

Position Profile

Position Title: Program Manager, Residential Services

Location: Darwin (some limited travel may be required on occasion)

About the Organisation: This organisation delivers a range of mental health services, including residential and community-based programs that support people experiencing mental ill-health. Services focus on recovery, stability and building independence, with programs designed to support people transitioning between inpatient care and the community, as well as those requiring longer-term support. The organisation works alongside clinical services and other stakeholders to deliver coordinated care and operates within established mental health and quality frameworks.

Position Summary

The Psychosocial Rehabilitation Residential Services are a suite of programs that provide intensive, strengths-based support for people whose lives are significantly impacted by mental illness. These services support recovery, reduce social isolation, and assist participants to build skills for independent living, community participation and employment.

Programs include:

- **Prevention and Recovery Care:** Integrated psychosocial and clinical services for adults for periods of up to 28 days, in partnership with clinical services. Participants may be admitted as a step up from community or step down from inpatient care.
- **Short–medium term sub-acute:** Provides support for up to 12 weeks to assist participants to return to independent living.
- **Medium–long term rehabilitation:** Supports adults with severe and enduring mental illness to stabilise, strengthen self-management, and reduce hospital readmission.
- **Complex Support Residence:** Supports individuals who cannot safely live independently to build skills and transition back to community living.
- **Supported Independent Living:** Residential support for people with psychosocial disability funded through NDIS.

Reporting to the Executive Manager and operating under limited direction, the Program Manager leads the establishment and ongoing development of operational practices across residential programs.

The role works closely with Coordinators and staff to ensure planning translates into effective systems and processes that support recovery-focused, strengths-based and culturally appropriate service delivery.

A key component of the role is the provision of regular supervision and day-to-day management of staff, including coaching, performance support, and ensuring compliance with relevant standards.

The Program Manager is also responsible for building effective partnerships with clinical services and community stakeholders, coordinating referrals, and supporting integrated care.

The role contributes to strategic planning, service improvement, and organisational performance, and participates in an on-call roster as required.

Key Result Areas

Residential Support

1. Lead the development, delivery and evaluation of coordinated, viable mental health recovery services
2. Ensure services are strengths-based, trauma-informed and culturally safe
3. Provide analysis, planning and implementation advice to inform service delivery models
4. Establish and monitor intake, assessment and exit processes
5. Implement rostering and workforce planning tools
6. Facilitate staff training and capability development
7. Support development and review of Individual Recovery Plans and Shared Care Plans
8. Ensure services align with psychosocial rehabilitation principles

Relationship Management

1. Develop and maintain relationships with internal teams and external stakeholders
2. Coordinate with clinical service providers to support participant outcomes
3. Work effectively with Aboriginal and Torres Strait Islander communities and culturally diverse groups
4. Uphold organisational values in all interactions

Team Management

1. Provide leadership and day-to-day management of residential services
2. Support staff capability, performance and development
3. Ensure effective shift handovers and workforce coordination
4. Conduct audits of case notes and data
5. Facilitate team meetings and supervision
6. Maintain quality, risk and governance standards
7. Identify and implement service improvements

Reporting and Administration

1. Manage budgets, assets and expenditure
2. Prepare reports, briefings and analysis
3. Support development of business cases and service proposals
4. Ensure accurate and timely data collection and reporting
5. Maintain participant records and documentation
6. Contribute to evaluation and continuous improvement processes

Key Selection Criteria

Essential

1. Relevant tertiary qualification in mental health or related field

2. Experience in delivering and managing services for people with mental illness
3. Understanding of recovery models, psychosocial rehabilitation and goal setting
4. Knowledge of relevant standards (Mental Health, NDIS, or Aged Care)
5. Strong communication and stakeholder engagement skills
6. Proven leadership and ability to develop staff
7. Ability to manage competing priorities in a complex environment
8. Strong problem-solving and decision-making capability
9. Understanding of service and business models
10. Ability to work independently and collaboratively

Requirements

1. National Police Check
2. Driver's Licence
3. NDIS Worker Screening Clearance
4. NDIS Worker Orientation Module

Desirable

1. Diploma of Management or willingness to obtain
2. Professional accreditation or registration