

## Position Description - Manager

<b>Position</b>	<b>Manager – Kinship Care and Family Services</b>
<b>Division</b>	Practice Development and Family Connections
<b>Status</b>	Full Time
<b>Location</b>	Geelong West
<b>Tenure</b>	Ongoing
<b>Date</b>	February, 2019

### About Bethany

Bethany is a vibrant community service organisation based in Victoria that provides a broad range of prevention, intervention, support and educational services to children, young people, families and individuals.

#### *Our Vision*

*To be a recognised leader in providing services that work in new ways to support children, families and individuals to be the best they can, develop secure relationships and participate in their community.*

#### *Our Values*

- *Courage*            *We take action and stand up for what we believe*
- *Respect*            *We value people and build on their strengths*
- *Integrity*           *We are open, fair and just in everything we do*
- *Innovation*        *We develop new ways of working to make a difference*
- *Collaboration*    *We work together to improve outcomes*

### Bethany’s Statement of Commitment to Child Safety

Bethany is committed to providing a child safe environment. We have zero tolerance of any abuse or maltreatment of children. We are committed to ensuring children and young people are able to actively participate in decisions that affect their lives.

We understand our legal and moral obligations to treat any child safety concerns seriously. We report any allegations and wellbeing concerns to authorities. We are committed to the cultural safety of all children including Aboriginal children, children from culturally and/or linguistically diverse backgrounds, and to providing a safe environment for children with a disability.

### Position Objectives

This position is responsible for managing the delivery and strategic development of nominated programs to ensure alignment with client needs, Bethany’s Strategic and Annual

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Operation plans and funder requirements. This position works closely with partner organisations within the Barwon and the broader Western District in the strategic development of child and family services.

The Manager – Kinship Care and Family Services is located within the Child & Family Services Division and is responsible for the Family Services Casework, Kinship Care and Refugee Minor Programs. This position also has specific projects assigned for management in relation to service development and reform directions.

The position also has responsibility for the day to day on site management response to the Geelong West location. Primary responsibility for the site management, including management of Administrative officer, is through the Manager Business Operations. This position provides on-site support and works in conjunction with the Manager Business Operations and currently supervises the part time Administrative worker located at Geelong West.

### **FAMILY SERVICES CASEWORK**

This program has a large team of approximately 17 outreach case workers who are managed by three team Leaders. The intervention offered comprises intensive casework, assertive outreach services, counseling, case management and case coordination using a range of interventions including home-visiting, care co-ordination, volunteer support and group work interventions.

### **KINSHIP CARE**

The Kinship Care program has a team of 12 caseworkers supported by two Team Leaders. The program is operating under the revised Kinship Care program offering First Supports, Advice and information and case contracted case management for children and young people requiring out of home care and placed within their kinship network. The services include carer support, case management of contracted cases, assessment of carers and linkages with other professional and care team planning including Child protection staff and specialist professionals.

This program also has a number of specialised **Targeted Care Packages** providing individualised funding to support the high needs of children and young people in Kinship Care placements and also within the Family Services Program. These resources provide additional targets to the relevant services.

### **REFUGEE MINOR PROGRAM**

The Refugee Minor Program, is managed within the Kinship Care program and provides case management and placement support for children and young people under Humanitarian Refugee Minor program. The service provides support to the child/ young person and their carer to assist in their settlement to Australia and personal development in all aspects of their life. This service has external contractual arrangements with other service providers sub contracted within the Western District.

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### Organisational Relationships

<b>Supervisor</b>	Executive Manager – Practice Development and Family Connections
<b>Direct Reports</b>	Team Leaders x 5 staff
<b>External Liaisons</b>	Barwon Child & Family Services Alliance; Kinship Care Providers; Barwon Health; Department of Health and Human Services; research providers; key stakeholder organisations.

### Capability Framework

- Manages and reviews services in relation to changing political, economic, social and technological contexts.
- Promotes and implements effective change management processes and monitors outcomes.
- Strengthens organisational culture through developing team and individual capacities/capabilities.
- Models and promotes organisational values including self awareness, self management and social awareness in communications, problem solving and conflict resolution and promotes Code of Conduct.
- Promotes and develops best practice models to focus team on client outcomes.
- Manages and develops work practices to comply with relevant legislation and compliance requirements.
- Identifies service gaps, develops and advocates innovative responses to new and emerging opportunities.
- Manages programs and projects ensuring timelines and budgets are met, and key goals are achieved.
- Develops and maintains relationships and partnerships with all stakeholders to maximise organisational and/or client outcomes.
- Effectively manages team dynamics, enabling productive working relationships and work life balance.

### Personal Attributes

- Advocates and champions to achieve positive change
- Leads a culture of respectful relationships and behaviour across the organisation.
- Is truthful and ethical and leads and reinforces expected standards of behaviour at all times.
- Is dynamic in developing the program and embracing change to promote strong and robust practice responses to meet the needs of clients
- Generates ideas and solutions and takes advantage of new and emerging opportunities

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- Creates and sustains dynamic and productive relationships to maximise outcomes.

### Key Responsibilities

#### **Program management, performance and continuous quality improvement**

- High standard of leadership of the operational program management including individual and team management, program development, monitoring and reporting.
- Manage, monitor and evaluate the delivery of program performance to ensure effective and efficient service for clients and participants.
- Manage and monitor implementation and maintenance of service quality standards for the individual programs and agency quality assurance processes.
- Undertake program review and evaluation to monitor achievement of service outcomes and ensure all data requirements are met, including providing regular reports to the organisation and funding bodies.
- Support and participate in the Agency's continuous quality improvement process and relevant program standards process.
- Manage program budgets within given parameters.
- Participation in budget development and acquittal of funding processes.
- Be part of the combined Bethany on call response management response ( rostered)

#### **Stakeholder engagement**

- Actively promote and represent the agency within the Barwon and relevant areas of the Western District at networks and partner organisations and community sectors (some afterhours work may be necessary)
- Manage and develop internal and external operational relationships with key stakeholders, including the monitoring, development and review of key partnerships, existing contracts, and participation in relevant networks and working groups.
- Participate and develop community education and promotion of all program areas to relevant stakeholders and the broader community.

#### **Leadership and people management**

- Foster and lead a staff culture consistent with agency values and codes.
- Coordinate staff recruitment, induction and professional development.

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- Undertake supervisory requirements within the agency framework for all direct reports
- Performance Management for all staff ensuring quality supervision is provided across the portfolio.
- Representation on relevant organizational and external meeting groups.

### Site management

- Day to day monitoring of site management of the office, in conjunction with Manager Business Operations regarding the overall management of the Geelong West Site; with representation on OHS committee and ensuring site representation for OH&S roles ( First Aid and emergency management roles etc.)

### Program Management

- Key involvement in strategic planning and decision making regarding program area planning, workforce planning, risk management and culture.
- Creative and innovative driver for new initiatives and undertake project management responsibility for specific projects as required.
- Lead program review and project management to drive reform implementation and service improvement strategies.
- Manage and develop internal and external operational relationships with key stakeholders, including participation in relevant networks and working groups.
- Monitor overall management of the program including ensuring compliance to risk management, contractual and compliance to program guidelines.
- Engage in client complaint and Client Incident management reviews related to this program area.
- Make recommendations to effectively resolve problems or issues, by using judgment that is consistent with Bethany Values, standards, practices, policies, procedures, regulation, industrial instruments or legislation.
- Directly manage and supervise staff reporting to position.
- Engage in direct supervision with Executive Manager
- Participate in agency wide combined manager's on call roster (usually one week per 8 weeks)
- Support and participate in the Agency's continuous quality improvement process.
- Other duties as required.

