Position Description

Manager, Recovery Services

Vision	Better futures for WA women
Purpose	To provide excellent connected health and support services to women across their life cycles
About us	Luma is a not-for-profit organisation dedicated to enhancing the health and wellbeing of Western Australian women since 1977. From our humble beginnings as a small medical and counselling clinic for women in the 70's, we have evolved into a comprehensive, integrated, go-to-place for women of all ages, stages, cultures, and identities. Located throughout the Perth metropolitan area, Luma offers an extensive range of medical, nursing care, allied health, mental health & counselling, Family & Domestic Violence (FDV), and health promotion services. Luma welcomes women from all walks of life and prioritises those who are at higher risk of ill health including women who have a disability, carers, women from CaLD backgrounds, Aboriginal women, Family & Domestic Violence victim-survivors, and those who are socially and economically disadvantaged
Values:	Respect Integrity Diversity & Inclusion Innovation

Position Details

Position title	Manager, Recovery Services
Classification	Award-Free
Base Location	Northbridge, Joondalup & other locations as required
Status	Full-time, 12 months fixed term
Service Area	Recovery Services
Reports to	General Manager, Client Support Services
Managed Staff	Multidisciplinary practitioners across multiple programs and services.
Position Purpose	Lead a multidisciplinary team to deliver high-quality services tailored to the needs of clients. Optimise operational efficiencies to ensure funding is used effectively, meeting the requirements of contract output and outcome measures.

Key responsibilities for the role

- Provide leadership, coaching and guidance to multidisciplinary teams and Team Leaders across service areas to support effective service delivery and achievement of service targets.
- In partnership with Team Leaders, provide day-to-day operational oversight, including workload coordination, case complexity management, and team functioning, while fostering a collaborative, supportive and psychologically safe culture.
- Ensure services are delivered in accordance with ethical guidelines, legal requirements, organisational policies and funding agreements.
- Oversee the collection, analysis and use of data to inform reporting, quality improvement, service planning and business decision-making.
- Represent Luma in sector forums, committees, partnerships and funding body meetings, advocating for service priorities and strengthening organisational partnerships.
- Drive service development initiatives and projects relevant to program areas, including identifying and implementing innovative models of care to meet the changing needs of the WA community.
- Build and maintain strong partnerships with internal teams and external stakeholders to strengthen referral pathways and integrated service responses. Support workforce capability through identifying training needs, facilitating professional development, and promoting evidence-informed and best-practice approaches.
- Maintain oversight of accurate, timely, and trauma-informed clinical administrative records, supporting team compliance with organisational and funding requirements.
- Contribute to coordination, research and evaluation of programs, ensuring alignment with services objectives and client needs to support service excellence and positive client outcomes.

Leadership/Communication

- Champion and promote the philosophy, values and strategic direction of Luma across all areas of practice and stakeholder interactions.
- Ensure adherence to Luma's policies, procedures and governance requirements, modelling compliance and accountability across teams.
- Oversee and support the quality and integrity of consumer-related documentation and data collection, ensuring alignment with professional, organisational and funding requirements.
- Contribute to and provide leadership input within multidisciplinary team meetings and consumer reviews, supporting high-quality, coordinated care and decision-making.
- Lead and actively participate in team meetings and clinical supervision processes, fostering reflective practice, accountability and continuous improvement.
- Support and promote professional development by engaging in sector networking, training and learning opportunities, and encouraging team participation where relevant.
- Foster effective collaboration across Client Support Services and the broader organisation, working in partnership with multidisciplinary staff, Team Leaders and management to achieve shared outcomes.
- Plan, coordinate and facilitate team meetings, supervision and learning and development initiatives to strengthen workforce capability and service delivery.

Operational Management

- Maintain oversight of contractual obligations, service deliverables, reporting requirements and performance measures to ensure compliance with funding agreements.
- Ensure all funding contract reporting and acquittals are completed accurately and submitted within required timeframes.
- Develop and implement systems and processes that improve operational efficiency across programs and services.

- Monitor and provide feedback on service utilisation, supporting Team Leaders and staff to optimise performance and meet service targets.
- Manage program budgets, monitor expenditure and workforce costs, and contribute to financial planning to ensure services operate within approved funding allocations.
- Ensure financial expenditure is appropriately authorised and processed in accordance with Luma's Policy for Delegations of Authority and oversee the provision of ICT equipment to meet staff and service delivery needs.

