

## **MANAGER - TOORA CLINICAL SERVICES DEPARTMENT**

**Monday to Friday, 76 hours per fortnight – maternity leave contract**

**ACT Community Sector MEA Level 8+ - \$120,000 - \$125,000 per annum, plus super and salary packaging.**

### **ABOUT TOORA WOMEN INC.**

**Toora Women Inc.** supports women with complex issues who have experienced past or present trauma, such as:

- domestic, family and sexual violence
- mental health issues
- drug or alcohol dependency
- homelessness or needing support to stay out of the homelessness system
- time in ACT Corrections.

Our current domestic violence, homelessness and AOD health treatment programs range across a variety of settings, such as, crisis, transitional and head tenancy accommodation, day programs, counselling and outreach support. This allows Toora to provide wrap-around trauma-informed care within an integrated service system. We deliver these complex services within a human rights and gendered framework. All services are based on a theoretical model of recovery, respect and empowerment. This includes encouraging self-help and minimizing the effects of institutionalization and the harm associated with dependencies.

### **ABOUT THIS POSITION**

The Manager will work towards alleviating the effects mental health and trauma of Toora clients experiencing homelessness, substance misuse, those who are survivors of domestic violence or engaged with the justice system. She will do this by effectively managing a clinical team who provide individual counselling and psychoeducational group work to clients. She will manage and further develop these clinical services, will provide strong leadership and work towards achieving the maximum potential of the team, will implement and evaluate strategies to meet organisational goals and will engage in effective liaison and partnerships with other relevant programs and services in the community.

The Manager will ensure the day to day provision of services and support will be delivered within the scope of the service agreements, agreed frameworks and in accordance with the policies and philosophy of the organisation.

### **KEY RESPONSIBILITIES:**

#### **Organisational Leadership**

- Build the capability of the Clinical Services team to ensure all individuals are working at level by setting clear expectations around performance/ deliverables and providing support to develop capability gaps.
- Recruit, induct and support a qualified employee base to meet operational demands for the Clinical Services team.

- Role model inclusive behaviours, set expectations with team around responsibilities for creating an inclusive and culturally informed workforce.

### **Service Delivery Excellence:**

- To provide gender specialist quality services that are holistic, evidence based and outcome focused within the Clinical Team.
- Deliver a range of therapeutic services to Toora clients, including but not limited to counselling and psychoeducational groups.
- Strengthen and expand supports for areas of need including children in our care and identified priority groups (First Nations, disability, CALD, LGBTQI+)
- Implement the Toora models of care
- Work collaboratively with other service providers to maximise client outcomes

### **Collaboration and Networking:**

- Build and maintain strong relationships with internal and external stakeholders to enhance opportunities for collaboration, partnerships and sharing of resources.
- Embrace opportunities to collaborate with your colleagues, and share ideas and knowledge freely to contribute to a positive team culture, and support your colleagues in achieving collective goals.
- Represent Toora Women Inc. in a professional manner at all times when at work or out in the community.

### **Brand awareness and sustainability:**

- Participation in external meetings and forums representing Toora as a leader in gender specialist, innovative and evidence-based services for women with complex needs.
- Developing relationships to support strong collaborations and alliances with other agencies to improve client outcomes.
- Contribute to commissioning submissions for service delivery.

### **Self development:**

- Demonstrate a commitment to self-improvement, professional growth, and staying up-to-date with industry trends in your area of expertise and in the social sector.
- Actively engage in the performance appraisal process to understand your strengths and areas for focused capability development, and work with your Manager to select learning opportunities that will develop your capabilities and support you in reaching your potential.
- Attend professional supervision (internal and external) as required by your role

### **Demonstrate the Toora values:**

- Demonstrate Toora's core values in everything you do at work by aligning your behaviour, decisions, and interactions with our values, contributing to the development of a positive and cohesive work culture.
- Be committed to upholding Toora's mission, fostering trust with your colleagues and clients, and promoting a shared sense of purpose and integrity as we work towards the same goal.

## ESSENTIAL QUALIFICATIONS & EXPERIENCE :

- Minimum 3+ years' sector experience (with Bachelor Qualification)
- Minimum 5+ years' sector experience (with Diploma Qualification)
- Minimum 3+ years management experience
- Ability to lead a team with well-developed interpersonal, communication and teamwork skills
- Understanding of the needs of women affected by homelessness, substance abuse, mental illness, incarceration, immigration, domestic and family violence and sexual assault.
- High level service delivery skills in trauma informed care within a feminist framework
- Thorough understanding of the current trends, practices, policies and legislation pertaining to the homelessness and domestic violence sectors.
- Human resource management skills: experience in supervision of employees, work performance management, conflict resolution, debriefing and crisis management.

## DESIRABLE EXPERIENCE:

- Strategic thinking, diplomacy and negotiation skills
- Detailed knowledge of relevant funding agreements, programs, guidelines, procedures and practices within the organisation.
- Excellent time management and organisational skills, with proven ability to priorities, work independently and as part of a team, and seek support and assistance when required
- Excellent verbal and written communication skills, including proficiency in using client information management systems and report writing.

## CONTACT FOR MORE INFORMATION

For additional information please contact the Katie Hancock, People and Culture Manager via email [peopleandculture@toora.org.au](mailto:peopleandculture@toora.org.au)

## HOW TO APPLY

Please send a copy of your resume and cover letter outlining your suitability for the role to Toora People and Culture via email at [recruitment@toora.org.au](mailto:recruitment@toora.org.au) by **5pm Monday 26th February 2024**.

*Women only applicants please as per section s 34(1) of the Discrimination Act 1991. Aboriginal, Torres Strait Islander, and CALD women are encouraged to apply.*