

POSITION DESCRIPTION

Position Title	Manager, Residential Peer Programs
Program	Residential Peer Programs
Award	Social, Community, Home Care and Disability Services Industry Award 2010 (SCHCADS) Grade 6 - with access to salary packaging
FTE	0.9 FTE (68.4 hours per f/n)
Reports to	Chief Executive Officer
Location	140 Grange Road, Carnegie
Hybrid/onsite	Onsite
Employment Type	Ongoing, Part Time
Date of Review	27/05/2025

About SHARC

Established in 1995, SHARC is a community of people impacted by alcohol, drugs and gambling, including family, friends and supporters. Together, we work towards an Australian society where our communities' lived expertise is at the heart of inclusive communities, services, and systems.

Our Vision: Lived expertise is at the heart of inclusive communities and services, where people proudly share their experiences and support each other in a society free of stigma and discrimination.

Our Purpose: We transform lives, services and society through our community's lived experience of alcohol and other drugs, gambling and related harms. We create change by being ourselves, supporting one another, telling our stories, sharing our knowledge, advocating and building allyships.

SHARC places a priority on a positive, supportive, and productive work environment. Our services operate within an empowerment framework which maximises clients' and volunteers' opportunities for self-responsibility, mutual support and participation.

About the Program

Residential Peer Programs incorporates three program areas: **Recovery Support Services, Oxford Houses and the US Womens' Recovery Program.**

Recovery Support Services provides a residential based program and day program for young people seeking recovery from alcohol and drug use, supporting those on their recovery journey with accommodation, case management counselling and life skills.

Oxford Houses is an open-ended program, providing secure, supportive and affordable homes for people recovering from alcohol and other drugs. Oxford Houses is three quarter way living, where residents are responsible for strengthening their own recovery and accountable for managing the affairs of their home within the Oxford Houses guidelines.

US Womens' Recovery Program offers women over the age of 26 a unique opportunity to build on their recovery in a community setting, this program is based on the principles of self-help, mutual aid, utilising

peer and community support. It is about people with a common problem coming together in mutual support.

Our programs provide access to safe alcohol and drug-free housing and a community of people seeking to change their lives and help each other.

Peer support underpins our residential peer programs where residents are inspired and supported by each other, people who understand their struggles and have found ways to manage common challenges.

Position Objective

This position is a designated 'AOD lived experience' role.

This position involves the delivery and coordination of Residential Peer Programs including Recovery Support Services, the US Womens' Recovery Program and Oxford Houses.

In addition to providing a range of direct care / psychosocial opportunities, the position entails providing professional and strategic leadership and management of multidisciplinary staff, participation in training and research activities and participation in the planning and development of SHARC services.

The role of the manager is to provide strategic and day to day management of the Residential Peer Programs in line with the practice principles and strategic directions of SHARC and within the boundaries of budget, contractual and legal obligations, working in collaboration with other SHARC services and meeting all funding compliance requirements.

The Manager is supported via co-ordinators in Residential Support Services and Oxford Houses.

In addition, the manager has delegated authority to:

- manage staff
- prepare and implement the programs' annual budget, service and management plans
- coordinate and administer all activities of the programs
- initiate further developments of the services provided, and
- develop and maintain effective working relationships with relevant stakeholders and organisations.

Position Responsibilities

Embedding Lived Experience Culture and Values

- Ensure that the culture of the residential service is deeply rooted in the principles of lived and living experience, fostering authenticity, mutuality, dignity, and inclusion across all levels of service delivery.
- Further develop and implement procedural guidelines grounded in lived experience approaches to support young people and adults within supported accommodation settings.
- Actively contribute to the development of SHARC's organisational policies and procedures to ensure alignment with peer values and principles of empowerment.
- Role model Lived Experience Leadership across SHARC and broader community

Therapeutic Peer-Led Practice and Service Delivery

- Develop, deliver, coordinate, and evaluate SHARC's residential programs, ensuring they reflect the voice, agency and leadership of people with lived experience of AOD challenges.
- Apply and adapt mutual self-help and peer-support therapeutic frameworks to meet the diverse and complex needs of service users experiencing alcohol and other drug-related issues.
- Provide services to people with complex needs, including:
 - Comprehensive support planning for young people and adults with multifaceted AOD presentations.
 - Collaborative care planning and coordination throughout a person's stay in the supported accommodation setting.
 - Delivery of therapeutic, strength-based and empowering interventions for individuals and families.
 - Provision of harm reduction and educational interventions, such as blood-borne virus prevention education.

Centering Participation, Empowerment and Self-Determination

- Lead the development and implementation of mechanisms that embed service user participation, self-responsibility, and shared decision-making in all aspects of service planning and delivery.

- Support and model peer leadership by cultivating an environment where people with lived experience can shape services and systems that affect their lives.

Workforce Development and Peer Practice Leadership

- Ensure effective human resource management aligned with LLE values, including:
 - Recruitment, induction and orientation of staff with an emphasis on shared values and cultural safety.
 - Ongoing supervision, performance appraisal and professional development tailored to the needs of a peer workforce.
 - Facilitating reflective practice and strengthening team-based peer approaches.
- Develop and sustain pathways for the growth and wellbeing of the AOD peer workforce, including across intersecting sectors.

