



Position Description

Victims Assistance and Outreach Program Manager

Award or EBA:	Health and Allied Services, Managers and Administrative Workers (Victorian Stand-Alone Community Health Services) (Multi Employer) Enterprise Agreement 2022 – 2026
Classification/Grade:	Grade 6
Directorate:	Mental Health, Family Violence, Community and Families
Reports to:	GM Mental Health, Family Violence, Community and Families
Direct Reports:	`30

Our vision is ensuring the health and wellbeing of our community. Our [values](#) are:



Inclusion
We create an equal and more respectful world by making space and standing with people of all backgrounds.



Integrity
Our ethics, fairness and transparency drive actions and outcomes that we can all feel proud of.



Excellence
We believe in extraordinary service and we achieve it by going the extra mile to help others.



Innovation
We look to a better and brighter tomorrow to shape the potential today.



Collaboration
We work together to nurture the ideal conditions for our community to thrive.

About Us

Over the past three years, DPV Health has embarked on an exciting cultural transformation called the [DPV Health Way](#). This included a values refresh, with renewed focus on Our People, their contribution to our organisation and community and enforcing our commitment to excellent care, supporting every employee in leading a happy, balanced, fulfilling life; no matter who they are, where they are from — or where they are going. Our workplace culture is committed to DPV Health values and celebrates workforce diversity reinforcing the positive approach we have to the way people contribute, communicate, engage and interact.

Our People deserve to feel empowered and supported as they pursue their professional goals, learn new skills, and achieve meaningful milestones in their work. At DPV Health, we foster an environment that promotes greater growth, innovation, and collaboration, so you can feel elevated every day.

We invest in Our People, proudly offering a diverse range of opportunities including knowledge

sharing, ongoing learning and development, leadership development, connectedness, and celebration; these are key pillars in our culture.

Role Description

The Victims Assistance Program (VAP) provides support to victims of reported or unreported crimes against the person in Northern Metropolitan area.

Victims Assistance Program (VAP) offers specialist responses to victims of crime including intake and brief intervention, case management, and community education. The care provided is evidence based, trauma-informed and person centred. All services are time limited.

The Outreach programs provide assertive outreach case management to vulnerable pregnant women and people experiencing homelessness.

The Manager Victims Assistance and Outreach is responsible for the effective management, development, implementation, delivery and evaluation of services.

Roles Key Accountabilities

General:

- Leadership – apply a transformational leadership style to:
 - Inspire and support a group of dedicated clinicians to empower and resource clients and their families in their recovery journey;
 - Nurture a person-centred, trauma informed, recovery oriented team culture;
 - Foster growth in an exciting and competitive environment;
- Implementation - Ensuring key clinical governance structures including regular clinical review and handover meetings are in place
- Quality improvement – developing, updating and keeping policies and procedures current, managing accreditation and quality improvement processes. Implement evidence based, innovative and improved service delivery methods in consultation with key stakeholders and based on community/client demand.
- Operational accountability -produce regular verbal and written reports on program’s performance against funding, operational and quality targets
- Professional support – providing consistent and frequent professional guidance, direction, supervision and line management
- Develop and maintain collaborative and empowering relationships with key stakeholders inclusive of the Department of Justice and Community Safety, Victoria Police, Family Safety Victoria.
- Clinical expertise – apply your clinical expertise to guide leadership decisions, program design, service delivery, evaluation and improvements.
- Other responsibilities include:
 - Participation in Leadership and Management forums
 - Design, implementation and evaluation of service elements to ensure DPV Health remains a lead quality provider of mental health services
 - Site management
 - Staff recruitment
 - Overseeing client relations and records
 - Broad oversight of case review processes and practice reviews

- Management and facilitation of organisation wide committees and working groups

Key Capabilities

- Shapes strategic thinking by harnessing information and opportunities to inspire a sense of purpose and direction
- Exemplifies personal drive and integrity – Able to demonstrate resilience and demonstrates self-awareness and a commitment to personal development
- Influence and negotiation – Able to utilise skills to effectively build rapport with staff, clients, and external partnerships with a focus on stakeholder management
- Conflict resolution knowledge and ability to assess conflict confidently and apply sound judgement within organisational policies

Service Delivery

- Meet Department of Justice and Community Safety (DJCS) contractual requirements
- Ensure that both Department of Health and DFFH guidelines and targets are adhered to
- Support the Team Leader and staff in all aspects of service delivery and ensure that practices are consistent with clinical governance requirements
- Identify in consultation with the Team Leader professional development requirements of staff and ensure a professional development program is in place
- Develop the program to ensure that care planning and discharge planning commences on entry and throughput targets are maintained.

Management and Supervision

- Ensure all staff have access to clinical supervision that is of high quality
- Ensure all staff have access to professional development
- Participate in assisting with clinical fieldwork placements to students and participate in the education and training for all disciplines.
- Participate in and contribute to ongoing professional development activities and in-service training.
- Participate in individual professional supervision (from the appropriate discipline senior).
- Participate in line management, performance appraisal, and seek support, assistance, training and debriefing as required.
- Identify professional development goals & pursue opportunities for learning.

Reporting, System and Analytics

- Ensure all staff are trained in Resolve and other applicable systems
- Ensure client file documentation supports the standards for documentation and the quality improvement requirements within the agency.
- Ensure accurate documentation of information in a timely manner.

