

POSITION DESCRIPTION

Position Title:	Community and Clinical Practice Manager
Department:	Community and Psychosocial Services
Reporting to:	Head of Community and Psychosocial Services
Location:	Head Office, 25 Barbara Street FAIRFIELD; and locations in the Fairfield LGA and Southwest Sydney
Award/Classification:	Social, Community, Home Care and Disability Services Industry Award (SCHADS) Level 6
Salary:	Salary package in accordance with Social, Community, Home Care and Disability industrial awards 2010 (SCHADS) dependent on qualifications and experience plus 11.5% superannuation and benefits
Benefits:	<ul style="list-style-type: none"> ▪ Generous salary packaging, up to \$18.5K per annum ▪ 17.5% Leave Loading ▪ Two Gifted Days per annum ▪ Employee Assistance Program (free counseling and mental health support) ▪ Discounts and Perks ▪ Career Development & Training ▪ Discounted Childcare services - 40% discount on out-of-pocket fees
Employment type:	This role is available between 3 to 5 days per week (0.6 – 1.0 FTE), depending on the candidate's preference.

ABOUT COMMUNITY FIRST STEP

Community First Step (CFS) is a not-for-profit, community-based organisation in Sydney's Southwest. The organisation was founded over 50 years ago by a group of residents who originally formed the Fairfield Community Council for Social Development - a forum for community development and action on social issues.

CFS currently employs over 90 staff from over 17 cultural backgrounds across Community, Children and Disability services.

Our Purpose	Creating strong communities and fulfilling lives by disrupting the cycle of disadvantage in Fairfield and Greater Wester Sydney.
Our Vision	Empowered, Inclusive, Resilient, Multicultural Communities.
Our Values	<ul style="list-style-type: none"> ▪ Grit: We stay committed and dedicated to achieving our communities' goals and aspirations. ▪ Love: Every individual is treated with kindness, empathy, and respect. ▪ Excellence: Continuously improving to achieve outstanding outcomes and impact for our communities. ▪ Equity: Ensuring that all community members have equal access to opportunities and resources.

- **Integrity:** In everything we do, we are accountable, we are honest, we are responsible.

PRIMARY PURPOSE OF THE POSITION

Reporting to the Head of Community and Psychosocial Services (HCPS), the Community and Clinical Practice Manager (CCPM) is responsible for managing a team dedicated to providing comprehensive community-based support and psychosocial assessment and intervention.

This position will also provide clinical supervision, demonstrate strong leadership skills, as well as a deep understanding of community development and capacity-building, and mental health principles. The CCPM will oversee the development and use of community and mental health assessments/processes/systems, guidance/policies in the community services team and throughout the organisation. They will be expected to provide some direct client case management when required. The role will require collaboration with internal and external stakeholders to ensure effective, integrated service delivery that promotes holistic well-being and community belonging.

MAIN DUTIES AND RESPONSIBILITIES

Leadership and Team Guidance

- Provide effective leadership and guidance to a team working within communities and psychosocial services.
- Foster a collaborative and supportive team environment, ensuring high levels of motivation and productivity.
- Conduct regular performance evaluations, provide feedback, and identify opportunities for professional development.
- Provide clinical supervision to staff on a regular basis.
- Assist the Head of CPS in setting clear goals for CPS team that delivers a range of community development activities, programs and partnerships.
- Supports the CPS teams to provide accessible information and expert advice to internal and external stakeholders on CFS activities, programs and services.
- Contribute to the development and implementation of strategic and business plans and objectives for the Communities and Psychosocial Services team.

Case Management and Client Support

- Deliver direct client support, including case management when required.
- Support the CPS team in implementing effective case management that is evidence-based, goal-oriented, flexible, and strengths-based, to meet the needs of the culturally diverse community.

Program and Service Implementation

- Oversee the implementation and management of multiple funding streams, including the Targeted Early Intervention program and other community-based initiatives.
- Monitor program outcomes and impact, identifying areas for improvement and implementing strategies to enhance service delivery.
- Assist in the development and implementation of clinical processes, guidances and frameworks to ensure best practice in clinical care is delivered by the team.
- Assists in the development of initiatives using community development principles, working collaboratively with stakeholders, and developing sustainable partnerships.
- Assists in developing, implementing, and facilitating culturally relevant and appropriate programs that acknowledge the diverse CALD and ATSI communities in Southwest Sydney.

Planning and Development

- Contribute to the development and implementation of business plans and objectives for the Communities and Psychosocial Services team.

- Assist in identifying emerging trends and issues within the community services sector.
- Assist in assessing local community needs, developing and implementing strategies to address them effectively, monitoring progress, and evaluating effectiveness.
- Collaborate with senior management to align team goals with organisational priorities and objectives.

Stakeholder Engagement and Partnerships

- Build and maintain effective partnerships with key stakeholders, including government agencies, community organisations, and service providers.
- Facilitate the involvement of young people, families, and individuals from culturally and linguistically diverse (CALD) backgrounds, as well as First Nations people in CFS' community services, programs, and projects.
- Collaborates and networks with other CFS services and external community services and networks.
- Develop and deliver highly effective in-service presentations to community and health professionals.

Compliance, Monitoring, and Reporting

- Ensure that all programs and services comply with relevant legislation, regulations, and organisational policies.
- Develop and maintain strong relationships with funding bodies, ensuring compliance with funding requirements and reporting deadlines.
- Ensure effective data collection and evaluation systems are in place and reported accurately and within set time frames.
- Work with the Evidence and Impact Lead to effectively evaluate programs and services.
- Achieves 100% of reporting obligations, especially in relation to reporting incidents, issues, and concerns immediately to the HCPS.
- High Level of satisfaction reported by team members in performance evaluation processes and feedback received.

Work Health and Safety (WHS)

- Take all reasonable and practical steps to ensure the safety, health and welfare of oneself and all staff and clients in accordance with applicable legislation and relevant CFS' policies, procedures and guidelines.
- Intervene wherever unsafe work practices are observed and reports issues to the HDS as soon as practicable.
- In the event of a workplace accident, ensure that accident/injury reports are completed within a specified timeframe, ideally 24 hours.

Professional Responsibilities

- At all times, demonstrate a commitment and adherence to the organisation's Code of Conduct, Mission, and Vision, and model these behaviours within the culture of the team.
- Demonstrate a commitment to professional development.
- Always uphold the reputation of the organisation by modelling professionalism consistent with organisational values and vision.
- Communicate clearly and always maintain professional boundaries with clients, staff, families, and community members.
- Act non-judgmentally, sensitively and with understanding towards others.
- Acknowledge and respect differences in personal beliefs and values.
- Undertake other duties consistent with the position when required and / or requested by the CEO / COO.

QUALIFICATIONS, EXPERIENCE AND SKILLS

Essential criteria

- A Masters degree in Social Work, Psychology or related field.
- Minimum of 5 years' experience providing community and mental health services with at

<p>least 2 years experience in a leadership role.</p> <ul style="list-style-type: none"> ▪ Proven experience in providing clinical supervision to team members ▪ Demonstrated ability to lead the development and implementation of sustainable community development and psychosocial programs, with experience working with CALD communities. ▪ An understanding of therapeutic frameworks appropriate to working with culturally diverse communities. ▪ Demonstrated experience in providing individualised psychosocial screening and assessment and support planning. ▪ Demonstrated experience in effective communications (verbal and written) with a range of stakeholders. ▪ Strong organisational and time-management skills. ▪ Strong leadership skills with proven ability to role model values and behaviours and develop a strong workplace culture. <p>If successful you will be required to obtain;</p> <ul style="list-style-type: none"> ▪ A current NDIS Worker Screening Check. ▪ A current Working with Children Check. ▪ Current First Aid and CPR certificates <p>Knowledge, skills and attributes:</p> <ul style="list-style-type: none"> ▪ Demonstrated commitment to Work Health and Safety and Cultural Diversity Principles.
KEY RELATIONSHIPS
<p>Regularly reports to the HCPS on performance of service activities, outputs, and outcomes as well as matters with strategic implications and maintains appropriate, effective relationships with internal and external stakeholders.</p> <p>Maintain appropriate and effective relationships with</p> <ul style="list-style-type: none"> • CFS Leadership Team, the Evidence and Impact Lead, Quality and Safeguards coordinator • External stakeholders e.g. Allied Health, Funding Bodies, Community organisations, clients' families/advocates and support networks, and working groups.
EXTENT OF AUTHORITY
<p>Work outcomes are monitored in accordance with this Position Description</p> <p>Will have the freedom to act within established guidelines and instructions from the HCPS to contribute to attaining CFS goals.</p> <p>Solutions to problems may require the exercise of judgment, with guidance to be found in policies, procedures, and guidelines. Assistance will be available as required.</p>
WORKING CONDITIONS
<ul style="list-style-type: none"> ▪ Working conditions are as per employment contract. ▪ All employees must adhere to and act in accordance with to all CFS policies, procedures and guidelines including but not limited to the CFS: <ul style="list-style-type: none"> - Code of Conduct - Work Health and Safety - Privacy and Confidentiality - Professional Boundaries - Feedback and Complaints - On-line Access to Cyber Safety - Sexual Harassment and Victimisation - Bullying - Vehicle Policy
OTHER REQUIREMENTS

- A current NSW Driver's license

I have read and understood this position description (PD) and agree to comply with this PD. I understand that this PD will be reviewed and updated periodically.

Signed

Date

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Please sign and return a copy of this PD to the People & Culture Team and keep a copy for your personal record.