

## Position Description

<b>Position Title:</b>	Senior Manager, Family Services
<b>Program</b>	Client Services
<b>Location:</b>	Ballarat or Bendigo or Melton. Regular travel to other locations will be required.
<b>Reports To:</b>	General Manager, Client Services Operations
<b>Award and Classification:</b>	<i>Social, Community, Home Care and Disability Services Award 2010, Level 8</i>

*This Position Description intends to describe the general scope, level of work, accountabilities and responsibilities of the position. It does not necessarily include all duties and responsibilities.*

*This Position Description may be altered in accordance with the changing requirements of the position.*

## About CatholicCare Victoria

CatholicCare Victoria (CCV) is a leading and influential provider of community services across Victoria. The Mission of CatholicCare Victoria is to build communities that recognise and nurture the dignity of each person. Our employees share our Mission for a stronger, more inclusive society through supporting individuals, families and communities in times of need, especially those who are most disadvantaged, vulnerable and/or marginalised.

CatholicCare Victoria delivers excellence in a broad range of child, youth, adult and older persons services (individuals, couples and families) across family and care services, family relationship and wellbeing services, family dispute resolution services, school counselling, chaplaincy and pastoral care services, homelessness and housing support, emergency relief, refugee and asylum seeker support services, and victims of crime support from various office locations and delivery sites across Victoria.

One of our primary areas of investment in addressing homelessness is through our subsidiary CatholicCare Victoria Housing (CCVH) and in partnership with Government we continue to construct new homes across Victoria.

CatholicCare Victoria draws on the principles of Catholic Social Teaching to inspire and direct our endeavours. We value and respect human dignity and embrace diversity in an inclusive work environment.

## About Client Services

Client Services comprise client services and activities across CatholicCare Victoria with a range of diverse practitioner positions across disciplines. Programs are funded primarily from federal and state government and philanthropic sources.

Client programs and services are grouped as follows:

- Client Services Operations – all client facing service delivery across children, youth, adults and older persons (individuals, couples and families) with target programs within the streams of Family Relationship

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<b>Date of Position Description:</b>	August 2024	<b>Position Description Template Version:</b>	August 2024
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and Wellbeing Services, Family Law Services, Homelessness and Housing Support, Communities for Children, Family Services and Community Services.

- Service Development and Growth - including Schools Unit and CatholicCare Victoria Tasmania (CCVT) contract management.

## CatholicCare Victoria Values

Values	Behaviours
<b>Respectfulness</b>	We value people for who they are and recognise what they are doing. We interact with others honestly and in a positive, considerate, and caring manner.
<b>Integrity</b>	We value the work we do. We are fair, honest, and trustworthy. We act professionally, take accountability for our actions, and keep our promise.
<b>Inclusivity</b>	We welcome everybody, working to enable everyone to feel like they belong and have a place- from a face to be seen to a voice to be heard.
<b>Collaboration</b>	We walk alongside clients, communities, and each other. We contribute to the work and lives of others so that we can all achieve our best, together.
<b>Compassion</b>	We connect with each other's stories. We acknowledge the inherent strengths and diverse experiences of others. We act with kindness and care in all our relationships, helping each other to address our challenges in a safe and welcoming environment.

## About the Portfolio

The Senior Manager, Family Services is responsible for the activities of:

- Family Services
  - Integrated Family Services
  - Family Preservation and Reunification Response
- Kinship Care

Family Services promotes the safety, stability and development of vulnerable children, young people and their families, with a focus on building capacity and resilience.

The program supports vulnerable young people and their families:

- where there are greater challenges experienced as a result of environmental factors impacting family functioning, and/or
- where the child/young person's development has been affected by the experience of risk factors and/or cumulative harm, and/or
- are at risk of concerns escalating and becoming involved with Child Protection.

Services aim to protect children and young people and improve family functioning via:

- a strengths-based approach, including a comprehensive needs and risk assessment
- identification of pathways and key transition points that focus on earlier intervention, prevention and diversion
- capacity to provide intensive, multidisciplinary responses

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Date of Position Description:	August 2024	Position Description Template Version:	August 2024
-------------------------------	-------------	--	-------------

- authorisation to consult with or make reports to Child Protection when a child is believed to be in need of protection.

