

Position Description



Title:	Senior Manager, Child Youth and Families East
Business unit:	Eastern Division, Eastern and Southern Melbourne Cluster
Location:	Primarily based at Uniting's Croydon or Mt Waverley offices, with work from and travel to other locations, as required
Employment type:	Full time Maximum term until November 2021 (parental leave cover)
Reports to:	Group Manager East

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 Senior Manager, Child youth and Families - East is part of the Eastern 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 services for Child, Youth and Family Services across the Eastern Melbourne.

The Child, Youth and Families East team provides support to children, young people and families with complex needs. The Senior Manager 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 needs. The position plays a key role in developing and maintaining sustainable and productive partnerships and ensuring accountability with statutory requirements.

Scope

Budget:	\$10.3M
People:	95 employees (FT & PT) and volunteers

Relationships

Internal:	<ul style="list-style-type: none">• Group Manager and Senior Program Management• Employees, volunteers & contractors• Senior Leadership Group (SLG)• 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• Church and local communities• Government departments and other funding bodies• Key partners, community services networks and peak bodies

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Key responsibility areas

Leadership & professional practice

- Actively engage as a member of the Senior Leadership Team in the execution and achievement of Uniting's Strategic Plan and business operational objectives
- Implement innovation approaches to improve service design, delivery and evaluation, using methodologies that meaningfully enable consumer participation and inclusion and respond to emerging needs
- Develop, 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
- Lead and engage 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 to regional and state-wide (where relevant) research, conferences, training and/or forums

Service delivery & partnerships

- Lead the delivery of accessible and inclusive services to the diverse communities the region serves
- Develop and lead continuous quality improvement processes to achieve high performance and optimum consumer and community outcomes
- Identify, initiate and encourage a broad range of sustainable collaborative partnerships with consumers, local, regional and statewide networks and key stakeholders to support and promote the development of a broader service profile for Uniting
- Ensure senior level, professional representation within the external environment and sector
- Lead, drive and support business development activities (including tender applications) leveraging partnerships where possible
- Develop systems for collection and analysis of data and other relevant evidence to support continuous improvement, staff development and business development
- Lead local incident and disaster emergency response, as required

People & teams

- Provide authentic team leadership and the highest level of professional conduct in alignment with Uniting's values
- Lead, motivate, coach and inspire an engaged, capable, consumer-centric and productive workforce (paid and unpaid) 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
- Lead the team in leading practices and effective process governance
- Establish, lead, coach and inspire an engaged and productive team
- Lead the team in leading practices and effective process governance
- Undertake regular supervision and performance review with line manager and employees, providing feedback to promote collaborative working relationships

Legal requirements, risk and financial management

- Ensure all legal, funding 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 Child, Youth and Family programs in the East. 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 lead the development, implementation and review of remedial plans, as required.

Approved by: General Manager	Page 2 of 4	Division: South & East Victoria
Date Approved: October 2019	Printed copies of this document are not controlled.	Next Review Date: Annual PDP

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- 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
- Lead, develop and implement regular reporting on a comprehensive suite of service delivery and related issues (staffing, financials, opportunities, planning, compliance etc.) including remedial action plans, as required
- Lead and drive appropriate information and record keeping, document storage and retrieval systems and practices 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 programs and services
- Leadership and workforce performance
- Contribution to business development and expansion
- Financial and risk management
- Stakeholder management

Person specification

Qualifications

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

Experience

- Significant experience in developing and leading complex (and large scale) programs and services
- Significant and demonstrable leadership experience
- Significant business acumen
- Extensive knowledge of child, youth and families sector including relevant legislation and regulations.
- Knowledge and understanding of trauma informed practice

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

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- **Program and Service Development** – Significant experience in the leadership and development of programs and services in a complex environment; extensive experience co-designing, developing and evaluating programs and services with consumers and/or communities
- **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 sustain positive, collaborative and effective relationships with staff; strong ability to establish credibility with staff and inspire a shared vision
- **Communication** – High level written and oral communication skills; ability to conduct presentations; ability to prepare high quality business cases and reports
- **Change Management** – Strong 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 licence (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.