



RECRUITING NOW

POSITION DESCRIPTION

Position Number:	1086
Position Title:	Manager – Community Wellbeing Team
Position Type:	Full-time 12 Months Fixed Term
Positions Level:	SCHADS Level 7
Location:	Darwin
Direct Reports:	7
Responsible To:	Director Practice Quality

About Relationships Australia Northern Territory

Relationships Australia Northern Territory (RA-NT) is a community-based, not-for-profit, non-government organisation providing a broad range of services, which are for all members of the community regardless of religion, belief, age, gender, sexual orientation, lifestyle choice, cultural background or economic circumstances.

Our clients are often dealing with complex and sensitive situations, so we look for employees who are understanding, knowledgeable and genuinely care about the wellbeing of others.

Purpose

We empower individuals, families, and communities to grow through a rich culture of belonging, connection, and respectful relationships.

Values

Fostering an organisational culture that embodies the following values is at the heart of how we

Value: <i>Listen with compassion</i>	This means: We care deeply for each other and our clients. We are committed to listening with curiosity and empathy, and to providing a space for people to feel safe and supported.
<i>Work together with respect</i>	Relationships and the way we connect with each other are our lifeblood and are core to building each other up and working towards growth and healing.
<i>Celebrate difference and promote fairness</i>	We embrace diversity and prioritise inclusion, equity and self-determination. We are strong in our commitment to social justice across ages, gender, cultural and financial differences.
<i>Strive for quality and trust</i>	We value honesty and truth, and we do what we say we will do with a commitment to quality and professionalism. We are always learning about our clients, ourselves and best practice, to deliver the best services and programs that we can.



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Position Statement

This position is an integral part of the RA-NT leadership team, responsible for the management oversight of the Community Wellbeing Team (CWT). The CWT is made up of multiple programs, with direct line management of employees and programs.

The programs administered by this team place a significant emphasis on Children's counselling and robust case management practices, ensuring effective coordination of services. Furthermore, the team is dedicated to community outreach initiatives, actively engaging with and reaching out to the community to provide support.

This position reports to the Director Practice Quality. Strong leadership acumen is essential, as is the ability to operate strategically, whilst fostering continuous process improvement, ensuring high ethical standards, and cross collaboration of efforts across the RA-NT leadership group.

Key Accountabilities and Deliverables

People, Practice and Performance:

- Lead, foster, and drive a culture of quality service across the CWT.
- Provide regular individual line management to the members of the team.
- Manage and conduct the CWT portfolio analysis, including the tracking of program requirement Key Performance Indicators (KPIs), internally, and per funding obligations.
- Continuously ensure services and programs relate to current and future client needs, are fit for purpose, aligned to RA-NT's Organisational Strategy and objectives, and are staffed with the appropriate skill mix.
- Identify workforce development opportunities in conjunction with service delivery and modelling.
- Lead risk management associated with the delivery of regional and remote services for the CWT programs.
- Escalation point for complex and/or serious Client matters.
- Model and drive the highest level of ethical practice within the CWT.
- Reinforce RA-NT's vision and values, supporting a diverse, inclusive, and safe environment for staff that promotes active engagement and empowerment.
- Contribute as an integral member of the RA-NT *'pool of supervisors'*.
- Ensure the CWT meets RA-NT practice quality objectives, by advocating appropriate organisational practices and fostering a sense of self-evaluation and improvement within individuals and teams, through the Practice and Team Leaders.
- Oversight of CWT recruitment requests, submitting recommendations and approvals through the delegation.

Relationships and engagement:

- Actively develop, foster, and maintain existing and new external stakeholder and community relationships.
- Evaluate current and former stakeholder relationships and identify opportunities of engagement that are aligned to, or beneficial for RA-NT service delivery.



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- Develop, and actively participate in relevant networking opportunities, directly attributable to the work of the CWT, including external industry, peers, and groups.
- Collaborate with intention across the Practice Quality leadership group, to promote a sense of unity, and positive working relationships.

Governance, Risk & Compliance

- In partnership with the Director Practice Quality, ensure the CWT operates in a way that not only meets organisational requirements, but that considers commercial obligations, risk management, and maintains protection of intellectual property.
- Ensure CWT employees are compliant with:
 1. *RA-NT employee organisational policies, and procedures.*
 2. *RA-NT Practice Quality system, processes, and procedures.*
 3. *Relevant federal, Territory, and local legislation directly relevant to practice, and service delivery within the CWT.*

Operational

- Maintain a high level of confidentiality regarding client and organisational matters.
- Use RA-NT information and communication (ICT) systems as part of evaluation and reporting. Any other duties requested at the discretion of the Director Practice Quality.

Qualifications and Experience

Essential

- Tertiary qualification in Social Work, Counselling, Psychology or another relevant qualification.
- Proven experience in leading teams, managing people, and participating in organisational continuous improvement processes.
- Ability to influence outcomes, and drive teams within an environment adhering to Key Performance Indicators (KPIs).
- Working knowledge of risk management principles, both from a people and organisational perspective.
- Demonstrated ability to undertake evaluation of programs or projects and apply solutions to complex problems.
- Demonstrated knowledge of theory and experience in trauma-informed counselling/case work.
- Proven experience of developing working partnerships with internal and external stakeholders.
- Ability to work independently and as part of a team.
- Strong written and verbal communication skills.
- Ability to travel remote and domestic when required.

Desirable

- Experience and/or qualifications working with people who have/are experiencing abuse.
- Qualifications in Domestic and Family Violence specialised training.



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Requirements

- A satisfactory Northern Territory working with children check.
- A satisfactory national criminal history check.
- Possession of a current NT Driver's License.
- A commitment to our Safeguarding Children Practice and Behaviour Guidelines.

Acknowledgement

I have read, understood, and accept the position as documented in this position description.

Please note that Position Descriptions are under constant review and may be changed by the Chief Executive Officer, after consultation, at any time.

Employee Name (Please Print):

Date:

Reviewed by:	Human Resources	October 2024
Review due by:	Human Resources	October 2025
Approved by:	Chief Executive Officer	October 2024