### Key Selection Criteria

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### ***Essential***

1. A tertiary qualification in Management, Social Work, or other related discipline relevant to the community services sector and/or relevant experience
2. Minimum two years' experience in management within the community services sector or relevant sector.
3. Demonstrated experience in understanding the needs of complex clients and effectively managing risk.
4. Excellent communicator with strong interpersonal, advance written and oral communication.
5. Ability to manage a range of complex projects and competing priorities by utilising analytical and conceptual skills to reason through issues and achieve outcomes.

### ***Knowledge and Skills***

6. Demonstrated high level understanding of current issues and future directions of programs within this portfolio.
7. Ability to work effectively across diverse sectors to achieve service integration and innovation for the benefit of clients.
8. Demonstrated experience in program development, partnerships development, data compliance and evaluation.
9. Demonstrated experience in managing multidisciplinary staff, providing a high level of supervision, building effective teams and providing leadership, direction and support to achieve the outcomes of the program/projects.
10. Demonstrated skills and understanding of budget construction and management.
11. Ability to manage competing priorities and effectively manage complex client issues.
12. Positive aptitude to change management with demonstrated experience in the promotion of a work environment responsive to changing internal and external demands.

### ***Desirable***

13. Demonstrated experience and commitment to workplace change management with demonstrated experience in the promotion of a work environment responsive to changing internal and external demands.
14. Competent in self-management and solution focused.

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15. Proficient in the use of MS Office, databases and knowledge of a range of IT programs.

### **Mandatory**

16. Current full Victorian Driver's Licence

17. A satisfactory criminal records check and Working With Children Check

### **Conditions and Remuneration**

<b>Salary</b>	Attractive salary (\$105,293 - \$114,562) and conditions at Manager level plus salary sacrifice as per government legislation and superannuation in accordance with the Bethany Enterprise Agreement.
<b>Ordinary Hours</b>	Hours of work will be Monday to Friday, and negotiated ensure management response to be worked between agency hours of 8am to 7pm.
<b>Status</b>	Full time 38 hours per week
<b>Conditions</b>	Other conditions of employment as per the Bethany Enterprise Agreement.
<b>Qualifying Period</b>	This position is subject to a minimum employment period (6 months qualifying) during which time the employee's suitability for ongoing employment will be assessed.
<b>Travel</b>	Travel will be required to other Bethany offices and across the Barwon South West region and other locations.
<b>Physical Requirements</b>	<ul style="list-style-type: none"> <li>▪ Sit at a computer or in meetings for extended periods Daily</li> <li>▪ Work in an open plan office Daily</li> <li>▪ Work on call or after hours Regular</li> <li>▪ Driving Regular</li> <li>▪ Outreach home visits Occasional</li> </ul>
<b>Mandatory Requirements</b>	<ul style="list-style-type: none"> <li>▪ Satisfactory Police Check</li> <li>▪ Current employee Working with Children Check</li> <li>▪ Current Drivers Licence</li> <li>▪ All employees are subject to child safety screening and assessment against child safety standards as part of our thorough recruitment process.</li> </ul>

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<b>Right to work in Australia</b>	You must either be an Australian citizen; or have permanent residence status; or an appropriate visa issued by the Department of Immigration and Citizenship that entitles the employee to work in Australia.
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**Further Information**

<b>Contact</b>	Kathryn Howe Executive Manager
<b>Phone or Email</b>	(03) 5278 8122 or <a href="mailto:employment@bethany.org.au">employment@bethany.org.au</a>

**Applications**

<b>Applications</b>	To apply visit our website <a href="http://www.bethany.org.au">www.bethany.org.au</a> . Applications will need to include cover letter, resume and letter addressing the key selection criteria. Interviews will occur after shortlisting potentially 21 <sup>st</sup> – 22 February.
<b>Closing Date</b>	<b>5.00pm on Monday 18<sup>th</sup> February</b>

**Employee Declaration**

I have read and understood this Position Description and in signing this document agree that I am capable of fulfilling all of the requirements of the position described in this document. Additionally I agree to notify management immediately of any change in my capacity to meet any of the requirements outlined in this Position Description.

<b>Name:</b>	<b>Signature:</b>	<b>Date:</b>