

Information Package



Clinical Services Manager

Thank you for considering Veritas House as your next employer. We are a vibrant, independent, community-based not-for-profit organisation with a specific focus on supporting vulnerable children, young people and their families. Veritas currently delivers services in Permanency Support (formerly Out of Home Care), Youth Specialist Homelessness Services (SHS), Non Placement Support (NPSS), Targeted Earlier Intervention (TEI), Homeless Youth Assistance Program (HYAP) and Premier's Youth Initiative. The majority of our funding is provided by Family and Community Services.

This Information Package is designed to tell you more about the role, identify the selection criteria we will be using to select the right candidate, and explain the application process.

Benefits of working with Veritas House

Veritas House is based in the Central West of NSW, with offices in Bathurst and Orange. As an organisation, we are committed to our values:

- Compassionate
- Innovative
- Inclusive
- Individualised
- Culturally sensitive, and
- Fair and honest

If you work with us, you will enjoy:

- Up to \$15,900 tax free salary packaging per annum;
- Exposure to a range of client situations that will develop your skills and allow you to work to your strengths;
- Clinical practice opportunities to maintain your Professional Registration
- Time and support for clinical supervision;
- A strong, strengths-based culture that values what you do well and will work with you to grow;
- The opportunity to develop your career in an expanding service;
- The chance to make a contribution within the community you call home

If you believe you meet the selection criteria, find that our values resonate and are passionate about our mission of providing values based and child-centred care, advocacy and support in Central Western NSW, we'd like to hear from you.

Position Advertisement

Clinical Services Manager - Bathurst

Veritas House is a vibrant not-for-profit, community-based organisation with a specific focus on supporting vulnerable children, young people & their families. Veritas currently delivers services in a range of FACS-funded programs, across Bathurst and Orange.

We are looking for a **Clinical Services Manager** to head up an exciting new direction for our Agency. In this Executive level role, the successful candidate will:

- Provide clinical practice consultation and leadership across the organisation
- Develop the clinical practice skills of staff and the Agency
- Develop a model for (and grow) the Clinical Practice arm of Veritas House
- Contribute to the strategic direction and leadership of Veritas House

Only Registered Psychologists with considerable clinical and leadership experience will be considered for this role.

All employment at Veritas House is subject to a clear Working with Children Check & satisfactory National Criminal Screening.

To apply:

Full details of the position, including the selection criteria and information on how to apply, can be found in the Information Package on our website: www.veritashouse.org.au

Applications close at 9.00 am on Monday 7th January 2019.

Aboriginal and Torres Strait Islander people and people from a CALD background are warmly encouraged to apply.

How to apply for this role

These guidelines aim to assist you in submitting applications for advertised vacancies with Veritas House.

The following may assist you in preparing your application:

- Carefully read through this Information Package.
- Conduct some initial research on the organisation by browsing the website and reading key resources.
- If required, seek clarification or additional information on the organisation and/or the position.
- Decide whether you possess, and can demonstrate, your skills and experience against the selection criteria.

- When addressing the selection criteria, provide examples to demonstrate and substantiate your claims. Examples should outline a situation, identify the action you took, and summarise the subsequent result. Keep your responses concise and in addition to your resume.
- Be aware of the closing date. If, for any reason you cannot submit your application by the closing date, you should ring the contact person to see if a late application will be accepted.
- If you require any special arrangements (e.g. wheelchair access, hearing or visual aids) when attending interview, please discuss these with the contact person when the interview is being arranged.

What you need to include in your application

Veritas House uses a streamlined approach to recruitment. **All applications require:**

1. A Cover Letter introducing yourself and outlining your interest in the position
2. Statement addressing each of the Selection Criteria (listed on the last page of this document). Each selection criteria should be identified with a heading, followed by a paragraph providing examples of how you have met the criteria.
3. Resume/Curriculum Vitae (CV) that should include:
 - a. contact details including telephone number and email address
 - b. education/qualifications
 - c. an employment history summary including (for each position):
 - i. the employer
 - ii. start and finish dates
 - iii. your position/title
 - iv. your responsibilities and achievements in the position
 - d. professional registrations and/or memberships

You do not need to submit copies of your identification or qualifications. If required, these will be checked later in the recruitment process.