Kinship Care is the care provided by relatives or a member of a child's social network when a child cannot live with their parents. Aboriginal kinship care is care provided by relatives or friends to an Aboriginal child who cannot live with their parents, where Aboriginal family and community and Aboriginal culture are valued as central to the child's safety, stability and development. Statutory kinship placements occur when a Child protection intervention has occurred, and a decision has been made to place a child with relatives or a significant friend and may also involve an order made by the Children's Court.

The kinship care service model identifies kinship networks; promotes placement quality and supports children and young people living in kinship care; promotes placement stability; strengthens reunification where appropriate; builds community connections for Aboriginal children in kinship care; and delivers flexible support.

## Position Summary

The position has high level leadership and operational responsibility for the Family Services portfolio to ensure quality, viability, innovation and growth in service delivery and professional practice across CatholicCare Victoria.

The strategic priorities of the Senior Manager include:

- Growth and financial sustainability
- Workforce and Succession planning
- Client Experience and Practice Excellence – implementation of new programs, effective performance of service contracts, client feedback and streamlined access and support

This position manages a complex portfolio with related budget and high-risk service profile and requires a high level of operational management and leadership in order to minimise risks and maximise outcomes, including proactive management of service performance, critical incidents and complaints.

Develop and maintain communication links and co-operative arrangements with funding bodies, community service providers and other key stakeholders.

Identify and progress opportunities to expand operations through the development of strategic partnerships and other consortium arrangements.

Contribute to the broader planning, development, operations and evaluation of CatholicCare Victoria services.

Promote the development of a positive organisational and workplace culture.

Regular travel will be required across Victoria, including, however not limited to specific portfolio sub-regions of, Central Highlands, Wimmera, South West, Mallee, Loddon, Western Melbourne, Brimbank Melton and South East. Travel to other locations across Victoria will also be required for organisational and funding body purposes.

## Key Result Areas and Responsibilities

The order in which key result areas and responsibilities are listed is not necessarily significant.

Key Result Area	Key Responsibilities
Strategic and Operational Planning	<ul style="list-style-type: none"> <li>• Implement CatholicCare Victoria's strategic and operational/business plans within the Family Services stream to meet the service requirements and strategic objectives of:</li> </ul>

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Date of Position Description:	August 2024	Position Description Template Version:	August 2024
-------------------------------	-------------	--	-------------

	<ul style="list-style-type: none"> <li>○ Growth and financial sustainability</li> <li>○ Workforce and Succession planning</li> <li>○ Client Experience and Practice Excellence – implementation of new programs, effective performance of service contracts, client feedback and streamlined access and support</li> <li>● Contribute to the strategic planning and implementation of operational/business plans across the broader organisational portfolio</li> </ul>
Program Performance and Reporting	<ul style="list-style-type: none"> <li>● Facilitate development and formulation of programs and initiatives, including the evaluation of programs to ensure enhanced client outcomes</li> <li>● Lead the development of work practices across all facets of programs and services</li> <li>● Review and monitor program performance</li> <li>● Develop and manage annual targets, objectives and deliverables for the functional area with the General Manager</li> <li>● Identify funding and program development opportunities and actively contribute to the development of proposals, service models, research and innovation</li> <li>● Report monthly to the General Manager on progress against targets, objectives, deliverables and expenditure against budgets</li> <li>● Deliver against contractual reporting and compliance requirements</li> <li>● Provide input for the development and submission of funding proposals and tenders</li> <li>● Manage client and staff matters in the program</li> </ul>
Leadership and People Management	<ul style="list-style-type: none"> <li>● Foster the development of a positive workplace culture with a high performing, engaged workforce</li> <li>● Contribute to the development and lead the implementation of organisational reviews and change management initiatives</li> <li>● Manage and coach direct reports to support them in the achievement of their goals</li> <li>● Ensure the effective implementation of workforce planning, recruitment, on boarding, probation, performance review and development, and learning and development in accordance with People and Culture policies and procedures</li> <li>● Proactively implement conflict and grievance resolution, probation and performance management processes in accordance with People and Culture policies and procedures</li> </ul>
Financial Management	<ul style="list-style-type: none"> <li>● Work closely with Support Services to prepare and monitor program and service budgets for all programs in the functional area</li> <li>● Ensure programs and services are able to operate effectively within budgets and provide regular budget/resource analysis</li> </ul>
Relationship Management	<ul style="list-style-type: none"> <li>● Effectively represent CatholicCare Victoria with external stakeholders to support the achievement of CatholicCare Victoria’s strategic objectives and to position CatholicCare Victoria as an influential leader in the community welfare sector</li> <li>● Work effectively with internal colleagues including other leadership staff and the position’s direct reports</li> <li>● Support the General Manager in participation in relevant government and external forums to position CatholicCare Victoria as a key stakeholder and credible organisation</li> </ul>

