

Position Description

Manager - Harm Reduction Services

Primary Care Connect is a local, not-for-profit organisation who has proudly supported our community for over 30 years. Operating under the social model of health, we offer inclusive community health care services of the highest quality. We work collaboratively with our clients and other services to best support the health and wellbeing needs of all people. We pride ourselves on providing trauma informed, person-centered and consumer-driven care that allows people to take control of their lives and bring about meaningful change.

Visit our website www.primarycareconnect.com.au for our organisations vision, journey and strategic direction.

Enterprise Agreement: Health and Allied Services, Managers and Administrative Workers (Victorian Stand-Alone Community Health Services) (Multi Employer) Enterprise Agreement 2022-2026.

Classification: Range from Grade 5 - 6

Classification is determined by the level of capability, autonomy, complexity, and accountability required. A Level 5 applies to roles performed at a proficient level with sound knowledge and judgement within defined parameters. A Level 6 applies to roles performed at an advanced to expert level, requiring specialised expertise, independent judgement, and accountability for leading functions and managing complexity.

Location: Shepparton Office. Occasional travel to other Primary Care Connect locations.

Reports to: Executive Manager Community Services

Probation Period: Six-months from start of employment

Documentation: All positions will require a National Police Check, Valid Victoria Working with Children Check, proof of valid qualification credentials prior to commencing employment

Primary Care Connect Vision

Everyone in our community is connected, supported and empowered to lead safe, healthy and happy lives.

Primary Care Connect Values

It is a requirement of all positions that all work will be undertaken in line with Primary Care Connect values as follows:

- **Individuality:** We recognise everyone is unique and we strive to understand and build on their strengths.
- **Growth:** There are many different paths to a solution, and we support people on their journey.
- **Meaningful Connections:** We bring our focus and skill to build meaningful connections.
- **Community:** Through equity and quality, we strive to improve the health and wellbeing of our community.

Position Summary

The Manager of Harm Reduction Services provides leadership, operational oversight, and continuous improvement across a portfolio of Alcohol and Other Drug (AOD) and other harm reduction programs within Primary Care Connect (PCC). The role is responsible for ensuring the delivery of high-quality, client-centred, trauma-informed, and evidence-based services that reduce harm and improve health and social outcomes for individuals, families, and communities.

The Manager leads a diverse suite of programs including the Needle and Syringe Program (NSP), Youth Outreach Services, Family Support Program, Supported Accommodation Women's Program, Youth Services Support Program, Family Reunification Program, and the Gamblers Help Therapeutic Program (includes Venue Support Worker and Community Engagement). The role ensures integration across services, alignment with state and national policy directions, and strong partnerships with key stakeholders.

Position Context

This position sits within the Community Services Directorate, reporting to the Executive Manager Community Services (EMCS), and contributes to the organisation's strategic objectives related to recovery focused, safety support, and integrated team-based care. The Manager operates in a complex service environment characterised by increasing demand, diverse client needs, and evolving policy frameworks across AOD, family services, and gambling support.

The role requires strong leadership to manage multidisciplinary teams, maintain compliance with funding and regulatory requirements (including Victorian Department of Health and relevant program guidelines), and drive service innovation. The Manager works closely with internal leaders and external partners including health services, local government, community organisations, and peak bodies.

The Manager of Harm Reduction Services works primarily from the Primary Care Connect Office in Shepparton (Regional Victoria).

Key Performance Indicators

- Achievement of program targets, outputs, and outcomes as defined in funding agreements and service plans.
- Demonstrated improvements in client outcomes and service accessibility.
- Compliance with all regulatory, contractual, and accreditation requirements.
- Staff engagement, retention, and performance development outcomes.
- Strength and effectiveness of partnerships and stakeholder relationships.
- Implementation of continuous quality improvement initiatives.
- Contribution to organisational strategic priorities and reporting requirements.
- Development, implementation and quarterly review and reporting of operational program plans to EMCS to appropriate standards within timeframes.
- Quarterly compliance for all special projects reporting and outcomes.
- Conducting and reporting on monthly client file audits.
- Conducting and documenting monthly accountability meetings with all direct report staff.
- Conduct yourself in accordance with Primary Care Connect core value and behaviours

Position Key Responsibilities and Expected Outcomes

Leadership and Management

- Provide strong, values-based leadership to multidisciplinary teams across all program areas.
- Foster a positive, inclusive, and high-performing team culture grounded in trauma-informed and client-centred practice.
- Ensure effective workforce planning, supervision, and professional development.

Expected Outcomes:

- High staff engagement and retention.
- Clear accountability and strong team performance.

Program Oversight and Service Delivery.

- Oversee the planning, delivery, and evaluation of all harm reduction and related programs.
- Undertake relevant auditing activities.
- Ensure services are accessible, culturally safe, and responsive to community needs, across PCC's catchment area.
- Promote integration and coordination across programs to improve client pathways.

Expected Outcomes:

- High-quality, integrated service delivery.
- Improved client access and outcomes.

Compliance and Governance

- Ensure all programs meet legislative, regulatory, and contractual requirements.
- Maintain accurate reporting, data collection, and documentation practices
- Contribute to accreditation processes and organisational governance.

Expected Outcomes:

- Full compliance with funding and regulatory obligations.
- High-quality data and reporting.

Resource Management

- Manage program resources effectively, ensuring sustainability and accountability.
- Identify opportunities for resource optimisation and service growth

Expected Outcomes:

- Programs delivered within budget.
- Efficient use of resources.

Stakeholder Engagement and Partnerships

- Develop and maintain strong relationships with internal and external stakeholders.
- Represent the organisation in relevant networks, forums, and partnerships.
- Advocate for harm reduction approaches and service needs.

Expected Outcomes:

- Strong collaborative partnerships.
- Increased service visibility and influence.

Quality Improvement and Innovation

- Lead continuous quality improvement initiatives across all programs within the Harm Reduction department and undertake and provide oversight of these projects/activities.
- Use data and evidence to inform service design and improvement.
- Support innovation in service delivery models.

Expected Outcomes:

- Ongoing service improvement and innovation.
- Evidence-informed practice embedded across programs.

MARAM (Multi-agency Risk Assessment Management) Responsibilities

- Understand MARAM Framework responsibilities at an intermediate level to assess family violence risk implement, risk management strategies and refer victim survivors to services for family violence support.
- Ensure staff understand and implement their MARAM responsibilities.

Expected Outcomes:

- Consistent and appropriate identification and management of family violence risk.
- Staff demonstrate capability and confidence in applying MARAM responsibilities.

Key Selection Criteria

The following criteria must be met and addressed in applications for consideration for this position:

Essential

- Relevant tertiary qualification in social work, psychology, public health, community services, or a related discipline.
- Minimum two-years' experience in the community health field or human services.
- Strong leadership and people management skills with experience leading multidisciplinary teams and fostering a positive workplace culture.
- Strong understanding of trauma-informed practice and experience working with vulnerable populations.
- Knowledge of Alcohol and Other Drug Treatment Principles, family violence responses, and/or social support systems

- Experience in program management, including planning, evaluation, and continuous improvement.
- Proven ability to manage complex programs, reporting, and performance monitoring.
- Experience in monitoring and measuring client access, experience and outcomes.
- Highly developed communication and stakeholder engagement skills.
- Knowledge of community health principles and a commitment to providing high quality services in the community.
- Commitment to trauma-informed, culturally safe, and client-centred practice.
- Personal and professional alignment with PCC core values.

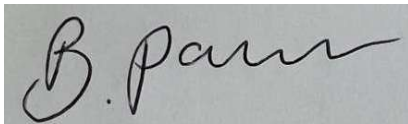
Desirable

- Sound knowledge of harm minimisation principles, AOD frameworks, and relevant Victorian policy and funding environments.
- Experience working across youth, family services, housing, or gambling support programs.

Position Approval

The details contained in this position description are an accurate statement of the scope, conditions, duties, responsibilities, and all other requirements of above titled position.

Approved By:



Broni Paine
Executive Manager Community Services

Approval Date: 25 May 2026

Primary Care Connect (PCC) is committed to supporting the safety, wellbeing, culture and participation of all children and young people. We have a zero-tolerance policy to child abuse and neglect; we work to identify early risks and take action regarding all allegations and safety concerns. As a Child Safe Organisation every employee and volunteer is required to have a current Working with Childrens Check.

Primary Care Connect acknowledges Aboriginal and Torres Strait Islander people as the Traditional Custodians of the land and acknowledges and respect to their Elders, past and present.

We welcome people of any age, gender, sex, sexuality, culture, religion, and ability.