References do not need to be included in your application. Referees will only be contacted if required, and your permission to contact them will be sought first.

Submitting your application

Applications should be submitted via email (by the closing date and time) to:

employment@veritashouse.org.au

Position Description

Position Title:	Clinical Services Manager
Position Status:	Full-time, Permanent,
Reports to:	Chief Executive Officer
Location:	Bathurst and Orange (required to work from both sites)
Relevant Awards:	Social, Community, Home Care and Disability Services Industry Award
Classification:	Executive

Requirements:

- Current driver's licence
- NSW Working with Children Check clearance and satisfactory Criminal Record Check
- Possession of tertiary qualifications in Psychology and registration to practice as a Clinical Psychologist

Veritas House Vision

Our Vision is to contribute to the creation of a socially just and caring community in which every person is safe, secure and valued.

Veritas House – Values

The following core operating values influence the culture and public image of Veritas. They articulate ideals that the organisation aspires to hold itself accountable for and offer guidance about how the organisation behaves in carrying out its mission:

- Compassionate
- Innovative
- Inclusive
- Individualised
- Culturally sensitive and
- Fair and Honest

Primary Objective of the Position

The position is responsible for establishing and developing the Clinical Services offerings of Veritas House and for contributing a Clinical Services perspective to Executive level planning and strategic development within the organisation.

The role of the Clinical Services Manager includes strengthening the practice skills and knowledge of all service delivery staff and lead a practice culture that is evidence based and integrates theory and research into practice. This pivotal position will provide effective support to case work practitioners by providing expert advice and guidance on complex cases to support effective service delivery and responses across the breadth of programs within Veritas House. This role will also work closely and collaboratively with a range of internal and external stakeholders including FACS, therapeutic consultants and practitioners, families and others.

The Clinical Services Manager will be required to personally deliver services during working hours to a limited number of clients, in order to provide the best outcomes for the clients while meeting all the requirements for maintaining their professional registration.

Your Level of Decision Making and Authority

You are expected to:

- Act within policy and procedure

Decisions that are made by you after consultation with the CEO:

- Actions outside of Policy or Procedure

Decisions that are referred to your Manager:

- All issues that require a sign off / approval from an Executive Manager or CEO;
- Issues outside of policy guidelines
- Complaints from children or young people
- Requests for new business from funding bodies
- Complaints from funding bodies

Position-Specific Roles and Responsibilities

Service delivery

- Provide clinical expertise in therapeutic care;
- Lead the development of therapeutic practice excellence across services in conjunction with management and staff;
- Provide expert advice and guidance to programs and practitioners in relation to work with children and families;
- Provide case consultation and technical input on complex cases;
- Build the expertise of case work practitioners through training and professional development initiatives;
- Establish and maintain effective working relationships with stakeholders, including FACS
- Raise and report any concerns about Child Safety immediately;
- Establish and maintain effective working relationships, and actively participate in meetings with various staff cohorts and government and non-government services providers;
- Lead, mentor, develop and coach staff in case practice;
- Collaboratively contribute to the development and implementation of the organisation's strategic and operational plans;
- Deliver high quality learning and development to staff;
- Explore and develop new service opportunities through service integration and collaborative partnerships;
- Develop and maintain consistent, high quality models of care across all relevant services.

Leadership

- Lead and influence the ongoing development of therapeutic services across Veritas House;
- Lead the effective delivery of therapeutic services;
- Lead and motivate a committed workforce built on client-centricity to achieve positive client outcomes;
- Provide supervision, direction and support to the Practice Specialist and other members of the Clinical Services Team.
- Lead the integration of multidisciplinary integrated service delivery with a focus on providing

holistic client outcomes;

- Manage inter-team dynamics, supporting productive working relationships and work-life balance
- Foster and facilitate innovation in therapeutic care across services and encourage innovative multidisciplinary responses to the individual needs of children and young people.