- Maintain regular, timely and accurate statistical input into relevant client databases.
- Actively support the Vision, Purpose and Values contained in the DPV Health Strategic Plan.
- Develop key relationships with external and internal providers to ensure that clients have access to the services they require when they require them.
- Ensure that all reports internally or externally meet required timelines.
- Continually review adherence to the clinical model established by DPV and model fidelity with the Victims Assistance program as articulated by the DJCS in the funding agreement.
- Actively use and promote the use of DPV Health systems such as ELMO, VHIMS, MyBookings, and others

Financials, Budgets, Target, Funding

- Full oversight and management of budgets, financial systems and resources
- Ensure that all financial transactions are undertaken in line with DPV Health policy and delegations.
- Ensure that there is adequate financial process and system for managing brokerage funds
- Meet organisational and funding targets in relation to service delivery criteria.

Culture, Engagement, Diversity – People Experience

- Demonstrates behaviours aligned with DPV Health Values and Code of Conduct
- Create and implement a culture of trust, collaboration and ownership
- Initiate, complete and promote the value of regular supervision, annual work plans and undertake annual performance reviews
- Actively participate in and promote all required training, inductions and development. Including ensuring your team completes all required training and demonstrates skills learnt.
- Initiate team meetings and attend organisationally required meetings in a positive constructive manner. Offering balanced views and seeking solutions.
- Develop team members by taking a genuine interest in their career goals.
- Manage the team to ensure productivity is maximised include work force planning, employment arrangements and leave
- Actively supports and demonstrates inclusive behaviour with a zero tolerance for any bullying, harassment and inappropriate conduct

Health and Safety

- Respond to and report on clinical incidents and critical incidents involving clients, with

time- sensitive attention to risk management and incident response procedures

- Provide debriefing and support to staff when requested in response to critical incidents, high-risk situations, or other similar incidents.
- Take reasonable care to ensure no risk of harm to self and others in the workplace. This includes immediately reporting any incidents, near miss, hazards and injuries.
- Comply with relevant Occupational Health and Safety laws, standards, safe work practices, policies and procedures and attend all safety initiatives, improvements & training.
- Demonstrate safe work behaviours and conducting work in accordance with our safety management system.

Risk Management and Compliance – Quality and Accreditation

- Actively identify, monitor and manage areas of key risk and lead appropriate escalation and response
- Provide useful performance data and feedback to the direct reports and relevant committees and engage staff in identifying and taking appropriate action in response
- Actively monitor and improve the quality and safety of their care and services
- Identify risks as they emerge and proactively addressed new and known risks.
- Commitment to partnering with clients to facilitate effective engagement and participation.
- Actively promote DPV Health and its services within the community.

Additional

This position description contains the key roles and responsibilities and associated performance indicators for this position. The above list is not intended to be complete. Other tasks may be assigned from time to time to meet the needs of the organisation. Specific actions and objectives of this role will be outlined through the goal setting and review process.

DPV Health Requirements

- Current Victorian Drivers Licence
- NDIS Clearance Check
- Travel between sites is required
- Valid Working With Children Check
- Satisfactory Police Check
- International Residency Stat Dec and International Police Check (if required)

Authority

The occupant of this position has authority as per the delegation manual.

Key Selection Criteria

Essential Criteria:

Formal Qualification(s) & Required Registration(s):

- Relevant tertiary qualification in social work, with postgraduate qualifications highly desirable or 5 years of relevant professional experience OR a related qualification and working towards a Bachelor of Social Work or equivalent degree
- Psychiatric Nursing, Occupational Therapist or Clinical Psychology (Masters, PhD or Doctorate)
- Management Qualifications are desirable.

Required:

In this role you are required to:

Knowledge & Skills

- Demonstrated ability to innovate and work effectively in a rapidly changing environment
- A strong understanding of case management models and the ability to implement and review models
- A demonstrated knowledge and experience of the homeless sector
- Well demonstrated leadership skills including the ability to lead and manage a program and the capacity to plan work, motivate staff and monitor performance
- High levels of emotional intelligence and the ability to effectively lead, engage and work with multidisciplinary teams, clients and other stakeholders
- An understanding of contemporary management theories and an ability to apply them
- Proven capacity to build and maintain effective relationships with senior representatives in government and external agencies
- The ability to collaborate effectively with colleagues and work as part of a professional team demonstrating a commitment to the delivery of high quality services to hard to reach and/or marginalised client groups
- Ability to ensure compliance with funding, target, quality and other reporting requirements
- Excellent understanding of intersectionality and key social determinants of mental health
- Ability to initiate and organise responses to government policy direction and departmental requirements and to develop high quality submissions
- A strong commitment to clinical excellence and creating a culture that delivers on excellence

Leading a team

- Demonstrated experience of managing teams
- Provide clear direction and support. Manages competing priorities

- Creates a culture and team environment where people are motivated to be their best and help the organisation achieve.
- Ability to set measurable objectives. Planning well in advance and effectively manage timelines, resources, and costs to execute.

Leading Change and innovation

- Ability to work under pressure, remain calm, and work and motivate people through ambiguity and the stages of change.
- An ability to lead and participate in change and innovation

Client Focussed (internal and external)

- Excellent at developing, establishing and sustaining interpersonal relationships.
- Builds client relationships and demonstrated responsiveness to client needs and wants. (Internal and external)

Quality and Commercial Focus / Planning and being Organised

- Ability to understand the client needs and delivery the required service considering costs and funding/revenue
- Demonstrated knowledge and application of quality improvement, risk management and accreditation processes and reporting requirements

Communication and an Interpersonal Approach

- Excellent written and verbal communication skills.
- Communicates with a diverse range of audiences in an informative, engaging and persuasive manner.

Desirable:

- Ability to speak another language, particularly Arabic, Turkish, Hindi
- Computer literacy in Microsoft Word, Excel and Outlook
- Management qualifications

Employee Acknowledgement

I, _____, acknowledge I have read and understood this position descriptions and the requirements of my role.

Signature _____ Date _____