



# **Director of Services NSW OzChild**

Information for Candidates  
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## OzChild Overview

For nearly 170 years, OzChild has been committed to ensuring all children and young people are safe, respected and nurtured, and reach their full potential. We work hard every day to provide a better future for the people in our care with the belief that every young person deserves the chance to shine.

OzChild is committed to improving the lives of at-risk children, young people and families in our community by keeping families together where possible through a variety of programs and services aimed at strengthening and repairing relationships.

Today OzChild employs over 700 staff, carers and volunteers in Victoria, New South Wales, Queensland and the ACT, delivering 23 programs and services to over 10,000 children, young people and family members each year.

**“It is no longer good enough for a child to only get what is available.** We strive to give a child what is needed and what the evidence says works” – Dr Lisa J. Griffiths - Chief Executive Officer, OzChild.

OzChild was one of the first non-government organisations to introduce evidence-based programs to Australia. As such, we have a proven record of working collaboratively with government to allocate investment in innovative solutions to achieve better outcomes for vulnerable children and young people.

## Child Safety

We are committed to protecting children and young people from all forms of abuse, bullying, exploitation and neglect, and to creating environments in all our programs and services where children are safe and feel safe.

We are committed to listening to children and addressing any concerns they raise with us. OzChild will treat all allegations of child abuse very seriously. We will report all allegations in compliance with incident reporting, mandatory reporting and reportable conduct requirements.

All OzChild People are required to support this commitment to child safety, and to behave appropriately towards children always.

## Role Purpose

The Director of Services NSW leads the implementation of OzChild's purpose for children, young people and families, through leadership and functional responsibility for the delivery of on the ground services across NSW.

The position is required to work with a range of internal and external stakeholders to successfully implement organisational programs and initiatives, driven by both external/sector changes and/or internal changes to improve outcomes for children, overall organisational performance, and to meet OzChild's Values and Strategic Objectives.

The Director of Services NSW will encourage and model collaboration amongst teams and broader OzChild programs and units to deliver high quality services that meet the safety, wellbeing and permanency outcomes for children and young people.

## Position Details

OzChild is currently the largest provider of evidence-based models in Australia. This role will oversee 10 teams delivering four different programs – Multisystemic Therapy - Child Abuse and Neglect, Functional Family Therapy and Functional Family Therapy - Child Welfare and Treatment Foster Care Oregon for both Children and Adolescents.

These programs are backed by robust research, are evidence-informed and based, and demonstrate their effectiveness with children, young people and their family members through the incredible results being achieved.

This position reports to the National Executive Director of Services on all operational and strategic matters relating to the establishment and delivery of services in NSW and works in partnership with other State Directors.

- **Development of Values:** Provide critical focus on evidence-based decision making to ensure effective, values driven, outcomes-based service delivery and financial sustainability
- **Strategic Planning:** Actively contribute to the development of the organisations Strategic and Annual Planning process. Lead the teams in the development of functional plans, tactics and activities to achieve the desired outcomes articulated in the Strategic Plan
- **Representation & Networking:** Continually develop and enhance networks with government departments & agencies and external service providers. Represent OzChild's programs and services on external committees, in reference groups and on working parties and at other public functions as required
- **Customer Advocacy and Funding:** Advocate for system transformation and change with our customer (government) and key sector stakeholders while helping to develop solutions that enable proven outcomes (evidence-based programs) for children, young people and their family members to be achieved. Develop funding strategies with our customer that support the transformation and enable OzChild and the sector to build capability and deliver new solutions
- **Outcomes for Vulnerable Children and Young People:** Continually advance and embed the Services Philosophy of Safety, Wellbeing and Permanency for all children and young people in OzChild's services.

In doing so, the position will support The OzChild Way behaviours and accountabilities as follows:

- **We deliver evidence-based services:** Utilise your professional knowledge and skills to monitor, review, develop and maintain policy, procedure, practices and guidelines that supports the accurate and timely completion of processes and reporting to support our Service Delivery and Program Teams
- **Our customers determine our success:** Support and continually develop and enhance networks within OzChild and the capability of our Service Delivery and Program Teams to support the effective delivery of high-quality services to children and young people, their families and to carers/volunteers
- **We deliver innovative solutions:** Engage others in the development of functional plans, tactics and activities to support innovation in services and achieve the desired outcomes articulated in the OzChild Strategic Plan
- **We set each other up for success:** Support collaboration with internal and external stakeholders and directly support your team and the Service Delivery and Program Teams by providing the necessary guidance, development, and tools for people to achieve success in their roles
- **I learn, adapt, grow, and embrace my cultural competence:** Demonstrate a willingness and energy for personal learning, adapt to and embrace change, and develop your cultural competence.

## Position Specific Responsibilities

### Leadership:

- Role model leadership that demonstrates OzChild's Purpose, Values and is aligned to The OzChild Way and OzChild's Leadership Framework (PASS)
- Partner with Directors from other states/jurisdictions to support the implementation of reform projects, new programs or initiatives at an operational level
- Provide leadership in developing and implementing a culture of service excellence, working to implement and embed strategies needed to bring about lasting improvements across the organisation
- Monitor, coach, support, motivate and develop team members to enable them to deliver to the best of their ability and achieve lasting outcomes for children, young people and their families
- Participate as an active member of the National Services Leadership Team led by the National Executive Director.