Executive Responsibilities

- As a member of the Executive team, contribute to the effective and efficient management and operations of Veritas House in accordance with the values and strategic direction of the organisation;
- Participate in the development, implementation and review of the Veritas House strategic and operational business plans;
- Interact with Board Members as required;
- Provide monthly reports to the CEO and contribute to Board and Annual reports;
- Provide current and accurate information about the organisation to the CEO.

Team Participation & Work Management

- Contribute to the ongoing development of a dynamic, creative and cohesive team;
- Contribute to the development of solid, equitable and honest relationships that support a strong team approach and to maintain a strong work ethic in personal efficiency and effectiveness at all times;
- Use supervision, professional development and Veritas House performance accountability processes to enhance outcomes for children and young people.

Cultural Sensitivity and Appropriateness

- Demonstrate cultural awareness and appropriateness in all interactions with colleagues, clients, providers and others interacting with the service.

Accountability

- Accept professional line supervision from the CEO;
- Maintain work records and statistical data as required;
- Work within and abide by all policies, practices and guidelines of Veritas House;
- Recognise and monitor job stress and personal needs as a worker and take active responsibility for your own wellbeing in the workplace.

Work within a Legal & Ethical Framework

- All work must be carried out in accordance with current service policies, procedures, aims and objectives, common law and funding agreement guidelines;
- Maintain and ensure strict confidentiality.

Work Health and Safety

- Participate in WHS consultation and training as required;
- Actively promote safe work practices in the workplace;
- Adhere to Veritas House WHS policies and procedures;
- Report to your Team Leader/Manager and the WHS Officer any near misses via WHS Hazard Reports, or illnesses and accidents via WHS Incident Reports;

Other Organisational Requirements

- Contribute to the promotion of the organisation by networking with interagency partners and key stakeholders;
- Work as an active member of the wider Veritas House team assisting in other appropriate

tasks as required, or as directed;

- Ensure that your behaviour and practices support and reflect the Veritas House values and promote the organisation's mission;
- Demonstrate a willingness to work reasonable extra hours as required for the benefit of the children, young people and the organisation;
- Ensure the effective maintenance and repair of all property, vehicles and equipment to an appropriate standard;
- Act as a role model of professional behaviour inside and outside the workplace and in the community, wherever you can be identified as a worker of Veritas House.

CONDITIONS OF EMPLOYMENT

All Veritas House Inc. workers are bound by the terms and conditions contained in the Veritas House Inc. Letter of Offer, the Position Description, the relevant Industrial Award(s), Veritas House Inc. Policies, Procedures and the Veritas House Inc. Code of Conduct, as amended and as endorsed by the Veritas House Inc. Executive from time to time.

Veritas House Inc. reserves the right to vary this Position Description at any time in response to the changing needs of the organisation, and the occupant will be required to attend to other duties as directed from time to time by the Executive Officer.

Selection Criteria

1. Current registration as a psychologist with the Psychology Board of Australia, supported by a higher degree in Psychology (Masters level is preferred) and appropriate post graduate training continuing professional development eg relevant child, adolescent and family clinical practice, family therapy etc.
2. Experience working with children, young people and their families where there has been a history of complex or intergenerational trauma, abuse and neglect including Aboriginal and Torres Strait Islander families.
3. Practice knowledge relevant to working with traumatised and vulnerable children, young people and families such as: child development and the impact of trauma; including the ability to provide therapeutic clinical assessment and trauma informed interventions.
4. A well-developed understanding of Attachment and Trauma Theories, their relationship to child abuse and neglect, together with an understanding of social, emotional and cognitive disabilities and an ability to assist others to understand their associated implications.
5. Experience in providing supervision, secondary consultation, training and advice to clinicians, other professionals, staff, families and other stakeholders.
6. Proven highly developed interpersonal skills, emotional intelligence and excellent engagement skills, especially in engaging children and young people who have experienced significant trauma, disrupted attachment and demonstrate extreme emotional and behavioural dysregulation.
7. A track record of working collaboratively and the demonstrated capacity to negotiate and liaise with internal and external stakeholders, including but not limited to funding bodies, other agencies and the community.
8. Demonstrated leadership capability at a senior management level in a community services related field.