

JOB DESCRIPTION FORM MANAGER - THERAPEUTIC COMMUNITY (TC)

Position Title:	Manager, Therapeutic Community		
Service Location:	Therapeutic Community: <ul style="list-style-type: none"> • Serenity Lodge Therapeutic Community or • Rick Hammersley Therapeutic Community 		
Program: (If applicable)	Therapeutic Communities	Hours:	Full time 76hrs per fortnight
Reporting to:	General Manager, Residential Services	Award Classification:	Level 8-9 Cyrenian House EBA
Our Vision	Healthy, inclusive and harm-free communities		
Our Mission	An organisation that provides the highest quality services to make a positive and meaningful difference in the lives of people affected by alcohol and other drugs.		
Our Values	Empowerment, Diversity, Compassion, Integrity and Hope		
Cyrenian House values the uniqueness of individuals who may vary in many different ways, including race, ethnicity, culture, social class, gender, age, religious belief, sexual identity, mental and physical ability. <b style="color: red;">We celebrate and promote this diversity as a strength of our organisation.			
This position:			
<p>The Therapeutic Community Manager’s role is to facilitate the provision of a professional Alcohol and Other Drug (AOD) service to consumers, families and significant others within a residential setting, utilising the Community as Method (CAM) treatment approach.</p> <p>The Manager’s position encompasses a diverse range of functions requiring a high level of knowledge and skills in meeting organisational goals. The Manager will adhere to established best work practices and exercise initiative and sound judgement in consultation with the General Manager, Residential Services.</p>			

Duties and Responsibilities:

General:

- Support, promote and work in accordance with the Vision, Mission and Values of Cyrenian House.
- Participate as a valued team member promoting and contributing to a supportive team environment.
- Provide support to and share expertise with other staff, students and volunteers.
- Participate in staff meetings, supervision, training and team planning workshops.
- Contribute to the development, implementation and evaluation of the service model.
- Contribute to Cyrenian House continuous quality improvement processes.
- Work in accordance with Cyrenian House Code of Conduct.
- Be responsible for personal health and safety in the workplace and for complying with all Cyrenian House occupational safety and health policies and procedures, promoting and maintaining a safe and secure environment.
- Contribute to and promote the implementation of the Standards on Culturally Secure Practice.
- Other duties as required.

Human Resources:

- Selection, recruitment and retention of staff in conjunction with the Operations Manager.
- The workforce is multidisciplinary and includes but is not limited to the following roles:
 - Clinical Coordinators
 - Senior TC Worker
 - Counsellor/TC Workers
 - Welfare Workers
 - Administrative staff
 - Night and Weekend supervisors
 - Aboriginal AOD Support Workers
 - Resident Volunteers
- Support staff in clearly defining and managing their roles within the organisation
- Provide regular supervision to senior staff.
- Ensure that the guidelines and ethics of the organisation are adhered to by staff and residents.
- Provide support to staff that enables a culture of learning, openness transparency and respect.
- Provide mediation to staff and residents to resolve conflict and maintain a healthy workplace.
- Address complaints in accordance with the organisation's complaints process.
- Compile incident/accident reports in accordance with Cyrenian House guidelines

Program Delivery:

- Maintain a stable Therapeutic Community, keeping fidelity to the CAM treatment model.
- As trends emerge within the treatment population, work with the team to continue to develop appropriate and relevant evidence – based interventions.
- Meet regularly with the Coordinators of programs and Senior TC workers to provide a cohesive, planned treatment program.

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Representation and Stakeholder Engagement:

- Develop and maintain a network of AOD, Mental Health, Aboriginal, CALD, children’s services, Diversion services, and other relevant agencies/services.
- Attend interagency networking as required
- Attend and present at conferences as required.

Leadership and Agency Development:

- Develop positive working relationships within the workforce through the exchange of feedback, encouraging an open and safe team environment.
- Actively contribute to staff meetings, training sessions and ongoing professional development.
- Facilitate service planning and team building workshops.
- Provide leadership in, and actively contribute to, continuous quality improvement.
- In collaboration with the senior staff team, direct the development, implementation and evaluation of the Therapeutic Community model and service delivery policies and procedures.
- Maintain appropriate levels of skills and knowledge of drug trends, through training and research.
- Demonstrate a leadership approach that enables the workforce to operate cooperatively, including a willingness to resolve conflict.
- Uphold Cyrenian House’s commitment to continue to develop a service that is culturally competent.
- Work closely and collaboratively with other Cyrenian House service managers and the executive team.
- Participate in the on-call roster with Clinical Coordinators.

Supervision:

- Prepare for and actively participate in regular supervision sessions with the Operations Manager.
- Provides individual supervision to senior staff team.
- Be available for debriefing of staff or residents.

Reporting:

- Utilise the ‘Pharos’ client data system that is utilised across Cyrenian House services.
- Collate data and supply reports to the organisation Executive as required and provide contractually required performance reports to funding bodies.

Property Management:

- Oversee property management maintenance and development, including but not limited to bushfire safety, water quality management, and environmental protection.
- Work collaboratively with Cyrenian House head office staff to effectively manage the maintenance and development of the Therapeutic Community property, building, vehicles, and equipment.

Working in a Therapeutic Community:

The role of staff in Therapeutic Communities is not the same as that may be expected at other AOD services. Although there is a therapeutic intervention provided by staff through counselling and group facilitation, they (the staff) are not expected to be the major agent for change. This is the responsibility of the whole community.

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Staff roles are to support the *Community as Method* process. Staff may involve themselves in activities such as recreation, meal preparation, dining and chores, on an equal footing with residents, as a means of emphasising their membership of the community and their participation as role models.

Workers are expected to:

- Participate actively in all aspects of the community, ensuring a safe environment and positive functioning of the TC is developed and maintained.
- Support the integration of residents into the community, encouraging resident participation and interaction in the community.
- Interact with residents in formal and informal contexts whilst maintaining clear boundaries.
- Interact with residents informally during daily activities to help establish a relationship that facilitates therapeutic interactions.
- Relinquish control to support resident empowerment, providing objective facilitation and recognising that the community and not they (the staff member) are the major change factor for residents.
- Act as role models for residents in the TC, supporting shared community values.
- Offer personal experience where appropriate whilst maintaining professional boundaries
- Challenge, and deal well with confrontation, role modelling appropriate responses.

Selection Criteria:

Essential competencies and experience:

- Relevant qualifications in social behavioural sciences or equivalent experience.
- Ability to provide leadership to a multidisciplinary team.
- Understanding of the Therapeutic Community Model, and the ability to lead a service using this treatment approach.
- Ability to work collaboratively as part of a senior management team in accordance with a whole of organisation approach.
- Ability to think strategically and lead change management and service development processes.
- A sound knowledge of AOD theory, mental health and related issues.
- Ability to work well with Aboriginal residents and staff including an understanding of working within a culturally secure framework.
- Highly developed verbal and written communication skills.
- Well-developed organisational and time management skills.
- Committed to ethical practice.

Desirable competencies and experience:

- Experience working within a therapeutic community.

Required Clearances:

- Full work rights.
- Current National Police Clearance.
- Current First Aid Certificate
- Current driver's License and reliable vehicle

Please sign below to confirm you understand of the requirements of your role and return a signed copy to the Human Resource Department:

Name: _____

Signature: _____

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