



## SHARE & CARE COMMUNITY SERVICES GROUP

### Share & Cares Mission:

Share and Care's vision is to lead communities in  
Support, Education and Advisory Services

<b>POSITION TITLE</b>	Program Manager	
<b>Service Area:</b>	Share & Cares Home Support Services Program	
<b>Position Accountable to:</b>	Chief Executive Officer	
<b>Position Accountable for:</b>	# of subordinates	Level
	Program Staff	SACS 6
JAN 2007	<b>Salary from \$47,000 per annum based on experience</b>	
<b>Liases with:</b>	<b>Internal:</b> All Staff and Clients <b>External:</b> (Includes but not limited to) Clients family and other agency representatives.	

### POSTION SUMMARY:

The Program Manager will be employed by the CEO to manage the Home and Community Care Program, Mental Health Program, Community Care Packages Program and Meals on Wheels and other programs as directed. The programs managed will provide support services to people who are frail aged, younger people with disabilities, people with severe or persistent psychiatric disabilities and carers of those people, to enable these people to continue living in their own homes.

This role like all in S&C is a vital part of the Strategic Plan. For the Strategic Plan to succeed, this role must be efficient. An essential component of your role will be to Promote a sense of team and "whole of organisation" culture within the program and support our staff in achieving and maintaining this.

**Strict adherence to Share & Care Policies and Procedures for our program staff is critical.**

**Statement of outcomes –**

Responsible for the day to day management of our Share & Care program, ensuring that services are provided to consumers are effective and efficient and in accordance with Share & Care Community Services Group policies and procedures and contractual obligations.

**Area of Service Provision**

HACC – Town and Shire of Northam

Mental Health – Wheatbelt

Community Care Places - Wheatbelt

Meals on Wheels—Town and Shire of Northam, Wundowie, Bakers Hill and Clackline

**DUTIES:**

- Ensure the service runs effectively and efficiently on a day-to-day basis;
- Be responsible for the drafting and implementation of administrative and information systems;
- Be responsible for the development and maintenance of written policy procedures specific to the HACC, Mental Health, Community Care Packages and Meals on Wheels programs for approval by the CEO and Board of Management;
- Ensure that all legal and accountability requirements of the HACC, Mental Health, Community Care Packages and Meals on Wheels programs are met;
- Ensure the CEO & Board of Management are provided with the support and Information required to effectively meet their responsibilities.
- Responsible for the financial management of the HACC, Mental Health, Community Care Packages, and Meals on Wheels programs, including the presentation of a budget and financial reports to the Chief Executive Officer and to Funding Bodies;
- Prepare submissions for funding and policy submissions to Government and other bodies for Chief Executive Officer approval.
- Manage Programs within budgetary constraints;
- Acts as a signatory on all cheque transactions for HACC, Mental Health, Community Care Packages and Meals on Wheels programs in conjunction with the Chief Executive Officer or Financial Controller of Share & Care Community Services Inc
- Assist in the development of an Annual Plan for the service which sets out the desired outcomes, broad strategies and performance information;
- Develop for consideration by the Board of Management appropriate programs and policies for meeting the needs HACC, Mental Health, Community Care Packages and Meals on Wheels clients;
- Monitor the coordination and delivery of all services to programs;
- Ensure that appropriate client records and data on services is maintained and that regular evaluations of client need and service delivery occur;
- Monitor the assessment or delegated of clients as to eligibility for HACC, Mental Health, Community Care Packages and Meals on Wheels

- Periodically review the needs of service consumers, identifying areas of unmet need for members of the target group and developing strategies to meet the need;
- Periodically review client programs, evaluating their effectiveness and providing feedback to the Chief Executive Officer.
- Allocate tasks and manage resources as required by client programs.
- Report (immediately), and document as required, any accidents/incidents, unsafe practices and/or unprofessional conduct to the CEO;
- To keep informed the Chief Executive Officer on matters of Human Resources of HACC, Mental Health, Community Care Packages and Meals on Wheels staff and volunteers;
- Ensure that HACC, Mental Health, Community Care Packages and Meals on Wheels staff and volunteers fulfil the requirements of their position descriptions;
- Ensure adequate and appropriate supervision, training, support and performance Appraisals are provided to staff;
- Ensure the provision and maintenance of safe working conditions for all staff.
- Represent Share & Care Community Services Group Inc and the HACC/Mental Health/CCP programs to government, other community agencies and the wide community;
- Develop links with relevant organisations to promote greater and more effective co-ordination of services for the community;
- Represent the HACC, Mental Health, Community Care Packages and Meals on Wheels programs at relevant field meetings.
- Provide financial reports every month to the Chief Executive Officer on the financial status of the HACC, Mental Health, Community Care Packages and Meals on Wheels programs. Quarterly Reports to the Funding body and Board of Management through the Chief Executive Officer.
- Carry out other duties in line with the philosophy and objectives and as directed by the Chief Executive Officer
- Adhere to Share and Care Community Services Group Policies and Procedures and the Programs Policies and Procedures.
- Provide reports as requested by the Chief Executive Officer by the Due Date when requested

**SELECTION CRITERIA:**

**ESSENTIAL**

- Good computer skills
- Demonstrated level of experience relevant to the position
- Proven knowledge and understanding of responsibilities at a supervisory level for policies, procedures and systems.
- Commitment to working with frail aged, younger people with disabilities and people with severe or persistent psychiatric disabilities, and carers of those people;
- Commitment to the principles of Share & Care Community Services Group Inc and HACC, Mental Health, Community Care Packages and Meals on Wheels;
- Western Australia drivers license
- Federal Police Clearance
- Good statistical and numerical skills
- Excellent interpersonal & written skills
- Ability to draft proposed budgets and to manage budgets

<b>DESIRABLE</b>	<ul style="list-style-type: none"> <li>➤ Knowledge of relevant community resources;</li> <li>➤ Nursing, occupational therapy, social welfare or equivalent professional qualifications;</li> <li>➤ Ability to review medical, social and environmental reports;</li> <li>➤ An understanding and appreciation of issues for the HACCC/Mental Health/CCP client group;</li> <li>➤ Experience in direct service delivery work with the HACCC/Mental Health/CCP client group;</li> <li>➤ Experience in liaising with government and community agencies;</li> <li>➤ Submission Writing Skills.</li> </ul>
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<b>POSITION CERTIFICATION:</b>	
The details contained in this document are an accurate statement of the position's responsibilities and requirements.	
<b>SIGNATURE</b> Chief Executive Officer	DATE
I accept and will adhere to the duties as outlined in the Job description.	
<b>SIGNATURE</b> Employee	DATE