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	<ul style="list-style-type: none"> <li>• Contribute to policy analysis and research reports to inform internal strategy and practice improvements, and to contribute to external submissions and thought leadership</li> <li>• Develop, maintain and enhance local relationships and partnerships with peak bodies, health and community service organisations, parishes, catholic education offices, government and business at local, community and regional levels</li> <li>• Develop effective and collaborative working relationships with funding bodies in your program area, as negotiated with the General Manager, and be responsible for negotiations with funding bodies</li> </ul>
Quality and Compliance	<ul style="list-style-type: none"> <li>• Work collaboratively to implement CatholicCare Victoria’s continuous quality improvement approach throughout the program and service areas – including the implementation Quality Work Plan for all programs and services</li> <li>• Ensure a culture mindful of risk management, health and safety at all times</li> <li>• Work with Support Services and Client Services to ensure all sites (including outposts), motor vehicles, IT systems are appropriate and managed to ensure optimal delivery of service to clients</li> </ul>
Site Management	<ul style="list-style-type: none"> <li>• Undertake responsibility for local site management issues including health and safety, administration and related matters as required</li> </ul>

The position is also required to perform other duties as lawfully and reasonably directed.

### Reporting and/or Supervision Relationships and Authority

#### Reporting Relationship:

The position works under the broad direction of and reports to the General Manager, Client Services Operations.

#### Position/s reporting to the Senior Manager, Family Services:

The position is responsible for providing direct leadership and management of positions within the Family Services stream as per the organisational structure.

#### Authority:

The position exercises managerial responsibility. This includes initiating, formulating and managing extensive projects/programs which impact on CatholicCare Victoria’s goals. The position is also responsible for developing and implementing policies, procedures and processes.

The position has responsibility for decision-making within the constraints of the delegation’s policy, procedure and guidelines of CatholicCare Victoria.

The position will operate with significant independence of action within the constraints of CatholicCare Victoria’s policies and procedures.

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### Position Breadth:

The Senior Manager is accountable for large, extensive programs with significant scope and complexity. This includes significant funding, budget and accreditation responsibilities.

## Stakeholder Relationships

### Internal Relationships:

The Senior Manager:

- operates as a member of the CatholicCare Victoria leadership and operations teams
- works closely with other Senior Managers and Managers and the position's direct reports
- works closely with Support Services to ensure viability of programs and services
- works closely with People and Culture to ensure a positive workplace culture and implementation of People and Culture policies and procedures

### External Relationships:

The Senior Manager establishes and maintains key external relationships including however not limited to:

- participation in alliances, networks and partnerships in the community services sector, including peak bodies
- representing CatholicCare Victoria at external forums
- liaison with federal, state, local government and philanthropic funders
- contributing to successful relationships with stakeholders including, other health and community service organisations, parishes, schools, donors and others

## Organisational Responsibilities of the Position

### Workplace Health and Safety (WHS)

CatholicCare Victoria is committed to the health, safety and wellbeing of employees, volunteers, contractors, clients and other people within our workplaces. The position is required to perform the responsibilities of the position adhering to the *Occupational Health and Safety Act (2004)*, in particular to:

- take reasonable care for your own and others' health and safety within the workplace;
- take reasonable care that your actions or omissions do not adversely affect the health and safety of yourself or others;
- cooperate with any reasonable directions, policies and/or procedures relating to health and safety in the workplace;
- report all injuries, illness, near misses or hazards as per CatholicCare Victoria policies and procedures; and
- participate in relevant health and safety training, and risk management initiatives based on position and responsibilities.

