

Position Description



Title	Senior Manager Children, Youth and Families (Bairnsdale and Leongatha)
Business Unit	Children, Youth and Families
Location	Gippsland Cluster – travel across region required
Employment type	Fulltime Ongoing Position
Reports to	Executive Officer Gippsland

1. 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

2. Position purpose

The Senior Manager Children, Youth and Families is part of the Senior Leadership Team within the Gippsland Cluster. This is a senior role with both a strategic and operational focus and plays an active role in achieving Uniting's Strategic Objectives.

The role has a strong focus on financial sustainability, risk management, systems development and ensuring programs are developed and maintained within the context of regional need and plays a key role in developing and maintaining sustainable and productive partnerships and ensuring accountability with statutory requirements.

The role will lead operational oversight by monitoring performance, addressing demands for service, analysis of data, responsiveness to strategic sector and community needs and participation across a range of stakeholder's groups, networks, alliances, and partnerships.

3. Scope

Budget: TBC

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People:

- Manager Children, Youth and Families x2
- Statewide Children's Resource Worker

4. Relationships

Internal:

- Executive and Senior Program Management
- Employees, volunteers & contractors
- Senior Leadership Group (SLG)
- Uniting Corporate, Support Services and Mission divisions
- Other Operational services
- Gippsland Presbytery

External

- 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

5. Key responsibility areas

Service delivery

- Actively engage as a member of the Senior Leadership Team in the execution and achievement of Uniting's Strategic Plan and business operational objectives
- Lead a range of community service programs and provide specialist advice and direction in accordance with agency policy and protocols and organisational goals
- Develop, implement and drive consistently high quality, customer centric and culturally competent programs and services
- Lead compliance / resolution of issues
- Represent the organisation and promote awareness of key issues in community networks
- Apply principles of consultation and engagement with community to program areas for children and families
- Influence the design and implementation of all programs delivered by Uniting Gippsland
- Lead and monitor adherence to and report upon relevant funding and service agreements / contracts
- Review services and make recommendations in response to changing needs of agency and community
- To embed the consumer partnership framework across Uniting
- Lead change management processes and assist others to adapt to change
- Lead collaborative practice within the social service sector
- Undertake robust workforce planning and capability development
- Lead continuous improvement
- Generate ideas for innovation and improvement translating them to practice
- Establish ways to capture, communicate and share innovative ideas and practices
- Be willing to work flexible hours as determined by the demands of the position

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- Perform additional duties from time to time, as required
- Lead local incident and disaster emergency response, as required
- Contribute to regional and state-wide (where relevant) research, conferences, training and/or forums
- Participate in an After-Hours Roster

Administration and finance

- To take financial responsibility for the programs including (in conjunction with the Executive Officer) the development of annual budgets, monitoring and reviews of expenditure
- Lead, drive and support business development activities (including tender applications) leveraging partnerships where possible and identify opportunity for growth of services across the Gippsland region

Quality and risk

- Develop and implement in conjunction with the Executive Officer operational plans
- Lead embedding of Uniting values across the organisation
- To promptly identify and address issues where the delivery of service does not meet the expected standards of delivery
- Promote a culture of effective legislative compliance across the organization.
- Ensure that all staff are appropriately qualified, capable and perform their duties with excellence
- Promote a reporting culture and manage investigations to any incident or occurrence that may constitute a breach of any legal requirement as required
- Lead the development and review of policy and utilises policy and procedures to guide work practice.
- Demonstrate and encourage reflective and evidenced based practice

People and teams

- Establish, lead, coach and inspire an engaged and productive team
- Lead the team effective governance process
- Provide support, guidance, coaching, leadership and empowerment to the team including feedback through performance reviews and regular supervision
- 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

Legal requirements & risk management

- Develop the annual budget for programs 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 lead the development, 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
- 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 supervisor and work together to mitigate those risks

Personal accountability

- Model self-awareness, self-management and social awareness in communications, problem solving and conflict resolution
- Motivate others through personal interactions and mentor the development of emerging leaders

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- 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
- Leading active 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 and resolution
- Attend mandatory training sessions (i.e. equal employment opportunity, health and safety) and mandatory training specific to position.

6. Person specification

Qualifications

- University qualification, post graduate level or above (desired) in social welfare, psychology, Social Work or related discipline plus five years post qualifying experience
- Satisfactory National police check and Victorian Working with Children Check, current Victorian driver's license

Experience

- At least 5 years' experience in a management role
- Extensive Community Service Sector knowledge and experience
- Technical / specialist skills relating to service delivery and program management
- Demonstrated ability to influence and participate in sector reform agendas / development
- Demonstrated ability to initiate and manage change, continuous quality improvement and staff capabilities
- Ability to grow services in response to community need or opportunity

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; 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-focussed and strengths-based approach within a complex, ambiguous and evolving community services environment
- **Financial Management** - Experience with financial reporting, monitoring and maintenance of budgets and meeting key performance indicators.

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7. 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.

8. Acknowledgement

I have read, understood and accepted the above Position Description

	Employee	Manager
Name:		
Signature:		
Date:		