

doncare

Position Description

Position Title	Manager, Clinical and Social Support Services
Reporting to	Chief Executive Officer
Hours of work	1.0 FTE (Full-time, 0.9 EFT negotiable)
Classification	SCHADS Level 8
Program	Counselling, Wellbeing and Emergency Relief
Position Location	Doncare Head Office, Doncaster, VIC
Tenure/Status	On-going
Date Last Reviewed	March 2026

About Doncare

Doncare is a not-for-profit community and counselling service that provides support to families and individuals of all ages to access opportunities that will assist them in their daily living and enhance family functioning. Doncare provides high quality services in the areas of Counselling, Emergency Relief, Case Management, Family Violence Recovery, Family Services, and Social Support for Seniors. You can find information about our organisation [Vision, Purpose and Values](#) on our website.

Our Child Safety Commitment

Doncare is committed to the safety and wellbeing of all children and young people. Our members, volunteers and employees understand that child safety is everyone's responsibility and is at the center of all that we do. Whilst all Doncare programs and activities may not involve regular contact with children by members, volunteers and employees, all programs and activities will be subject to the [Child Safety Policy](#).

About the Position

The Manager, Clinical and Social Support Services is a new role which will oversee Doncare's Counselling Service, Wellbeing and Family Violence Recovery Group Programs and Emergency Relief Service. The Manager will lead further development of the business modelling and work required to establish and integrate Medicare billed Clinical Psychology services within our Counselling Program, ensuring long term financial sustainability. It is position requiring a combination of strong clinical and therapeutic expertise along with sound business acumen, with the opportunity to establish a new fee-based service integrated with our other programs.

Reporting to the Chief Executive Officer and working in collaboration with the wider Senior Leadership Team, the Manager will provide strong leadership, support, advice and coordination to deliver a full range of responsibilities.

The key components of the position are:

- Providing effective management, coordination and leadership for the ongoing operations and strategic direction of the Counselling, Wellbeing and Emergency Relief programs.
- Ensuring high quality, safe and effective care is provided, demonstrated by high client satisfaction, improved client outcomes and effective clinical governance.
- Embedding fee based / Medicare billed Clinical Psychology services as part of the Counselling program in a manner which is financially sustainable.
- Leading the operational and financial performance of the Program portfolio, ensuring contractual KPI compliance with the Manningham City Council Social Support Services Contract, regular reporting, excellent relationships with key Manningham City Council contacts and achievement of fee-based revenue targets to sustain program viability.
- Providing governance and oversight of the Client Management System (CSNet), ensuring effective workflow design, data integrity, billing accuracy, brokerage tracking, reporting capability and continuous process improvement across portfolio.
- Liaising with and ensuring positive working relationships with external stakeholders, referrers and organisations to ensure effective systems are in place for coordination of service provision and visible local community presence.
- Managing strategic relationships with universities and tertiary institutions to coordinate student placements within the Counselling Program, ensuring appropriate supervision, compliance with placement requirements and Doncare policies, and alignment with service delivery, workforce planning and financial sustainability objectives.
- Actively participating in Senior Leadership Team meetings, collaborating effectively with colleagues and encouraging support of the work for all Doncare programs.
- Preparing and contributing to reports for the Chief Executive Officer, Annual Report, funding bodies and other entities as required.
- A proactive approach to ensure compliance with OH&S legislation, policies and incident reporting, supporting the organisational approach to improving work health and safety.
- Leading by example in relation to policy directives and procedures and the organisation's mission, vision, and values, aligned with Doncare's Code of Conduct.

