



POSITION DESCRIPTION

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| Title: | ITC Services Manager |
| Enterprise Agreement: | Community Sector Multiple Enterprise Agreement 2009 |
| Classification: | Social and Community Services Grade 6 (Above Award) |
| Usual Work Location: | Queanbeyan area (Anglicare Southern) |
| Cost Centre: | Split across ITC Residential Services |
| Usual Hours Of Work: | Full-time (76 hours) |
| Position Objective: | This position is responsible for the establishment of Intensive Therapeutic Care (ITC) services for children and young people within the Queanbeyan and Goulburn regions. The position requires the commitment and ability to transition existing services to new therapeutically enhanced service models and hold with the mission of supporting young people to heal from past traumas to achieve positive socially and economically inclusive futures. |
| Position Responsibilities: | <ul style="list-style-type: none">• Manage the implementation of Intensive Therapeutic Care Services for young people focused on the 10 Essential Elements of Therapeutic Care for the NSW Care Framework.• Provide leadership in the implementation of the Sanctuary Model of Trauma Informed Care across ITC Services.• Manage the ITC Services according to the NSW Legislative requirements and the NSW Child Safe Standards for Permanent Care.• Lead the implementation of ITC Services through the establishment of Care Teams and Case Planning processes for children and young people in consultation with Therapeutic Specialists within the ITC Services.• Develop and maintain links with key stakeholders, government departments and the community to ensure wrap-around supports and an integrated approach to service provision for children and young people. Provide strategic leadership in the development of ITC Services in accord with service contracts and service delivery requirements. |

- Provide reflective supervision to St Saviours/Anglicare ITC House Managers. Facilitate the ongoing therapeutic professional development and training opportunities for all ITC staff.
- Monitor and review quality performance outcomes for St Saviours/Anglicare ITC Services.
- Monitor budgets and complete financial records and reporting requirements for St Saviours/Anglicare ITC Services.
- Provide support in development and monitoring of all ITC service budgets.
- Identify, mitigate and report operational and financial risks.
- Participate in afterhours emergency On Call duties for St Saviours/Anglicare ITC services.
- In addition to these responsibilities and duties you are expected to undertake other responsibilities and duties as they may from time to time be assigned by Anglicare.

Key Behaviours:

Analysis

Reviews and analyses information and recommends a specific course of action.

Decision Making

Makes decisions based on rational and logical assumptions and after considering organisational priorities.

Leadership

Uses appropriate interpersonal styles and methods to guide individuals or groups towards achieving results.

Client Focus

Recognises, anticipates and focuses on specific client needs and advocates on behalf of the client.

Presenting

Expresses oneself in a clear, concise manner to impart information or leave an impression.

Planning and Organising

Establishes a course of action and marshals resources to achieve a specific goal.

Supervision

Directs, motivates and trains a team through personal example while ensuring a productive team environment.

Key Skills:

- Ability to oversee and support staff in a therapeutic care framework.
- Excellent communication, interpersonal and presentation skills.
- High level strategic planning skills and complex thinking skills.
- High level ability to remain alert to current industry trends and opportunities.
- High level organisational and time management skills.
- High level ability to develop, monitor and track budgets and financial reports.

Key Knowledge Areas:

- An understanding of the 10 Essential Elements of Therapeutic Care.
- An understanding of trauma, attachment and child development theory.
- An understanding of NSW Legislations and Standards pertaining to children and young persons in Out Of Home Care.
- An understanding of compliance and audit requirements to maintain OOHC accreditation standards.
- An understanding of contractual obligations and financial responsibilities to services and funding bodies.

Key Experience:

- Previous practical experience in service Coordination and Partnerships.
- Demonstrated experience in leading and supporting a team and providing reflective supervision.
- Demonstrated high level verbal and written communication skills.
- Demonstrated experience in working with young people with complex care needs.
- Demonstrated experience with developing professional relationships, networks and pathways within the OOHC sector.

Qualifications:

Bachelor Degree in Human Services

Reports to:

Regional Manager - Anglicare Southern

Direct Reports:

House Managers, ITC Services