Practice Manager focusses can be grouped broadly across, but not limited to the following core functions:

- Service Delivery & Quality
- Customer / Client Experience
- Employee Engagement & Culture

## KEY ACCOUNTABILITIES

Key Accountabilities of Practice Managers will vary depending on the program/s within which they work. Practice Managers may have a narrow focus on a subset of key accountabilities, and some of the below duties will not be appropriate or required for all Practice Manager roles.

Strive For Service Excellence, Quality Outcomes & Value, High Performance Culture	<ul style="list-style-type: none"> <li>- Provide direction, support, feedback and / or clinical supervision to a team of practitioners to facilitate the delivery of efficient and effective client focused services consistent with best practice standards and relevant statutory requirements</li> <li>- Translate and communicate strategic and operational objectives, policies and directives to the team to facilitate their engagement with and delivery of these objectives</li> <li>- Monitor and evaluate service delivery against Key Performance Indicators (KPIs)</li> <li>- Analyse performance to identify and implement opportunities for enhancing service delivery</li> <li>- Maintain up to date knowledge of professional practice techniques and translate that knowledge to maximise outcomes for clients</li> <li>- Monitor and manage workload allocation across the team</li> <li>- Manage staffing resources, professional development and supervision plans in line with budget</li> <li>- Process timesheets and payroll as appropriate</li> <li>- Maintain team policies, procedures and processes</li> <li>- Foster and maintain positive working relationships with key stakeholders to achieve client, community and funding outcomes</li> <li>- Facilitate team and cross divisional meetings that foster a high performing service culture that identifies service delivery issues and concerns, exchanges information, establishes operational priorities, communicates policy and legislative changes, and monitors milestones</li> <li>- Provide / facilitate supervision and professional development at an appropriate frequency</li> <li>- Provide timely, high level and specialist advice to Senior and Executive Management on service delivery issues, team performance, service quality, and related matters</li> <li>- Implement and monitor quality assurance activities</li> <li>- Manage staff workplace issues including grievances, performance improvement, conduct, interpersonal conflict and team issues in line with CatholicCare policy and procedures</li> <li>- Ensure that high quality data is captured, collated and reported on a regular basis, ensuring that all internal and external reporting requirements are met</li> <li>- Assess team member skills and provide ongoing guidance, support, coaching and training to build staff capability and responsiveness to changing client and funder needs</li> <li>- Attend and engage in networking activities, as well as sector and professional development activities</li> <li>- Carry out duties in accordance with all relevant legal Acts, Legislation, Regulations and Standards in Child Protection and Domestic and Family Violence</li> <li>- Participate in an on call roster shared amongst other staff members as required</li> </ul>
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## SELECTION CRITERIA

Essential:

- Ability to undertake the duties of the role in accordance with CatholicCare's Mission, Vision and Values and its Code of Ethics and Conduct
- Industry relevant experience coordinating and implementing services, and supporting individuals and teams to deliver client outcomes
- Demonstrated ability to build and leverage relationships across multi-functional or multi-disciplinary teams in order to achieve agreed objectives
- High level communication, consultation and negotiation skills
- Strong organisational and time management skills with the ability to multi task and prioritise
- Relevant program specific qualifications, expertise, and professional membership e.g. FDRP, APHRA, AASW, ACA or PACFA
- Established network of industry and community stakeholders
- Demonstrated understanding of child protection, domestic and family violence and other relevant legislation as required by service
- Demonstrated capacity to implement a person centred approach to service delivery
- Experience using electronic client record management systems
- Ability to travel

Desirable

- Formal change management qualifications
- Formal supervision qualifications relevant to program e.g. Psychology Board of Australia approved Supervisor
- Established network of government stakeholders

Successful candidates will be required to clear probity checks including National Criminal History Record Check and Working with Children Check (where relevant to the role).

## ACKNOWLEDGEMENT OF POSITION HOLDER

I have read and understood the requirements of the above position and I have received a copy of this document.

Position Holder :

\_\_\_\_\_

(Print Name)

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(Signature)

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(Date)