

Position Description

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| Title: | Manager, Residential Services East Melbourne |
| Business Unit: | Residential Services |
| Location: | Primarily based at Dandenong, with work from and travel to other locations, as required |
| Employment type: | Ongoing and Full Time |
| Reports to: | Senior Manager, Residential Services |

About Uniting

Uniting works 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.

Uniting is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We are 7000 skilled, passionate and creative people providing over 770 programs and services.

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 celebrate our diversity and welcome all people regardless of ethnicity, faith, age, disability, culture, language, gender identity or sexual orientation. We acknowledge Aboriginal and Torres Strait Islanders as Australia's First Peoples and as the traditional owners and custodians of the land on which we work. We welcome lesbian, gay, trans, gender diverse and intersex (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

Position purpose

The Manager Residential Services East Melbourne 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 Residential Services in the East.

Residential Services provide care and support to children and young people who present with complex needs and challenging behaviours. The Manager Residential Services East Melbourne provides leadership to team leaders and support workers and is responsible for ensuring services provided respond to consumer needs and identify and respond to evolving service development needs. The position is responsible for ensuring services meet and maintain accountability for statutory and reporting requirements.

Scope

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| Budget: | Nil |
| People: | 36 employees (FT&PT) plus casual employees |

Relationships

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| Internal: | <ul style="list-style-type: none"> Executive and Senior Program Management Employees, volunteers & contractors Uniting Corporate, Support Services and Mission divisions Other Operational services |
| External | <ul style="list-style-type: none"> 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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Key responsibility areas

Leadership and Professional Practice

- Contribute to the Senior 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
- Lead the program to ensure that all relevant standards of care, are met or exceeded.
- Identify and encourage a broad range of sustainable collaborative partnerships with consumers, local, 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
- 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
- Be a champion for 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. Proactively develop, implement and review contingency plans, if required
- Develop the annual budget for the Residential Services Gippsland team and monitor and manage financial and human resources, in consultation with the Senior Leadership team, to achieve optimal service outcomes, efficiency and sustainability

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- 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

- Comply 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

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

Person specification

Qualifications

- Bachelor level in relevant professional discipline such as social work, psychology or social science.
- Masters level in management or equivalent (desirable)

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.

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

Other

- Current driver's license (Victoria)
- A satisfactory national police records check is a condition of this position and repeated every three years
- Compliance and understanding/familiarity with organisational policies, procedures relevant legislation (Quality management system, Equal Opportunity, Health & Safety etc.)

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 Working With Children Check (in Victoria) and/or Working With Vulnerable People Check (in Tasmania) **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.

Employee

Manager

Name:

Signature:

Date: