

Position Description

Title	Manager Care and Placement Services
Business Unit	Children, Youth and Families
Location	126 Raymond Street, Sale, 3850
Employment type	Full-Time, Ongoing
Reports to	Senior Manager Care and Placement Services

About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've 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're 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're 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 Care and Placement Services is part of the cluster's Senior Leadership Team, has both a strategic and operational focus and plays an active role in achieving Uniting's Strategic Objectives. The position leads the delivery and development of high quality Care, Placement and Carer Support Services such as Home Based Care including Therapeutic (Circle), Kinship Care Case Management and First Supports, Targeted Care Packages and two retainer homes offering emergency home based care placements.

Duties include but are not exhaustive to working collaboratively with external agencies, liaising with key stakeholders and funders, chairing meetings, attend internal/external meetings, supervising staff and continuous risk assessment within relevant frameworks and decision making relating to the wellbeing of vulnerable children, youth, families and individuals.

Uniting encourages all staff to work autonomously as appropriate and to actively participate in influencing the direction of the agency.

2. Scope

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Budget:

TBC

People:

- Team Leader Home Based Care and Kinship
 - Foster Care Training and Recruitment Worker
 - Retainer Foster Carers (2)
 - Intensive Case Managers (2)
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3. Relationships

Internal:

- Executive and Senior Program Management
- Employees, volunteers & 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 service networks and peak bodies
 - Other Community Service Organisations as required
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4. Key responsibility areas

Service delivery

- Represents the organisation and promotes awareness of key issues in community networks
- Develop and maintain partnerships with key stakeholders
- Demonstrates commitment to social justice and social inclusion
- Supervises and supports a diverse team of workers to meet program requirements and work within the values and ethos of Uniting
- Demonstrates and encourages reflective and evidenced based practice
- Manages, monitors adherence to and reports upon relevant funding and service agreements / contracts
- Provide advice, guidance and assistance to workers to ensure program standards and working practices; as described in funding guidelines, quality accreditation standards and Uniting Code of Conduct, are adhered to
- Employees must be willing and able to travel during the course of fulfilling the duties of their position, and may be required to operate out of various Uniting locations
- To ensure we offer accessible services to clients and families, Uniting offers some programs that are outside of normal business hours. Employees in these programs are required to be available to work after hours as agreed with their supervisor
- Participate in an After Hours Roster
- Direct oversight of site including orientation and induction of new employees, students and volunteers

People and teams

- Establish, lead, coach and inspire an engaged and productive team
- Lead the team in leading practices and effective process governance
- Provide support, guidance, coaching, leadership, and empowerment to the team including feedback through performance reviews and regular supervision.
- Undertake regular supervision and performance review with line manager, providing feedback to promote collaborative working relationships
- Promote and maintain a positive, respectful and enthusiastic work environment

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- Provide authentic team leadership and the highest level of professional conduct in alignment with Uniting's values.

Legal requirements & risk management

- Ensure all legal, funder and statutory requirements pertaining to the position are met including serious incidents, reportable conduct, and mandatory reporting (child safety)
- 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.

Quality and Risk

- Reviews services and makes recommendations in response to changing needs of relevant groups in the community
- Supports the Leadership Team to implement systems, address adverse events and problems and assists team to take proactive approaches to problem solving
- Participates in the review and development of policy and utilises policy and procedures to guide work practice
- Contributes to program objectives and develops and implements quality improvement plans/business plans
- Ensure that all staff are trained and have the necessary knowledge and understanding to perform their duties and comply with relevant legislation

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 and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- 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.
- Declare anything that you become aware of through the course of your engagement which may impede your suitability to work with children and/or young people.

5. Person specification

Qualifications

- University qualification, degree level or above in social welfare, psychology, Social Work or related discipline plus three years post qualifying experience
- Satisfactory National police check and Victorian Working with Children Check.
- Current driver's licence

Experience

- Demonstrated experience in a leadership role

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- Strong understanding of Child, Youth and Families Act 2015 and the Best Interest Principles Framework
- Ability to manage programs/services, staff and budgets
- Demonstrated proactive approach to problem solving, innovative thinking and decision making
- Demonstrated ability to support change and improve agency and team culture

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; 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 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-focussed and strengths-based approach within a complex, ambiguous and evolving community services environment

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.

7. Acknowledgement

I have read, understood, and accepted the above Position Description

Employee

Name:

Signature:

Date: