

Position Description

Title	Manager, Child and Family Services Outer East
Business unit	Eastern Melbourne
Location	Primarily based at Uniting's Croydon office, with work from and travel to other locations, as required
Employment type	Full time Maximum term until 1 July 2022
Reports to	Senior Manager Child, Youth and Families East

About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We have been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We are there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We are proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land. We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

Our purpose: To inspire people, enliven communities and confront injustice

Our values: We are imaginative, respectful, compassionate and bold

1. Position purpose

The Manager Child and Family Services Outer East is part of the Eastern Melbourne Leadership Team. This position has both a strategic and operational focus, and actively contributes to achievement of Uniting's Strategic Objectives. Leading the delivery and development of high quality Child and Family Services, this role includes overall responsibility for the Croydon site.

The Child and Family Services team promote the safety, stability and development of vulnerable children, young people and their families; and build capacity and resilience for children, families and the community. This position leads a team of employees and volunteers, and is responsible for ensuring service responsiveness to consumer and community needs, and identifying and responding to evolving service development requirements. A key part of the role is developing and maintaining sustainable and productive partnerships, and ensuring accountability with statutory requirements.

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2. Scope

Budget: \$4M

People: Approximately 33 employees

3. Relationships

Internal

- Executive and Senior Program Management
- Employees, volunteers and contractors
- Uniting Corporate, Support Services and Mission divisions
- Other Operational services

External

- Consumers and their families, carers and/or advocates
 - Government departments and other funding bodies
 - Key partners, community services networks and peak bodies
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4. Key responsibility areas

Leadership and professional practice

- Contribute to the Eastern Leadership Team and support Team leaders in the execution and achievement of the Strategic Plan and business operational objectives
- Support innovation to improve service delivery using methodologies that meaningfully enable consumer participation and inclusion and respond to emerging needs
- Implement and drive consistently high quality, customer centric and culturally competent programs and services
- Ensure that regular, appropriate supervision and reflective practice is provided across all programs and services, and that service delivery reflects contemporary practice
- Participate in activities and forums to influence public policy discourse and direction in line with Uniting's policy including advocacy alongside people with a lived experience and other key internal and external stakeholders (where relevant)
- Contribute as directed to research, conferences, training and/or forums

Service delivery and partnerships

- Implement and monitor strategies to ensure services are accessible to and inclusive of the diverse communities the program/service portfolio serves
- Lead continuous quality improvement processes to achieve high performance and optimum consumer and community outcomes
- Identify and encourage a broad range of sustainable collaborative partnerships with consumers, local and regional and networks, and key stakeholders to support and promote the development of a broader service profile for Uniting
- Ensure professional representation within the external environment and sector

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- Contribute to business development activities (e.g. tender applications) and opportunities leveraging partnerships where possible
- Implement the collection and analysis of data and other relevant evidence to support continuous improvement, staff development and business development purposes
- Lead local incident and disaster emergency response, as required

People and teams

- Provide authentic team leadership to the paid and unpaid workforce, and the highest level of professional conduct in alignment with Uniting's values, policies and procedures
- Lead, motivate, coach and inspire an engaged, capable, consumer-centric and productive workforce to achieve positive consumer and community outcomes
- Champion employee engagement to develop and sustain a positive workplace culture
- Model, promote and maintain a positive, respectful and enthusiastic work environment
- Provide support, guidance, coaching, leadership and empowerment to the team including constructive feedback through regular supervision and performance reviews
- Lead the team in leading practices and effective process governance

Legal requirements, risk and financial management

Ensure all legal, funding, compliance and statutory requirements are met including serious incidents, reportable conduct, mandatory reporting (child safety) and mandatory case practice requirements, and proactively develop, implement and review contingency plans if required

- Develop the annual budget for the Child and Family Services Outer East team, and monitor and manage financial and human resources in consultation with the Senior Leadership team to achieve optimal service outcomes, efficiency and sustainability
- Proactively identify and report on financial risks that may result in potential variations, and contribute to the implementation and review of remedial plans as required.
- Embed strong risk management practices in services and foster a culture where risks are identified and appropriately managed.
- Report areas of serious risk to next level supervisor and work together to mitigate those risks in line with agency policies and procedures.
- Contribute to the development and implementation of regular reporting on a comprehensive suite of service delivery and related issues (staffing, financials, opportunities, planning, compliance etc.), including remedial action plans as required
- Ensure appropriate information and record keeping, case reporting, document storage and retrieval processes and systems are in place and maintained in line with knowledge management procedures.

Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us
- Ensure appropriate use of resources
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour
- Actively participate in initiatives to maintain, build upon and promote a positive a collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.

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- Take reasonable care for your own health and safety, and health and safety of others (to the extent required)
- Promote a positive safety culture by contributing to health and safety consultation and communication
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e. equal employment opportunity, health, and safety) and mandatory training specific to position.

5. Performance indicators

- Quality and performance of programs and services
- Leadership and workforce performance
- Financial and risk management
- Stakeholder management
- Contribution to business development and expansion

5. Person specification

Qualifications

- Bachelor level in a relevant professional discipline such as social work, psychology or social science (required)
- Masters level in management or equivalent (desirable)
- Current Victorian driver's licence

Experience

- Significant experience in developing and leading complex programs and services
- Demonstrable leadership experience
- Extensive knowledge of child, youth and families sector including relevant legislation and regulations
- Knowledge and understanding of trauma informed practice
- Well-developed business acumen

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values.
- **Leadership:** strong leadership and management skills and knowledge within a complex service delivery environment; and the ability to build strong, high functioning teams and align teams with the organisational values and goals, particularly those related to consumer-centricity; role modelling expected behaviour
- **Program and service development:** significant experience in the leadership and development of programs and services in a complex environment; experience co-designing, developing and evaluating programs and services with consumers and/or communities
- **Communication:** high level written and oral communication skills; ability to conduct presentations; ability to prepare high quality business cases and reports
- **Stakeholder relationships:** strong negotiation and influencing skills; ability to engage, build and maintain strong, mutually beneficial relationships with stakeholders; track record of being

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able to form positive, collaborative and effective relationships with staff; ability to establish credibility with staff

- **Change management:** knowledge of contemporary change management models, demonstrated experience in leading successful change programs at scale
 - **Problem-solving:** proven ability to take a solution-focused and strengths-based approach within a complex, ambiguous and evolving community services environment
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6. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and relevant Working with Children Check (and NDIS Worker Screening Check where relevant) to your State prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.