Sector Partnerships and Systems Advocacy

- Establish, maintain and strengthen consultative networks and collaborative relationships with key stakeholders across the AOD, mental health and community sectors.
- Represent SHARC and the peer perspective in relevant working groups, networks and committees, contributing to sector reform through lived experience leadership.

Service Development, Evaluation and Strategic Leadership

- Participate in the strategic development of SHARC services as part of the leadership team, contributing to vision-setting, innovation, and continuous improvement.
- Contribute to the development, implementation and review of annual budgets, management and service plans.
- Oversee the implementation and maintenance of administrative systems that support service quality and accountability.
- Ensure all funding, reporting and compliance obligations are met in a timely and accurate manner.

Data, Reporting and Quality Improvement

- Manage relevant data collection, analysis and reporting requirements (including VADC, PHN, AIHW, and ACSO) to inform service design, quality improvement and advocacy.

- Prepare clear, values-aligned written reports that reflect both qualitative and quantitative insights, including the impact of peer-led interventions.

Risk, Safety and Organisational Wellbeing

- Actively support SHARC's Occupational Health and Safety, incident, and risk management systems by ensuring:
 - Timely orientation of new staff and volunteers with a focus on cultural and emotional safety.
 - Identification, documentation, and mitigation of risks and incidents with a peer-informed approach to safety and wellbeing.

Key Working Relationships

Internal:	External:
Chief Executive Officer	Clients/families
Leadership team members	Partner Organisations
Residential Peer Program staff	Department of Health (and the federal equivalent)
Other internal staff as required	Funders
	Carers and local community
	Peak bodies

Selection Criteria

Essential:

Lived Experience

- This is a designated AOD consumer lived experience role
- Previous experience working from a lived experience as the primary lens

Educational qualifications:

- A tertiary qualification that would be in line with this position, and/or
- A qualification in a management and leadership course and/or
- Relevant transferable skills

Other:

- At least 3 years of experience in a management role working in the alcohol and other drugs sector

- Completion of Intentional Peer Support core training or similar is advantageous
- Completion of SHARC Peer Worker Training is advantageous

Desirable:

- Experience in management and leading small teams of multidisciplinary staff within a program area
- Empathic understanding of the issues surrounding chronic and dependent drug use
- Practical understanding of the dynamics of peer support, its application and value
- Experience with managing, training, supervising and supporting a peer workforce
- Experiential knowledge in the resolution of drug use problems
- Experience with the professional facilitation of drug self-help therapeutic approaches including understanding of 12 Step Facilitation Therapy
- Experience with the planning, conceptualisation, implementation, coordination and evaluation of rehabilitation programs in a residential / supported accommodation setting
- Experience with working with young people and adults who may have dangerous and/or life-threatening conditions such as substance use disorders, self-injurious or suicidal behaviours
- Experience with advancing mechanisms for service user participation in all aspects of service planning and delivery
- Experience with the development, implementation and evaluation of training and psycho-educational programs.
- Experience with providing secondary and/or tertiary consultation services to health and welfare agencies and other professional groups (e.g. service planners and policy makers).
- Highly developed communication / liaison / networking skills.
- Well-developed written, verbal and interpersonal skills
- Well-developed Microsoft Office skills.

Additional Requirements

All employees are required to:

- Obtain an *employee* Working with Children Check prior to commencement. A police check will be administered for the preferred candidate
- Comply with relevant policies and guidelines
- Comply with and accept responsibility for ensuring the implementation of health and safety policies and procedures

- Fully co-operate with SHARC in any action it considers necessary to maintain a working environment, which is safe, and without risk to health
- Take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct
- Protect confidential information from unauthorised disclosure and not use, disclose or copy confidential information except for the purpose of and to the extent necessary to perform your employment duties at SHARC
- Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to SHARC management. SHARC is committed to child safety and is a Child Safe organisation
- Be aware of and comply with the SHARC Code of Conduct
- Participate in mandatory training requirements to support the delivery of a safe and effective service
- Participate in an annual performance reflection process with your manager
- Have valid working rights to work in Australia.

General Information

- New employees at SHARC are subject to a 6-month probation period.
- Employment terms and conditions are provided in accordance with SCHADS Award.
- Salary Packaging is available in accordance with current legislation.
- The role is based onsite.
- SHARC is an equal opportunity employer and is committed to providing for its employees a work environment which is free of harassment and/or discrimination. The organisation promotes diversity and awareness in the workplace.
- Under the Accident Compensation Act, it is the applicant's duty to advise SHARC of any pre-existing condition, which could be aggravated by the type of employment they are applying for. Failure to do so seriously jeopardises any entitlement the employee might have for a work-related aggravation of that non-disclosed pre-existing condition.
- This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required.
- SHARC reserves the right to modify position descriptions as required. Employees will be consulted when this occurs.
- Redeployment to other services or sites within SHARC may be required.

I confirm I have read the Position Description, understood its content and agree to work in accordance with the requirements of the position.

Employee Name:

Employee Signature:

Date:

Approved by Chief Executive Officer (signed):