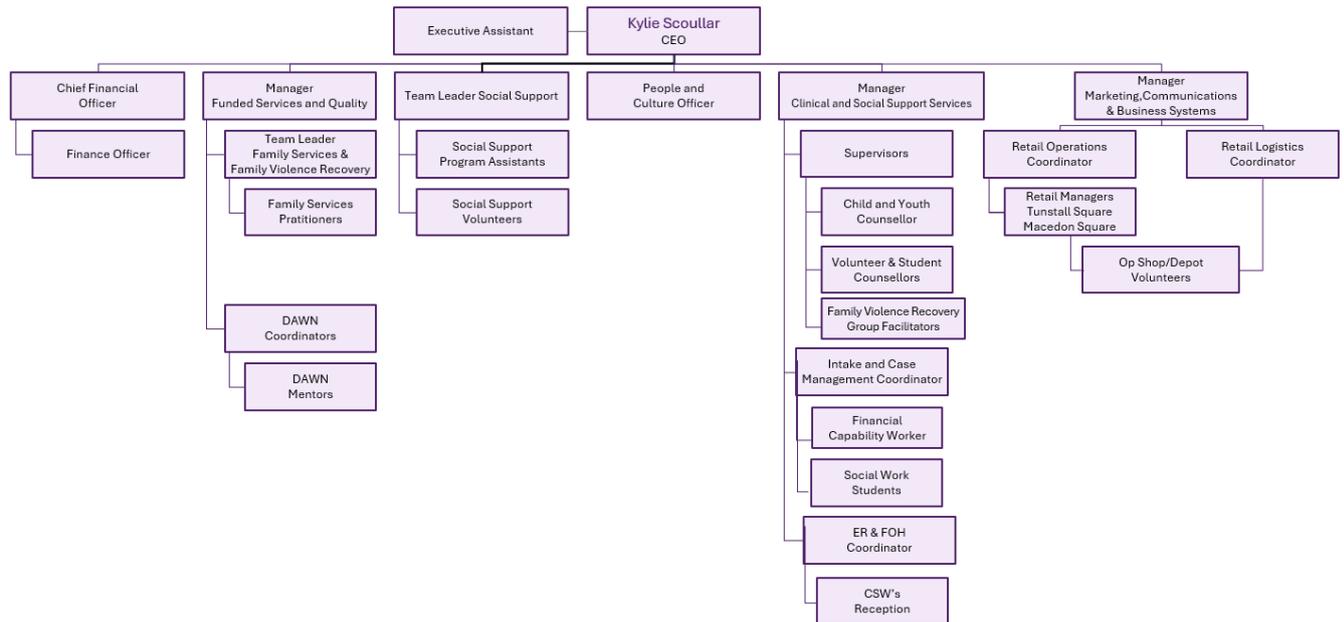
The employee will be expected to perform other duties outside those set in the Position Description as directed from time to time which are within the employee's skill, qualification, experience and competence level to meet the agency's operational needs.

The Position Description may be amended from time to time at the organisation's discretion and with changing requirements. Where there is inconsistency between KPI's in this Position Description and those within the Agency's objectives, the Agency's Objectives will stand.

Direct reports:

- 3 x Part-time Counselling Supervisors
- Emergency Relief and Front of House Coordinator
- Intake and Case management Coordinator
- Clinical Psychologists (2 x part-time most likely) when recruited

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Key Selection Criteria

Required Qualifications

- Tertiary qualification/s in Psychology, Social Work or Counselling.
- Registration with Australian Health Practitioner Regulation Agency (AHPRA) or relevant professional registration body.
- Leadership or management qualifications desirable though not essential.
- This position requires a Police check and a Working with Children check prior to commencement.

Required experience and skills

- Leadership and management experience in human services including knowledge in the relevant sectors, practices, and policy, legislative and quality requirements related to the role.
- Experience in driving change and efficiency in therapeutic and/or business models in human services while maintaining trauma-informed and client centred practices.
- Outstanding verbal and written communication skills with experience in ensuring performance and reporting on funding agreements with Government and/or other funding bodies.
- Extensive clinical experience in working with a wide range of clients and a broad range of issues including high level of skills in the broad array of risk assessment and safety planning which may be required, including suicide, self-harm, child protection and family violence, including the MARAM framework and tools.
- Demonstrated high level of skills and knowledge in the provision of supervision.
- Demonstrated ability to develop and maintain effective strategic partnerships with a diverse range of internal and external stakeholders.
- High level of personal and professional integrity and reliability, with a commitment to operating according to Doncare's values and experience working in environments where a high degree of judgement, confidentiality and sensitivity is required.
- Advanced skills in Microsoft 365 Microsoft Office suite (Word, PowerPoint, Excel and Outlook) and client information management systems.

Desirable experience and skills

- Professional experience within the mental health and/or not-for-profit sector.
- Experience with individually billed models eg Medicare, fees, NDIS etc
- Endorsed as a Supervisor with AHPRA, PACFA, ACA or AASW .
- Knowledge and experience working therapeutically with children and young people including an understanding of child development.

Diversity and inclusivity are important to Doncare. We encourage applications from Aboriginal and Torres Strait Islander people, people from culturally diverse backgrounds, LGBTQIA+ people and people with a lived experience of disability.