Clinical Practice

- Promote and maintain an integrated, trauma-informed and client-centred approach across all service areas.
- Provide clinical leadership, oversight and guidance to ensure safe, ethical, and high-quality practice.
- Contribute clinical expertise in internal forums and meetings to support informed decision-making and uphold professional and ethical standards across Luma programs and services.
- Maintain contemporary clinical knowledge and capability through ongoing professional development, ensuring practice reflects current evidence-based approaches.

People & Culture

- Lead recruitment, onboarding and workforce planning activities to ensure services are appropriately staffed and capable of meeting contractual and operational requirements.
- Lead and support workforce engagement activities to build and sustain a skilled, engaged and high performing team.
- Facilitate and oversee performance review processes, and lead performance management and development discussions as required, while implementing and monitoring opportunities for peer supervision, staff support, knowledge sharing and organisational communication.
- Provide supervision and guidance to students undertaking university placements in counselling, social work, or psychology, ensuring a high-quality learning experience aligned with professional and organisational standards.

Safety & Quality Improvement

- Ensure adherence to Luma's risk management frameworks, promoting a proactive and consistent approach to risk across all service areas.
- Lead the investigation, documentation and reporting of incidents and accidents, providing guidance to staff to ensure compliance with workplace health and safety requirements.
- Further development and review of processes for consumer engagement and review, ensuring service delivery is high quality, ethical and client centred.
- Develop and sustain strong internal and external partnerships with key stakeholders to support integrated service delivery and positive client outcomes.
- Implement and oversee risk-informed approaches to service delivery, including quality assurance activities and audits to inform continuous improvement initiatives.
- Champion and sustain a culture of child safeguarding across the organisation, embedding safe, responsive practice in all aspects of service delivery.
- Identify workforce capacity and professional development needs and implement a targeted training strategies to ensure ongoing delivery of high-quality services.

Organisational Responsibilities

- Communicate and act in ways that are consistent with the organisation's purpose and values.
- Support and promote the work of the organisation, maintaining a positive image of the organisation in accordance with the level of the position.

- Comply with the organisation's policies, code of conduct, procedures and practices, external funding body requirements and legislation.
- Apply and uphold the principles of a respectful, inclusive, and diverse workplace, free from discrimination, harassment or bullying.

Key Performance Indicators

- **Staff Engagement & Leadership:** Sustained Gallup Staff Engagement Survey mean percentile 65 and above in questions relating to line management.
- **FTE Management:** Sustain your FTE as per program budget (within a 15% range).
- **Contract Management & Compliance:** 100% of reports are submitted to funding provider by relevant deadline.
- **Staff Compliance:** 100% of staff within service area up-to-date with mandatory training requirements.
- **Professional Development & Capability:** 100% of performance reviews completed with eligible staff.

The KPIs are read in conjunction with this Position Description and are reviewed annually with the reporting manager.

Recruitment Information

- Tertiary qualifications in counselling, social work, or psychology along with membership and/or registration with a relevant professional body.
- Demonstrated experience overseeing and supporting the delivery of counselling, case management, advocacy and outreach services for clients with diverse and complex AOD presentations. Demonstrated knowledge of contemporary evidence-based, trauma-informed and recovery-oriented practice frameworks relevant to alcohol and other drug and mental health service delivery.
- Demonstrated ability to analyse and interpret service performance, client outcome and activity data to inform reporting, quality improvement and operational decision-making.
- Advanced written communication skills and precise attention to detail to prepare detailed reports for funding agencies.
- Confidence to offer leadership, coaching and guidance for a team of multidisciplinary staff to ensure service delivery is provided according to ethical guidelines, legal requirements and organisational policies.
- Advanced verbal and non-verbal communication skills to rapidly build rapport when facilitating meetings, presenting training workshops, attending networking groups and conducting stakeholder engagement events.
- Demonstrated knowledge of national and state frameworks relevant to alcohol and other drug and mental health service delivery, and their application within a community managed organisation.
- Current Western Australian Driver's License, National Police Clearance (or ability to obtain these).

Our organisation is committed to protecting children and young people from harm. We require all applicants to undergo an extensive screening process prior to appointment.

Our values drive our culture and performance through a strong focus on upholding the organisation's vision and purpose. We celebrate and respect people's differences and commit to providing an inclusive work environment. Applicants of Aboriginal and Torres Strait Islander, CALD communities, disabilities, LGBTQIA+ backgrounds are encouraged to apply.

Acceptance

I have read and understand the content of this Position Description.

Employee Signature: Date:

Reporting Supervisor Signature: Date: