

Community Support Program Manager

Position Description
Effective: 4 March 2025

Bobby Goldsmith Foundation

Position Title:	Community Support Program Manager
Reports to:	Client Services Director
Authorised by and date:	CEO, October 2021, updated March 2025
Classification level:	SCHCADS Award, Level 6, Pay Point to be determined based on evidenced relevant experience
Reports:	2x Care Liaison Officers 2x Team Leader, Community Support Workers 25x Community Support Workers (permanent part-time & casuals in NSW and in SA)
Appointment Status:	Permanent full-time - working a 76 hour fortnight
Purpose	<ul style="list-style-type: none">• To lead the Community Support Program (CSP) to provide a range of practical supports for everyone from the first generation to age with HIV, newly emerging communities of people living with HIV, the broader LGBTQIA+ community and people from all walk of life looking for a progressive disability and aged-care supports.• To manage and mentor the CSP team• To work in collaboration with the Psychosocial Support Service (PSS) Manager to deliver a person-centered wrap around service.• To collaborate with HIV services that refer to the program• To strategise with Client Services Director to look for growth opportunities to expand and grow the business
Key Responsibilities	The CSP Manager has responsibility for: <ul style="list-style-type: none">• Program Management• Employee Management• Operational Management• Stakeholder Relationship Management
Program Management	<ul style="list-style-type: none">• Oversee the delivery of effective and safe disability, aged care and brokered care support services• Ensure the CSP operates within BGF's scope of practice and incorporate evidence-based disability and aged care supports underpinned by BGF's model of care framework• Oversee the safe and effectively onboarding of new clients in line with BGF's intake and assessment procedures• Oversee the support planning process for all BGF clients and regularly review the effectiveness of support delivery• Assess clinical support needs of clients and provide clinical support to clients• Translate clinical documentation and processes to non-clinical staff and provide training to staff, within scope, to ensure the delivery of safe clinical support, in line with BGF's personal care and clinical care policy• Support staff to undertake home visitation assessments and document findings ensuring that all assessments are reviewed and updated as per BGF's policies and processes• Review client care plans to ensure they accurately reflect the clients' needs and preferences

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- Negotiate and finalise service agreements and schedule of support with all clients and their support networks/advocates
- Respond effectively and appropriately to complex client situations including changing/evolving psychosocial, cognitive, social and clinical care needs
- Manage competing demands of clients, case managers/workers, carers, client's family and friends, other service providers to ensure optimum utilisation of manager's time
- Develop referral pathways for all clients with service partners

Employee Management

- Ensure the CSP has suitably trained and qualified staff to meet the support needs of all clients at BGF
- Liaise with the People, Culture and Administration Director to ensure recruitment of workers is optimised
- Lead the recruitment and selection process
- Work together with the Client Services Director to ensure new starters in the CSP team are inducted.
- Undertake individual monthly supervision with members of the CSP team, or delegate as appropriate, and ensure all required documents are signed off and filed for auditing purposes
- Identify staff development needs through supervision and make recommendations to People, Culture and Administration Director and Client Services Director
- Undertake annual performance reviews for all team members, and ensure all documents are signed off and filed for auditing purposes
- Ensure all workers read, understand and operate according to BGF's policies and procedures
- Undertake de-briefing and mentoring, as required
- Undertake incidental counselling, as required from time to time
- Identify training needs and implement to meet worker's developmental needs
- Liaise with BGF's EA & Office Manager to ensure workers have the necessary requirements to perform their roles e.g. keys, Opal cards, PPE etc.
- Consider and approve worker's leave requests

Operational Management

- Ensure that clear workflow processes and procedures are documented and adhered to, to ensure consistent delivery of quality service at all times
- Strategise and implement operational changes
- Liaise with the People, Culture and Administration Director and Client Services Director to discuss proposed changes to existing policies and procedures
- Ensure that client records and files are updated and accurately maintained so that client needs are recorded and effectively addressed
- Undertake a periodic review of all services delivered within the Program to ensure their effectiveness in meeting KPIs
- Contribute to annual planning and budget preparation, and to monthly, quarterly and annual reporting
- Ensure a deep understanding of all systems and applications used to capture client data and record client/worker engagement, as well as rostering and scheduling systems that enable workers to deliver services

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Liaise with the Client Services Director to ensure that all program related invoices are accurately and timeously issued

Stakeholder Relationship Management

- Participate in Case Management conferences as the BGF representative
- Ensure where appropriate, service partners provide an agreed level of service, advice or support to BGF clients
- Build and maintain effective working relationships with all stakeholders
- Maintain protocols for working with partners to deliver agreed levels of support, service and advice to clients e.g. case conferences
- Attend and actively participate in all NDIS/Aged Care meetings at primary health networks, workshops and seminars
- Play an active role in all interagency meetings
- Optimise client referral pathways with service partners
- Attend and actively lead discussion in stakeholder meetings and in-service presentations
- Work collaboratively with external stakeholders and advocates

Other Responsibilities

- Attend regular personal supervision sessions and staff meetings, as required
- Attend and participate in regular professional development activities
- Play an active role in all staff and team meetings
- Responsible for own day to day administration e.g. travel, correspondence, appointments, record-keeping
- Perform all other reasonable duties as assigned by your Manager from time to time

Qualifications, Skills/Knowledge & Experience

Essential

- Registered nurse
- Currently hold and maintain unrestricted registration with AHPRA and do not have any matters pending which may result in restrictions
- Relevant work experience in a health-related discipline (e.g. Community Services, Disability, Aged Care, Social Work)
- Comprehensive knowledge of NDIS practice standards, Aged Care quality standards, Quality and Safeguarding standards
- A sound working knowledge of existing services in the fields of HIV, disability, mental health and ageing
- Comprehensive knowledge and working experience in SCHADS Award
- First Aid and CPR certificates
- Valid, unrestricted NSW driver's licence required
- Sound evidenced experience in leadership, mentoring and managing a large team, and promoting work performance
- Cultural sensitivity and the ability to work with diverse communities
- Strong analytical thinking, business analysis and IT skills
- Advanced skills in negotiating beneficial outcomes
- Strong interpersonal relationship skills
- High-level expertise in computer programs e.g. Microsoft Office 365 applications, Client Database management (ideally Lumary) and Rostering System Software
- Attention to detail

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- Communication skills – clear articulation both in the written and spoken words
- Desirable
- Experience working within the NFP sector
 - Experience working with people with vulnerable people requiring home services and community support services
 - Experience in rostering
 - Mental Health First Aid certificate

Personal Attributes

- Personal values strongly align with BGF's values
- Strong ethical/moral compass
- Leadership (lead with empathy) – by taking full and clear responsibility for their performance and that of their workers in their team
- Highly organised and time efficient
- Ability to communicate complex information clearly and effectively in person
- Strong decision-maker
- Be a role model for all staff
- Team oriented and highly collaborative, however focused and deadline driven when required to work independently

Package

- Tenured role
- Based in Sydney Head Office with rotation to work from Parramatta Office
- Compulsory superannuation contributions required by law
- Salary packaging available
- 76.0 hour working fortnight (1.0 FTE)
- 20 days annual leave per with 17.5% leave loading.
- 6 months probationary period
- Monthly supervision by manager
- Annual performance appraisal
- Flexible working arrangement including working from home 2 days a week
- Mobile phone and laptop provided
- Approximately 4 additional annual leave days
- Birthday coffee incentive
- Staff discount shopping
- Employee Assistant Program
- Various staff events throughout the year
- Inter- and Intra-State travel may be required as necessary