**Position Description**

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| Position title | Manager (Clinical Services) Orange Residential Services (Wyla & Elouera) |
| Business unit | Clinical Services  |
| Relevant Award | Salaried role |
| Position reports  | Assistant Director Clinical Services |
| Positions responsible for | Team Leaders, Senior Clinician. |
| Date of approval | May 2024 |

**Purpose of Position**

The Manager (Clinical Service Orange Residential Services is responsible for the efficient and effective delivery and ongoing development of Wyla Withdrawal and Residential, and Elouera Women’s and Children Residential, in Orange NSW.

**Duties and Responsibilities**

***Operational Management***

* Maximise performance of programs by providing expert operational management and business advice.
* Develop and deliver business plans and projects for programs, aligned to the strategic plan.
* Exercise decision making and accountability within constraints of organisational policy, service agreements and legislation.
* Lead the development, improvement and implementation of systems and processes, including any requirements of an accreditation process.
* Foster productive relationships and partnerships with relevant stakeholders.
* Work in partnership with relevant stakeholders to develop funding tender submissions.

### Clinical Management

* Maximise clinical outcomes of programs by leading the implementation and delivery of evidence-based clinical approaches.
* Participate in the ongoing development of evidence-based clinical programs.
* Lead innovation within services to ensure client needs are met.

### Financial Management

* Develop and manage program budgets.
* Manage resources in line with approved budgets.
* Approve purchases within organisational policy and delegation guidelines.

***People Management & Leadership***

* Lead, motivate and inspire the team, to ensure work is performed in alignment with organisational goals and process.
* Manage overall people practices in line with the organisation’s practices, budgets, service agreements and government legislation.
* Ensure teams are supported with appropriate supervision and wellness strategies.
* Communicate regularly and proactively with staff through monthly meetings, regular emails and personal contact.

***Reporting***

* Provide accurate statistical information and reporting as required on programs.
* Analyse data to inform and support management decisions.
* Ensure Lives Lived Well’s (LLW) Client Record Management system (CRM) is appropriately utilised by staff.

### Organisational Teamwork and Communication

* Constructively participate in the development, improvement and implementation of management systems and processes.
* Critically examine and improve cross-program work practices and lead change.
* Actively share ideas and resources with peers and staff.
* Participate in organisational meetings and planning sessions.

### Adhere to Lives Lived Well’s Vision, Values and Code of Conduct

* Behave in ways consistent with the achievement of Lives Lived Well’s Vision, Values and Code of Conduct, while maintaining individuality and contributing to the diversity of LLW.
* Ensure Personal behaviour supports and aligns with the Code of Conduct

### Please note that the responsibilities outlined in this position description are not exhaustive, and only an indication of the work of the role. Lives Lived Well may direct you to carry out duties which it considers are within your level of skill, competence and training.

**Key Relationships**

* Build and maintain effective working relationships with the Assistant Director, Clinical Director, the CEO, the Executive and Management Teams
* Build and maintain effective working relationships with staff across LLW
* Build partnerships and network with Government agencies, Non-Government stakeholders, Community Groups, Health Service Providers, Communities and Client representatives

#### Key Selection Criteria

* Bachelor level tertiary qualifications in a related discipline, ideally psychology or social work
* Significant experience in managing the delivery of clinical services
* Excellent leadership, communication and networking skills
* Excellent engagement skills across a diverse range of stakeholders
* Proven capacity in leading a team.
* Excellent organisational and time management skills
* Strong problem-solving capabilities.
* Passion and energy with an innovative mindset, to ensure quality and drive growth in the services.
* A collaborative and solution focused approach.
* A high degree of professionalism, integrity, initiative and drive

**Additional Factors**

* Hold a Working with Children Check (e.g. Blue Card).
* Complete a National Police History Check.
* Must hold a current Australian Driver’s Licence.

The incumbent/s of this role must ensure that they hold and keep current the required registration to perform in the role (e.g. blue card, AHPRA, drivers licence etc.) and advise LLW of any change in circumstances that may impact on the continuation of registration or licence.

**Delegations**

As per the Delegations of Authority