

Position Description

Title	Lifeline Uniting Manager
Business Unit	Lifeline
Location	211 Chapel Street, Prahran (Flexible Location)
Employment type	Ongoing Full-Time
Reports to	Group Manager, Mental Health 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

About Lifeline

Lifeline is a national charity providing all Australians experiencing a personal crisis with access to 24-hour crisis support and suicide prevention services. Somewhere in Australia, there is a new call to Lifeline every minute. People call Lifeline's 24-hour crisis line 13 11 14.

Uniting operates Lifeline centres in Ballarat and Melbourne. In addition to providing telephone crisis support, we offer a broad range of training for individuals, corporate and community groups.

1. Position purpose

The Lifeline Uniting Manager has responsibility for the leadership management, strategic development and stakeholder engagement for Lifeline within Uniting (including Melbourne and Ballarat). The role is crucial in leading and managing the team of staff and volunteers to ensure the delivery of high-quality crisis intervention services to help seekers who are experiencing issues related to their emotional well-being and who present with suicidal ideation and complex care needs.

Position Description

Lifeline Uniting Manager

Furthermore, the Lifeline Uniting Manager will have oversight of strategic development for Lifeline services in Melbourne and Ballarat. The focus of the role will include alignment between both centres extending to best practice, efficiencies, and the development of new and improved operating models.

2. Scope

Budget: \$3 Million (annually)

People:

- 4 direct reports:
 - Volunteer Engagement Lead.
 - Training Lead.
 - Crisis Services Lead.
 - Centre Supervisors & Admin support staff.
- Indirect report - Lifeline Ballarat Manager
- Indirect reports – staff and volunteers.

3. Relationships

Internal

- Uniting Leadership Team within AOD & Mental Health
- Leadership Team Lifeline Ballarat
- Members of Uniting's Senior Leadership Group
- Uniting staff, volunteers, consumers and their families/and or friends
- Representatives from Uniting's business performance, strategy and operations teams
- Business Partners: Quality & Compliance, People & Culture, Finances, and Mission & Ethos.

External

- Federal, State and Local Government
- Lifeline Australia Management and Staff
- Lifeline Networks National and State level
- Corporate Partners, Community Agency Partners and Other Funders
- Peak bodies of Community Mental Health Services

4. Key responsibility areas

Service Development and Operational Management

- Identify opportunities to deliver on Uniting's Strategic Plan including seeking funding for service gaps and/or areas we are known for, with a strong emphasis on mental health, alcohol and drug
- Deliver crisis intervention services that are informed by contemporary suicide intervention strategies, are evidence based and support client to improve their emotional wellbeing
- Strengthen organisational capacity, develop and implement innovative services and service models with a strong focus on integrated service models within Uniting.
- Lead and support business development activities and opportunities
- Ensure strong relationships are built and maintained with relevant Federal and State Government departments, other funding bodies, peak bodies, other service organisations, service users and other stakeholders
- Ensure senior representation within the external environment/sector as appropriate

Position Description

Lifeline Uniting Manager

- Identify and encourage a range of partnerships within local and regional communities to support and promote the development of a broader service profile for Uniting
- Work alongside our volunteers, managers and staff to develop, implement and evaluate new programs and opportunities for growth within our Uniting Lifeline services focusing on training and 13 11 14
- Lead the development of tenders and grants and work collaboratively in their preparation
- Prepare regular reports related to key activities including business opportunities, project implementation and continuous quality improvement
- Other duties as required.

Program / Service Delivery

- Take responsibility for overall efficient Lifeline services and coordination of the delivery of services
- Ensure high quality and responsive services as measured against key deliverables of strategic and operational plans, Funding Agreements and relevant government legislation and service standards
- Ensure services are delivered in line with Uniting and Lifeline Australia policies and procedures
- Develop Uniting Lifeline Plans, implement and evaluate programs, ensuring the highest standard of quality for Uniting consumers and stakeholders.

Management and Leadership

- Contribute to the Senior Leadership Team and support the team in the execution and achievement of the Uniting Lifeline Strategic Plan and business operational objectives
- Implement and drive consistently high quality, customer centric and culturally competent programs and services
- Foster a culture of collaboration, learning, researching and assessment of potential options with a focus on best outcomes for our vulnerable communities
- Lead and motivate projects and service team to deliver client outcomes and best practice
- Take a lead role within the organisation to promote quality services, evidence-based approaches, organisational development and evaluation of service effectiveness

Finance and Administration

- Develop budgets for tenders, submissions and projects in collaboration with Group Manager, Mental Health, Lifeline Manager Ballarat other members of the Senior Team and Finance Business Partner
- Work closely with the Senior Leadership Team and Lifeline Australia to seek sustainable service delivery methods to prevent deficit budget results
- In consultation with the Finance Team prepare draft budgets and budget reports to plan and monitor program services expenditure
- Monitor budgets to ensure that programs are delivered in accordance with agreed budgets, and report on any variations
- Ensure services meet requirements of any funding body
- Maintain accountability requirements of government and other funding bodies
- Maintain awareness of changes to government policy and assist to adapt services to these changes
- Contribute to the achievement of Quality Improvement, both in terms of individual and program performance by encouraging an environment where high quality work is achieved and supported by the adherence to/development of quality systems documentation

People and teams

- Establish, lead, coach and inspire an engaged and productive team
- Lead the team in leading practices and effective process governance

Position Description

Lifeline Uniting Manager

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

Quality & risk management

- Contribute to the effective identification and management for risk
- Identify and communicate key risks promptly to the Group Manager and where appropriate Lifeline Australia and oversee incident responses
- Develop and monitor project risk management plans and oversee risk mitigation
- Document learning regarding trends, developments and experiences emerging from service delivery
- Ensure all legal, funder and statutory requirements pertaining to the position are met including serious incidents, reportable conduct and mandatory reporting (child safety)
- Report areas of serious risk to next Level Manager and work together to mitigate those risks
- Identify, report, manage and respond to emerging issues in an appropriate and timely way
- Contribute to and promote a positive safety culture by taking reasonable care for your own and other's health and safety
- Foster a culture where risks are identified and appropriately managed

Personal accountability

- Model and promote behaviour that is in accordance with Uniting's values– **Imaginative, Respectful, Compassionate and Bold**
- Comply, and ensure team compliance, with the Uniting Code of Conduct, Delegations of Authority, all protocols, policies and procedures and applicable government legislations and standards
- 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

- Tertiary qualification (degree level preferred) in a relevant and related discipline e.g. Social Work, Community Development
- Post Graduate qualifications in management, leadership or similar (highly desirable)

Experience

- Experience and understanding of current issues such as mental health and working with vulnerable communities
- Experience in leading and developing successful tenders, proposals and submissions
- Experience in both delivery and design of programs as well as project management of major change initiatives
- Experience in engaging a broad range of stakeholders
- Experience in the development, implementation and evaluation of quality frameworks and continuous improvement systems.

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values.
 - **Stakeholder Relationships:** Proven track record in developing and engaging relationships with a range of stakeholders including government, community services and corporate partners.
 - **Communication:** Well developed communication and interpersonal skills including ability to prepare presentations, reports and business proposals.
 - **Change Management:** Ability to lead people through major change, whilst maintaining a strong focus on client outcomes.
 - **Finance:** Proven ability to effectively manage budgets and financial resources.
 - **Initiative:** Able to demonstrate high levels of initiative and the ability to work effectively with limited or no direction.
 - Thoroughness and attention to detail.
 - Current Victorian Driving License.
 - Ability to travel regularly across Victoria and also interstate as required
-

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.

Position Description
Lifeline Uniting Manager

7. Acknowledgement

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

Employee

Name:

Signature:

Date: