

Psychosocial Support
Services Manager

Bobby Goldsmith
Foundation

Position Description
Effective: 28 April 2022

Position Title:	Psychosocial Support Services Manager
Reports to:	Director, Client Services
Authorised by and date:	CEO, September 2020, updated March 2022
Classification level:	SCHCADS Award, Level 6 (Pay point subject to experience)
Roles reporting to this one:	Case Managers; Senior Case Worker; Case Workers; Financial Counsellor
Appointment Status:	Full time being 76 hours per fortnight
Position Purpose	The Psychosocial Support Services Manager is a key member of BGF's Client Services Leadership team. The position exists to ensure the delivery of quality services to BGF clients through the provision of psychosocial and practical supports.
Key Accountabilities	The Psychosocial Support Services Manager is accountable for: <ul style="list-style-type: none"> • Client Support; • Worker Management; • Operational Management; • Partner Relationship Management.
Responsibilities	
Client Support	<ul style="list-style-type: none"> • Ensuring that team members are performing their roles as set out in their respective Position Descriptions • Ensuring that the allocation of client caseloads is appropriately managed and regularly reviewed • Being a skilled adviser on the full range of BGF client psychosocial support services that are available • Keeping up to date on the range of support services available to People With HIV (PWHIV) within the sector, including undertaking learning and development as needed • Ensuring that any client-related crises or emergencies are managed in accordance with BGF's Critical Incident Policy • Monitoring and assessing the extent to which client goals as reflected in their Individual Support Plans are being achieved, and providing guidance to workers to address any shortcomings • Assisting workers to proactively develop and maintain client relationships that facilitate progress towards planned and agreed goal achievement • Managing and applying the Financial Assistance Guidelines to ensure client's financial needs are being met within the constraints of the budget
Worker Management	<ul style="list-style-type: none"> • Ensuring that the team has sufficient capacity to deliver quality services at all times

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	<ul style="list-style-type: none"> • Ensuring clear communication between workers and management • Liaising with the People, Culture and Administration Director (PCAD) to ensure the recruitment of workers is optimised • Leading the recruitment and selection process • Ensuring that all new workers are on-boarded as per BGF's Induction and Probation policy • Undertaking individual monthly supervision with members of the team and discussing any identified issues with the Director, Client Services (DCS) • Ensuring monthly external group supervision for workers is being attended by member of the team, and the thematic feedback provided by the external supervisor is analysed and discussed with the DCS • Ensuring case managers receive appropriate, regular external supervision • Monitoring team member's work plans regularly, providing coaching where appropriate to achieve objectives • Undertaking annual performance reviews for all team members • Ensuring all workers read and understand BGF's policies and procedures and operate accordingly • Undertaking ad-hoc de-briefing and mentoring with workers, as required • Undertaking incidental counselling, as required from time to time • Identifying and recommending learning and development activities to meet worker's developmental needs • Liaising with the DCS and PCAD to ensure workers have the necessary resources to perform their roles • Considering and approving worker's leave requests, ensuring that there is sufficient cover on the floor at all times (relates to Devonshire Street office only)
<p>Operational Management</p>	<ul style="list-style-type: none"> • Ensuring that all processes and procedures performed by workers are clearly documented and adhered to, thus ensuring the delivery of a consistent, quality service to clients at all times • Liaising with the DCS, PR and EM, and PCAD to discuss proposed changes to existing policies and procedures, having canvassed input from the PSS team prior • Ensuring that client records and files are kept up to date and that data is accurately recorded, paying particular

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	<p>attention to case notes so that client needs can be effectively identified and addressed</p> <ul style="list-style-type: none"> • Ensuring that statistics are captured to deliver data that is available on a timely basis, and information is up to date and accessible when away from the office • Undertaking a periodic review of all services delivered to ensure their ability to effectively meet KPIs; • Contributing to annual planning and budget preparation, and to monthly, quarterly and annual reporting • Ensuring a deep understanding of all systems and applications used to capture client data and record client/worker engagement
<p>Partner Relationship Management</p>	<ul style="list-style-type: none"> • Participating in client case conferences as appropriate • Ensuring where appropriate, referrals to service partners provide BGF clients with an agreed level of service, advice or support • Building and maintaining effective working relationships with Service Partners • Establishing and maintaining protocols for working with partners to deliver agreed levels of support, service and advice to clients e.g. case conferences • Attending all relevant external meetings, workshops and seminars • Working alongside the DCS, building and maintaining excellent relationships with external stakeholders • Playing an active role in all interagency meetings • Optimising client referral pathways (both inbound and outbound) with service partners • Attending and actively leading discussion in monthly partnership meetings
<p>Other Responsibilities</p>	<ul style="list-style-type: none"> • Actively participating in regular supervision sessions with DCS • Attending and participating in regular professional development activities • Playing an active role in all staff and team meetings • Responsible for own day to day administration e.g. travel, correspondence, appointments, record-keeping • Performing all other reasonable duties as assigned by the DCS from time to time • Deputising for the DCS as and when required

<p>Person Specifications</p>	
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Qualifications	<ul style="list-style-type: none"> • Tertiary qualification in a social work or in a similar relevant field, or extensive relevant experience complemented by accredited professional development
Skills/Knowledge	<p>Essential</p> <ul style="list-style-type: none"> • Strong management, leadership and organisational skills • A sound working knowledge of existing services in the fields of HIV, disability, AOD, mental health • Strong interpersonal relationship skills • High-level computing expertise in particular in programs such as Microsoft Excel, Microsoft Word, and other Office 365 applications • Developed problem-solving skills • Attention to detail • Communication skills – clear articulation both in the written and spoken word <p>Desirable</p> <ul style="list-style-type: none"> • Presentation skills
Experience	<p>Essential</p> <ul style="list-style-type: none"> • Solid experience in Community Services • Sound experience in managing a team and providing supervision and performance management <p>Desirable</p> <ul style="list-style-type: none"> • Experience working with people with HIV • Experience in strategic planning
Personal Attributes	<ul style="list-style-type: none"> • Personal values strongly align with BGF's values • Strong ethical/moral compass • Leadership – by taking full and clear responsibility for their performance and that of workers in their span of control • Highly organised and time efficient • Ability to communicate complex information clearly and effectively in person • Strong decision-maker • Agent for positive change • Team oriented and highly collaborative, however focused and deadline driven when required to work independently • Valid, unencumbered drivers licence in NSW
Package	<ul style="list-style-type: none"> • Tenured role • SCHADS Award, Level 6 (Pay point subject to experience) • Flexible work arrangement (minimum 3 days in the office) • Superannuation contribution of 10% paid by BGF • Salary packaging available

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	<ul style="list-style-type: none">• 76 hour working fortnight (1.0 FTE)• 20 days annual leave per annum with 17.5% leave loading• 6 month probationary period• Mobile phone provided• Based in Surry Hills, Sydney, NSW & hybrid working
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