### Client Service Delivery Oversight:

- Support the management of delivery of OzChild's services in NSW to ensure compliance with internal policies and processes, the Strategic Plan, business plan and the relevant statutory regulations, funding agreements, contracts and accreditation standards
- Support the implementation of strategic projects across jurisdictions/territories that improve outcomes for children, young people and their families. This may include service delivery structure, program design, business development focus, and other projects that impact on OzChild's delivery of services
- Work with colleagues nationally to support our approach that all services and program activities operate consistently and ethically within the Purpose and Values of OzChild
- Ensure the effective implementation of endorsed evidence informed/based practice models and interventions, ensuring implementation success, program fidelity and sustainability that promotes safety, wellbeing and permanency outcomes
- Model and support the implementation of a culture of continuous improvement in all programs and service areas, focusing on systems and process that will improve the safety, wellbeing and permanency goals of children and young people in OzChild's care
- Support the introduction of new technologies, policies and processes that look to reduce the administration burden, improve service integrity and repeatability and support OzChild's objectives
- In conjunction with key stakeholders, undertake root cause analysis or diagnosis into issues and concerns and connect with relevant business units and/or support services to address and rectify issues.

## Stakeholder Relationship Management:

- Maintain and develop positive working relationships with key internal and external stakeholders
- Develop and implement business development and growth strategies in accordance with OzChild's Strategic Plan and business plans
- Build and maintain reputation in the sector that positively builds OzChild's brand and supports growth
- Ensure organisational partners are aligned with OzChild's Purpose and Values
- Engage with relevant functions from People and Quality, Business Assurance, Practice and Outcomes, Corporate Services and Finance to ensure effective and efficient services are provided in NSW
- Engage with and work positively alongside model purveyors in the USA around the successful implementation of evidence-based models.

## Working with First Nations Peoples:

Working effectively with First Nation Peoples for the betterment of Aboriginal children, young people and their families who come into OzChild's remit, is extremely important to OzChild.

- Prioritise the long-term development of an effective relationship with Dhiyaan Mirri, OzChild's Bridging Cultures Unit to strengthen the cultural competence and cultural responsiveness of all team members who are working to improve the well-being of Aboriginal children, young people and their families.
- Effectively collaborate with Aboriginal agencies to ultimately better serve the needs of Aboriginal children, young people and their families.

## Governance and Compliance:

- Model and lead the required work environment, culture, systems and processes necessary to implement organisational strategies and governance that produce behaviours and practices which are consistent with the values, work health and safety requirements and outcome domains of OzChild
- Ensure compliance with operational budgets, including program growth and business development activities
- Carry out delegated duties for authorising and reviewing business decisions, resolving complex issues and managing risks
- Work within a partnership model to ensure quality service delivery, clinical governance, financial sustainability and responsive human resource development and management.

## Key Relationships

### Internal:

Works closely with the National Executive Director of Services in performing the duties and responsibilities of the role and to seek guidance and direction and exchange ideas. Collaborates with all Services Directors and Assistant Directors, to identify opportunities to progress the achievement of strategic program outcomes and continuous improvement within the practice. Demonstrate a strong commitment to developing national improvement and solutions in collaboration with peers. Frequently interacts with other members of the OzChild units to exchange ideas and share information, advice and feedback required for the effective performance of the role.

### External:

As the role is accountable for developing the profile of OzChild in the region and for ensuring positive stakeholder relationships this role must purposefully, and in a structured manner, communicate with government bodies, external agencies and other key stakeholders about compliance and strategic issues related to program and portfolio services, to exchange ideas and information to ensure the effective and efficient delivery of the programs and to influence decisions or actions of individuals, organisations and governments where relevant to children and their families or to initiate action to protect or enhance the rights of children.

Represent and promote OzChild at various public and professional functions, forums and activities.

## Qualifications

Tertiary level qualifications in social work, psychology or related clinical field or equivalent business management field.

## Screening and Licenses

Must be able to drive, provide and maintain a valid Drivers' Licence.

## Experience

Substantial practice, leadership and management experience in a senior role within the community sector or an aligned sector, either medium to large not-for-profit organisation or the public sector focused on Human Services is required for this position.

## Additional Information

### Location and Travel

The position is based in NSW. Our offices are located in Blacktown, Campbelltown Tuggerah and Edgeworth. Primary office location can be negotiated.

A valid driver's licence is required in this role. Regular travel between sites will be required.

Regular planned travel to other states that OzChild operates in is required in this role.

### Safety Screening

All positions within OzChild will be required to undergo probity checks including criminal record checks and working with children checks and as outlined in their Contract of Employment.

### Work Hours

The nature of the role will require additional hours and work outside the normal span of business hours. A flexible approach to work hours is essential in this role.

## HOW TO APPLY

Applications must be submitted online via [ozchildcareers.org.au/Vacancies](https://ozchildcareers.org.au/Vacancies) by clicking APPLY NOW.

Please include in your application: a cover letter outlining your relevant experience as well as your motivation for applying and an up-to-date curriculum vitae.

For a confidential discussion about the role contact Jenny Cobby, Senior Manager People and Culture on (03) 9695 2285 email [jcobby@ozchild.org.au](mailto:jcobby@ozchild.org.au) or Paul Ridley, HR Advisor Recruitment on 03 9695 2243 or email [pridley@ozchild.org.au](mailto:pridley@ozchild.org.au)

Closing date for applications is 7 February, however applications will be screened as they are received. We anticipate first round interviews will take place in mid-February and will be conducted in NSW.