

**Position Title: Katherine Regional Manager**

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| Reporting to: | **General Manager Community Services** |
| Direct Reports: | **3 - 4** |
| Hours of Work | 38 hours per week (8.30am – 5.06pm Monday to Friday) with some out of hours work required |
| Remuneration Package | Salary as negotiated, plus superannuation calculated on ordinary earnings. If the incumbent is in an FTE position, they will be entitled to **5** weeks’ annual leave and two weeks personal/carer’s leave. Salary packaging is available to all Somerville employees. |
| Liaises with internally | The Somerville Katherine Housing and Homelessness and Financial Counselling services teams, the Darwin Housing and Homelessness and Financial Counselling services teams and Somerville Management Team.  There is also a requirement to liaise with the Katherine Disability Services program team and the Management team for Disability Services. |
| Liaises with externally | The dual nature of this role means the Katherine Regional Manager will:   * Maintain an active case load as a Financial Counsellor, terms of which are negotiated with the General Manager Community Services. In doing so will need to liaise with clients and where required their support networks in the identification and delivery of the Housing and Homelessness and Financial Counselling services program; * Liaise with various government departments and agencies related to the Housing and Homelessness and Financial Counselling programs including: Department of Local Government Housing and Community Development, Services Australia, Financial Counselling Australia, South Australia Financial Counselling Australia and other mainstream service providers that meet identified needs. |
| Purpose of the Position | The Katherine Regional Manager has a dual role. To provide oversight of and supervision to the Housing and Homelessness and Financial Counselling services programs and to work with the General Manager Community Services in the development of potential business growth.  The Katherine Regional Manager will maintain an active caseload within the Financial Counselling Services program. This will equate to 0.7FTE (3.5 days per week). Allocated days of the week will need to be assigned to the separate responsibilities so that the separation of service delivery elements can be maintained.  Specific to the Financial Counselling Services program the Katherine Regional Manager will deliver client specific services under the broad description of:   * Financial counselling * Emergency relief * No Interest Loans (NILS)   The Katherine Regional Manager will Identify, oversee and implement program aims and objectives in accordance with statutory requirements and Somerville policies and procedures to ensure the smooth operation of the Katherine Housing and Homelessness and Financial Counselling programs. The Katherine Regional Manager will provide on the ground support and guidance on an as needed basis to the Katherine Disability Services program staff in consultation with the Manager Disability Services Operations and or the Director of Disability. |
| Essential Criteria | 1. Relevant qualification/ experience working in financial counselling or relevant finance experience. 2. Sound knowledge of consumer banking, financial systems and relevant legislation. 3. Where there is no financial counselling experience, relevant qualifications/experience working in human and community services and a commitment to commence and complete the Diploma of Financial Counselling within a 12-month period. 4. Proven creative and effective management, leadership and teambuilding skills. 5. Highly developed written and oral communication, negotiation, interpersonal and customer service skills. 6. Highly developed organisational, time management, analytical and problem-solving skills with the ability to manage and meet the demands of multiple tasks, competing priorities and deadlines. 7. Demonstrated high level of professionalism in the confidential management of all organisational, client and employee information. 8. Three relevant references, including current or most recent manager. |
| Desirable Criteria | 1. Extensive experience in working with Aboriginal and Torres Strait Islander peoples and Culturally and Linguistically Diverse cultures. |
| Employment Requirements | 1. Current Northern Territory Drivers Licence and the ability to travel independently 2. Current National Criminal History Check 3. Working with Children Clearance (NT Ochre Card) 4. First Aid Certificate 5. Vaccinations – Influenza, Hepatitis A and B |
| Other: | 1. A probationary period applies to this position with continuing employment subject to a 3-month probationary period from commencement. 2. In the event of a cyclone, flood, fire or other emergency, the **Katherine Regional Manager** will be required to assume responsibilities as per Somerville’s Emergency Management Procedures. |

**KATHERINE REGIONAL MANAGER**

**TASK AND RESPONSIBILITIES**

**CORE MANAGEMENT DUTIES:**

1. Management and support of all Housing and Homelessness and Financial Counselling Services in Katherine.
2. Advise and consult regularly with the General Manager Community Services regarding all pertinent matters related to the duties outlined below for the coordination and management of all Housing and Homelessness and Financial Counselling Services in Katherine**.**
3. Actively engage in building and future planning for Housing and Homelessness and Financial Counselling service provision across the organization within the context of the Katherine region.
4. Actively monitor case‐load, new referrals and allocations and monitor program statistics to ensure financial viability of the service and contractual obligations.
5. Provide supervision and support to the Katherine Housing and Homelessness and Financial Counselling Services team.
6. Provide a monthly and quarterly report for use by the General Manager Community Services in Management and Board reporting identifying all areas of responsibility and authority.
7. Prepare for and facilitate weekly Housing and Homelessness and Financial Counselling Services Touch Point Sessions.
8. Be aware of the need to manage any potential conflicts of interest.
9. Develop and maintain effective, collaborative professional relationships and networking with all internal and external stakeholders.
10. Undertake continuous organisational and professional development relevant to your position.
11. Represent the Organisation on local service networks / committees and at functions / conferences as requested by the General Manager Community Services and or Chief Executive Officer to maintain relationships and build on resources available for participants.
12. Commitment to supporting and adhering to Somerville’s Occupational Health Safety policy and practice ensuring compliance through the immediate reporting of hazards to ensure your own personal safety and the health and safety of others in the workplace, including clients and visitors.
13. Recruit, place and support employees within your designated authority and in accordance with Somerville policy and procedures.
14. Attend Somerville’s staff orientation program for new employees.
15. Support, interpret and reinforce organisational policies, procedures and safety regulations to all employees.
16. Ensure all duties undertaken by staff under your management are carried out in accordance with their respective duty statements and to a high level of professional competence.

**AREAS OF RESPONSIBILITY RELATED TO THE POSITION:**

1. Support a negotiated case load of clients to strengthen their abilities to connect with relevant supports, develop and maintain support relationships and increase capacity to navigate a complex support system. In doing so the Katherine Regional Manager will:
   1. Deliver face-to-face client services within an office environment and outreach service.
   2. Facilitate small group learning sessions using the Money Business and Moving Forward programs.
2. Participate in the design and implementation of school holiday program activities. Take responsibility for the submission of grants related to the program.
3. Monitor and review current systems and processes with the view of improving the customer experience.
4. Build and promote local knowledge of available services and networks
5. Develop resources and tools designed to build participants capacity to independently navigate the support system in the future.
6. Work with Housing and Homelessness Support Workers and Financial Counselling team members to ensure all client case management plans meet compliance and reporting requirements as contractually required.
7. Work with the Manager Financial Counselling Services, Manager Housing and Homelessness Services and Coordinator NILS in Darwin to develop resources and tools that aim to strengthen a client’s capacity to engage independently with support services and networks.
8. Respond to any urgent enquiries where another team member is not available and or not appropriately equipped to deal with the query.
9. Record and maintain up to date client records
10. Provide up to date reporting and data collection within internal systems and to the contracting Agencies and relevant portals as required.

**SUPPORTING SOMERVILLE’S WORKPLACE CULTURE:**

1. Commitment to assist those disadvantaged in and damaged by our society through the provision of appropriate service delivery models.
2. Commitment to the principles and practices of cross-cultural awareness and engagement.
3. Commitment to the principles of workplace diversity.
4. Commitment to supporting and adhering to Somerville’s policies and procedures including Somerville’s Code of Conduct and Somerville’s Child Wellbeing Code of Conduct.

**OTHER DUTIES:**

The **Katherine Regional Manager** is a key member of Somerville’s Management Team and from time to time there may be duties required by the CEO or General Manager Community Services of this position that are not listed within the duty statement, including acting for other Managers during their absence.

I understand the requirements of the position and the organisation and am able to fulfil the obligations outlined in the duty statement and Somerville’s policies and procedures.

Signature: Date:

Print name: