



ODYSSEY HOUSE
VICTORIA

Position Description

**Catchment Manager
Barwon**

POSCS3136

ISO9001 | Approved by Stefan Gruenert | Next Revision: 28/06/2022

Location:

Barwon Catchment

**Traditional
Land Owners:**

Wadawurrung People

Classification:

SCHADS Level 7

Reports To:

Executive Manager
Community AOD Programs

Direct Reports:

Team Leaders

Odyssey House Victoria (OHV) is a place of hope and positive change for individuals working towards breaking their pattern of addiction. At OHV we believe that every person should have the opportunity to change and grow. Our diverse teams work with individuals, families, and communities to reduce drug use, improve mental health, and reconnect people to their family and the community. The Odyssey name and logo reflects the courageous journey of self-discovery and change that our clients undertake.

Position objective

The Catchment Manager Barwon is responsible for overseeing and ensuring integrated planning and service provision within the catchment to ensure a consistent catchment-wide response. The key purpose of the position is to monitor service performance against catchment targets and identify opportunities to develop improved responses to community needs. The Manager is critical to the effective functioning and collaboration of the services and partnerships within the catchment and ensuring consistency of practice, efficient use of resources, strengthening relationships between all service providers and fulfilling the contractual requirement of the operations.

Role responsibilities

Establishing operational procedures which impact on activities undertaken and outcomes achieved by the organisation, the Catchment Manager exercises managerial control, involving planning, direction, control, and evaluation of operations including providing analysis and interpretation for a multi-discipline operation.

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Program Management and Evaluation

- Monitor service performance against catchment targets and identify opportunities to develop improved responses to community needs.
- Lead and coordinate regular service reviews and program evaluations.
- Ensure high quality, evidence-based, treatment services are developed, promoted, delivered, and reviewed in a timely and cost-effective manner.
- Coordinate with all service partners the integration of AOD assessment, treatment planning, delivery, and review systems.
- Work with the Senior Management Team (SMT) to develop and implement strategic and operational plans, organisation policies and procedures, and ensure they are adhered to.
- Set annual program objectives.
- Identify and manage barriers to effective service coordination across service sectors.
- Develop new program opportunities
- Coordinate the AOD catchment plan with other cross-sector networks and processes.
- Oversee the development and maintenance of appropriate client-related documentation.
- Monitor sub-contracted services, ensuring agreed targets are met and quality service is being delivered.
- Ensure the catchment is adequately resourced to deliver key program outcomes.
- Identify and support research projects.
- Contribute to the student placement program.

Program Planning and Design

In conjunction with the Executive Manager Community AOD Programs, ensure program planning and design within the context of the service delivery models specified by the funding source and OHV, by:

- Ensuring that program planning and policy development focus on the needs of the clients.
- Working towards ensuring program planning and design is inclusive of client input and evaluation.
- Oversee overall program and procedure development concerning service delivery to clients within the framework of organisational policies.
- Ensure that the program facilitates a contained, safe, and accepting environment.
- Ensure effective processes for review and evaluation.
- Ensure staff provide high quality service delivery and staff receive support and supervision.

Leadership

- Provide clinical leadership in the provision of AOD treatment with co-occurring mental health issues, as relevant.
- Provide leadership to the catchment, promoting a culture that is consistent with our values. Ensure all team members understand their position purpose, accountabilities, and service priorities.
- Provide coaching, support, advice, and guidance to staff.
- Communicate and ensure team meetings occur on a regular basis.
- Contribute to the continuing development of OHV Child Safety policy and procedures and ensure that all staff and program areas promote and adhere to child safe practices.

Professional Liaison and Consultation

- Develop and maintain collaborative and productive relationships with key internal and external stakeholders.
- Develop and maintain links with the community through the media, forums and speaking arrangements and through representation on appropriate community groups/committees.
- Develop and maintain effective communication links with government departments.
- Coordinate and develop new and existing catchment partnerships, integrating AOD service planning with existing networks and systems within key service sectors (family services, mental health, and primary health).
- Work closely with the Executive team and other management staff with catchment oversight to develop and actively promote the services of the catchments.

Budgeting and Reporting

- In consultation with the finance team, prepare draft budgets and budget reports to plan and monitor catchment services expenditure and report on any variations.
- Ensure services meet requirements of any funding body.
- Maintain accountability requirements of government and other funding bodies.
- Maintain awareness of changes to government policy.
- Report to boards, steering committee and other relevant bodies on risk, compliance, safety, and quality improvement.
- Coordinate and collate catchment planning data and provide regular updates to DHHS, catchment providers and community members on the effectiveness of current services.
- Provide progress reports against identified targets, overall performance, identification of risks and issues to the steering committee/Clinical Governance Committee, Boards and other relevant bodies as required.

Quality Assurance

- Implement and monitor systems to ensure high quality, consistent clinical practice across service types, locations, and service partners.
- Manage the annual clinical file audit and ensure the findings are reviewed and communicated and recommendations are implemented.
- Lead quality improvement, both in terms of individual and program performance.
- Provide high level assistance to regular external quality accreditation processes and ensure that evidence requirements for managed services are met.
- Contribute to developing and implementing policy and procedural changes in response to legislative compliance.

Staff Management and Development

- Provide direction, leadership, and support to Barwon staff.
- Manage task allocation of Team Leaders and Senior clinicians and ensure staff receive necessary support and supervision.
- Ensure adequate staffing levels are maintained in the delivery of the programs
- Provide leadership and professional development opportunities and contribute to the work of the staff, flexibly responding to staff needs, and giving and receiving support and constructive feedback
- Ensure that all staff are appropriately qualified, professionally supervised and provided with regular feedback regarding their performance.
- Ensure all staff have access to structured and regular line management supervision, ensuring an ongoing focus on performance and cultural alignment.
- Monitor all assigned compliance training and training commensurate with the role of each staff member for timely completion
- Manage and support staff fostering a positive team culture and ensuring that the service runs smoothly and seamlessly, consistent with work plans, organisational expectations, policies, and procedures
- Apply performance management techniques to monitor and demonstrate achievement of agreed service levels with a focus on continuous improvement
- Conduct annual performance and development reviews (PDR's) for direct reports and develop work plans for staff in consultation with the Executive Manager
- Complete all employment workflows relating to various staffing needs and changes in a timely and efficient manner according to HR processes.
- Work collaboratively with HR in all aspects of human resources management and resource allocation
- Build the capacity of the catchment leadership group across programs.

Administration

- Monitor administrative processes and client data systems to ensure they meet quality standards.
- Ensure legal documentation of clients' records are maintained.
- Oversee the development of administrative support tools.
- Adhere to site-specific policies and procedures where applicable.
- Undertake other duties as directed by the relevant Executive Manager.

General

- Actively promote and adhere to the OHV Child Safety policy and procedures to assist OHV to maintain a child safe organisation and supporting colleagues to engage in child safe practices.
- Demonstrate ability to understand and apply inclusive practice when working with people from diverse communities, such as cultures, genders, sexualities, bodies, abilities, spiritualities, ages and backgrounds
- Demonstrate understanding of the importance and application of intersectionality when working with people from all cultures, genders, sexualities, bodies, abilities, spiritualities, ages and backgrounds.

Key Selection Criteria

1. Relevant health and or welfare tertiary qualification e.g., in Social Work, Psychology, Nursing or Allied Health Sciences or working towards completion of relevant qualification.
2. Tertiary qualifications in management are preferred.
3. Certificate IV in AOD or have completed the required competencies* (or able to complete within the first 12 months of employment).
4. Competencies in dual diagnosis (or able to complete within the first 12 months of employment).
5. Information technology skills, including proficiency in Microsoft Office suite.
6. Specialist knowledge in one or more relevant areas such as Family Therapy, Mental Health, Family Violence, or Trauma.
7. Demonstrated experience in a management or leadership position in a health service setting, preferably in the AOD or mental health sector.
8. Proven ability to effectively manage and provide professional supervision to multi-disciplinary teams across multiple sites and the ability to develop and maintain a cohesive focus on organisation objectives.
9. Proven ability for responsibility of clinical governance and leadership.
10. Proven ability to set and achieve objectives and the ability to undertake forward planning and manage planning implementation.
11. Demonstrated experience monitoring data and managing resources to deliver on targets/key performance indicators.
12. Demonstrated ability to establish and maintain effective and collaborative relationships with a range of key stakeholders.

13. Demonstrated ability to effectively communicate, mediate and negotiate (including the ability to resolve conflict and solve problems) with a range of people.
14. Proven ability to effectively manage financial resources maximising on opportunities without comprising client care.
15. Able to demonstrate high levels of initiative and the ability to work effectively with limited or no direction.
16. Demonstrated ability in program development, implementation, management and evaluation and the development of policy.
17. Ability to prepare correspondence, written reports, and statistical data within established timeframes.
18. Current knowledge of OH&S practices.

*Note: refer to Appendix A for details on competencies

Essential Requirements

- Satisfactory outcome of a confidential Police Check and Working with Children Check. OHV is committed to child safety and is a child safe organisation
- Eligibility to work in Australia
- Empathy for those whose lives have been affected by problematic alcohol and other drug use/ and or mental health disorders
- Possession of a current Victorian Driver's License
- Information technology skills, including proficiency in Microsoft Office suite.
- Preparedness to travel within the catchment to meet the requirements of the job and to work out of various partnership locations.

Desirable Requirements

- First Aid Certificate.
- Current knowledge of OH&S practices.
- Ability to contribute to formal intra- and inter- service program development and evaluation activities.

*Appendix A AOD Competencies

OHV requires people in clinical positions to have the following competencies (or their equivalent). Where people do not already have these competencies, OHV will invest in the person's professional development by providing them through its RTO.

The competencies required in the first 12 months of employment are:

- CHCAOD001 - Work in an alcohol and other drugs context
- CHCAOD004 - Assess needs of clients with alcohol and other drugs issues
- CHCAOD006 - Provide interventions for people with alcohol and other drugs issues
- CHCAOD009 - Develop and review individual alcohol and other drugs treatment plans

Our Reconciliation Action Commitment

Odyssey House Victoria's commitment to reconciliation with Australia's first nation peoples, means that we prioritise a workplace that welcomes, supports, and employs Aboriginal and Torres Strait Islander peoples, and we value their unique contribution to our organisation.

We will act in ways that promote reconciliation between our Aboriginal clients and our staff, and to contribute to the healing that is needed. We will assist with, and prioritise, Aboriginal and Torres Strait Islander job applications and treatment referrals. We commit to celebrating local and national dates of significance, and we will Acknowledge Country when we meet together. We will respect the histories and cultures of Aboriginal and Torres Strait Islander peoples and acknowledge their unique status as the traditional custodians of this land and its waters.

Our Diversity Commitment

At Odyssey House Victoria, we value diversity and believe that employing people with a range of backgrounds and abilities brings a variety of ideas, perspectives and experiences that will enhance the relevance, safety, and effectiveness our services.

We will promote a workplace that actively seeks to encourage people with disabilities, LGBTQIA+ people, young people, older Australians, and people from diverse cultural, linguistic and faith backgrounds to apply for employment with us. We are committed to ensuring that a diverse range of people are welcomed, valued, and supported in their roles.



Our values

We promote hope for change and expectation to reach one's full potential. We encourage perseverance and innovation to make a real difference in people's lives. We uphold the pillars of Respect, Concern, Honesty, Trust, and Love. Our values are promoted among the residents, staff, and clients of Odyssey House Victoria.

This artwork, inspired by Chris Thorne, represents counting the pillars on one hand.

