

Position Description

Title	Senior Manager – Carer Services
Business Unit	Carer Services
Location	TBC
Employment type	Full Time Ongoing
Reports to	Executive Officer Gippsland & Carer 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 Senior Manager is responsible for the provision of leadership for one or more Managers, Team Leaders and other direct reports and has the accountability for the overall strategic management, workforce performance and development and budget management of these program areas. The Senior Manager works together with the leadership team across the relevant programs to establish priorities and goals which align with the Uniting Strategic Plan and operational plan objectives.

As a Portfolio Lead the Senior Manager has responsibilities for Carer Gateway and Commonwealth Home Support Programs, including Communities of Practice and Project Management. Central to this position is building positive and lasting relationships with funding bodies, partner organisations, the broader community and Uniting Church Presbyteries and Congregations.

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2. Scope

Budget: TBA (Approximately)

People: TBA

The position is responsible for the leadership and supervision of the team in the Senior Managers allocated area of program responsibility.

3. Relationships

Internal

- Managers
- Team Leaders
- Service Coordinator
- Senior Leadership Group
- Executive Officers and Group Managers

External

- Department of Health (DHS)
 - Department of Home and Community Care (HACC)
 - Funding and Regulatory bodies
 - Networks and Committees
 - Consortia lead agency and other providers
 - Key partners, community services networks and peak bodies
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4. Key responsibility areas

Program/ Service delivery

- Develop, plan, implement and evaluate programs, ensuring the highest standard of quality for Uniting consumers and stakeholders.
- Investigate and apply for relevant funding opportunities and grants for the introduction of new programs / services and / or financial viability of existing programs / services
- Develop and maintain open, clear and accountable relationships with funding and regulatory bodies, ensuring accurate, timely and effective communication and reporting as required.
- Participate in relevant service networks and work in partnership with other agencies and funding bodies to continually improve and develop quality services.

Quality and 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)
- 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

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People and teams

- Establish, develop, and inspire an engaged and productive team
- Foster and support 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
- Provide authentic team leadership and the highest level of professional conduct in alignment with Uniting's values.

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.

5. Person specification

Qualifications

- Bachelor level in relevant professional discipline (required)
- Masters level in management or equivalent (preferred).

Experience

- Senior Management experience of 3 years or more and demonstrated ability to lead and develop successful teams.
- Evidence of strong financial acumen and budget management skills.

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Core selection criteria

- **Values alignment** - Ability to demonstrate and authentically promote Uniting’s values.
- **Personal and Professional Accountability** - Operates professionally and within the boundaries of organisational processes and legal and policy constraints, advocating the corporate agenda and ensuring resources are fully employed.
- **Communication and Engagement** - Develops knowledge of community networks and external bodies and uses them to support and enhance both services and opportunities for stakeholders.
- **Change and Resilience** - Deals positively with uncertainty, coping effectively in a complex environment, determining a course of action despite lack of clarity, helping others adapt to ensure a smooth transition.
- **Outcomes Focus** - Accurately scopes the length and difficulty of projects and tasks, evaluating outcomes and adjusting direction to ensure quality outcomes.
- **Cultural Safety** - Actively promotes reviews of service delivery and working environment for increasing compliance with external cultural safety compliance and accreditation Standards.
- **Leadership and Teamwork** - Leads by example; fostering open, respectful dialogue and diversity of thought and collaboration within and across teams to build a highly engaged workforce.
- **Sustainable Relationships** - Builds collaborative relationships and networks across Uniting in order to improve the effectiveness of service delivery or area of expertise.

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 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	Manager
Name:	<input type="text"/>	<input type="text"/>
Signature:	<input type="text"/>	<input type="text"/>
Date:	<input type="text"/>	<input type="text"/>