The position is also required to ensure a safe and healthy work environment for all employees, contractors, clients, volunteers and visitors.

### Cultural Safety and Respect

CatholicCare Victoria acknowledges the history, culture, diversity and value of all Aboriginal and Torres Strait Islander Peoples, and pays respect to their Elders past and present, as well as acknowledging future generations.

CatholicCare Victoria reserves the right to advertise positions and make no appointment.

Date of Position Description:	August 2024	Position Description Template Version:	August 2024
-------------------------------	-------------	--	-------------

The position is required to work with Aboriginal and Torres Strait Islander Peoples in a culturally safe and respectful way.

### **Safety of Children, Young People and Vulnerable Adults**

CatholicCare Victoria is committed to the safety of children, young people and vulnerable adults.

The position is required to perform the responsibilities of the position adhering to the *Catholic Safeguarding Standards, National Principles for Child Safe Organisations, Child Safe Standards* and any other relevant standards and/or legislation.

### **Risk Management, Accreditation and Quality Improvement**

The position is required to actively participate in risk management, accreditation and quality improvement processes, procedures, systems and initiatives, including reporting risks, incidents and feedback in a timely and responsible manner.

### **Policies, Procedures and Legislative Requirements**

The position is required to undertake the responsibilities of the position adhering to all CatholicCare Victoria policies, procedures and practice guidelines and relevant standards and/or legislation including, but not limited to:

- *Employee code of conduct*
- information privacy and confidentiality;
- equal opportunity, anti-discrimination and anti-bullying; and
- inclusion and diversity.

## **Key Requirements**

### **Qualifications and/or Training**

1. Relevant tertiary qualification, preferably in Social Work, Psychology, Human Services or Community Development or similar related discipline

### **Experience**

2. Demonstrated experience in leading, motivating and managing diverse teams in human services programs, of at least 5 years of experience

### **Knowledge, Skills and Attributes**

3. Demonstrated capacity to work under broad direction with initiative to problem solve and formulate innovative yet practical solutions
4. Demonstrated knowledge and application of budget development and management
5. Demonstrated skills and experience in establishing and maintaining stakeholder and network relationships
6. Demonstrated ability to work autonomously and as a key member of operational teams
7. Demonstrated awareness of the role of a faith-based organisation committed to diversity and inclusion of all clients, communities, staff and volunteers
8. Demonstrated interpersonal, written and verbal communication skills
9. Well-developed working knowledge of Microsoft Office suite and windows operating environment, including Word, Excel and PowerPoint
10. A collaborative management style

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Date of Position Description:	August 2024	Position Description Template Version:	August 2024
-------------------------------	-------------	--	-------------

11. Sensitivity to understand and respond to the needs of different audiences
12. Preparedness to travel, as and when required, to different locations

### Child Safety

13. Demonstrated commitment to the safety of children, young people and adults in a respectful and inclusive environment for all diversity groups in accordance with the *Catholic Safeguarding Standards, National Principles for Child Safe Organisations, Child Safe Standards* and any other relevant legislation.
14. Demonstrated knowledge and application of child safe legislation, principles, standards and practices.
15. Demonstrated understanding of appropriate behaviours when engaging with children, including children with a disability and from culturally and/or linguistically diverse backgrounds.

### Other Requirements

- Current driver’s licence.
- Current Victorian Working with Children Check.
- Current Australia-wide Police Check.
- A Statutory Declaration (provided by CatholicCare Victoria) to declare that: you have not lived overseas for more than 12 months in one country; OR if you have lived overseas for more than 12 months, that you have no criminal history overseas
- International Police Check (where applicable).
- Right to Work in Australia.

Please note, CatholicCare Victoria will conduct the Police Check/s.

It is the incumbent’s responsibility to maintain a current valid Driver’s Licence, Victorian Working with Children Check and Right to Work in Australia.

The incumbent is required to agree to undertake a Police Check every three (3) years (or earlier to comply with specific contractual or legislative obligations and requirements).

### Signatures

This section is to be signed upon appointment:

<b>Name:</b>	
<b>Signature:</b>	
<b>Date:</b>	

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