



Position Description

MANAGER – Community Support

Wesley Dalmar Child and Family
April 2020

Agreement

Signed – Manager

Signed – Employee

Date

Date

Do all the good you can
because every life matters



MANAGER – Community Support

1. Overview of Wesley Mission

Wesley Mission is a Christian organisation that has been caring for people for over 200 years, continuing the work of Jesus Christ in Word and deed.

Our Vision

“Do all the good you can, by all the means you can, in all the ways you can, in all the places you can, at all the times you can, to all the people you can, as long as ever you can”.

Our Mission

Continuing the work of Jesus Christ in Word and deed.

Our Values

Out of Christian love and compassion we are driven by:

- Christlike servanthood
- Unfailing integrity, and
- Courageous commitment.

The organisational plan is based on five key result areas, namely:

- our clients
- our people
- our stakeholders
- our systems
- our financials.

Our position descriptions and performance plans are aligned with these five key result areas.

2. Overview of Wesley Dalmar Child and Family

Wesley Dalmar Child and Family is made up of numerous teams that support the communities and the people in need. The various teams build resilience and strengthen capacity in the local communities where we work. Providing support to people using trauma-informed person-centred approaches in a holistic manner. We will actively seek to “Do All The Good We Can, By All The Means We Can, In All The Ways We Can, ...” for the whole of community. We are committed to local communities, the traditional owners, the new arrivals, the local people and Wesley Mission’s meaningful presence within the local space. We are committed to finding ways to support and address the local un-met need. We will identify and respond to hidden and emerging needs in our local communities

The specific service areas and contracts are we work are:

- | | |
|--|------------------------------------|
| • Wesley Dalmar, which is an Out Of Home Care Service accredited by the Office of Children’s Guardian and regulated by the OCG standards | • Financial and Gambling Services |
| • Brighter Futures | • Emergency Relief |
| • Family Centres | • Partners In Recovery |
| | • Specialist Homelessness Services |
| | • Mums and Kids Matter |



- Early Intervention and Prevention Programs
- Families NSW
- Street Smart
- Youth Health
- Young Healthy Minds
- Getting it Together
- Assistance with Care and Housing
- ParentsNext
- Homes For Heroes
- Youth Hope
- ParentsNext

Overview of role

This is a new role that has been created to build on Wesley Mission's network of services that works in multiple communities to achieve Wesley Mission's vision of 'No Wrong Door'. This role will bring together Wesley Mission's different services to support people and communities in need. There will be 3 components to the Manager – Community Support:

- the first and primary function to oversee and ensure the distribution of Emergency Relief funding to the various communities through our various distribution points. Wesley Mission has funding from the Federal Department of Social Services to provide Emergency Food and Cash relief to people that are facing financial hardship, and the Emergency Food and Cash Relief is only a temporary support, and so needs to be provided along with other supports, such as Financial Counselling, to assist people out of the hardship

The role will work across Wesley Mission's network of services and locations to establish and maintain various distribution points to enable efficient community access.

- The second is to ensure that Wesley Mission's vision of 'No Wrong Door' philosophy is seamlessly and consistently applied across Wesley Mission Emergency Relief distribution network and is in line with how Wesley Mission's Hubs delivery of the 'No Wrong Door' services.

The role will work with the various Wesley Mission Hub and their key staff to ensure a consistent application of services and easy of community access. The role is responsible for developing and leading a culture across the organisation that aligns with Wesley Mission's vision to "Do all the good that you can"

- The third, is to be the key manager to drive Wesley Mission community support to assist communities impact by emergencies and/or disasters (eg Bushfire / Flood). While the provision of Emergency Food and Cash Relief will mostly be one of the means to support communities impacted by disaster, it will not be the only means that Wesley Mission can support a community.

This role will develop a considered multi-faceted response plan that is broad and specific enough to immediately commence an emergency response when needed, but equally adaptable to meet the specific disaster and the unique local community need. This will include mapping out the range of skills, services and resources across Wesley Mission to know what can be used in the event of an emergency, being able to quickly determine the local need, the ability to mobilise Wesley Mission's resources and to engage new stakeholders to close any identified gaps.

3. Relationships

Reports to: Executive Manager, Community and Family Care

Works with: General Manager, Dalmar, Child and Family
Key Staff from Dalmar, Child and Family



Regional Managers
Operations Managers
Key Regional Staff across all of Wesley Mission
Government stakeholders such as Key staff of Department of Social Services

Direct reports: Emergency Relief Staff

4. Major role responsibilities

5.1. Our Clients

- Oversee the planning for and the support people through the Emergency Food and Cash Relief funding to the contracted outcomes
- Establish, manage and oversee a distribution network of Wesley Mission services that will be the distribution point of the Emergency Food and Cash Relief in accordance the contract's funding requirements
- Through Wesley Mission's network of services, develop linkages and partnerships so that all people accessing Emergency Food and Cash Relief support are also able to receive other supports with the goal that the Emergency Food and Cash Relief is only a temporary option
- Ensure that Emergency Food and Cash Relief is an intertwined service delivery with every Wesley Mission 'Hub'
- Through continuous improvement and review of new and emerging systems, ensure that there is an 'ease of access' for people needing Emergency Food and Cash Relief
- Ensure that all access to support adheres to Wesley Mission's 'No Wrong Door' philosophy
- Support the work across the network of services to enable our 'No Wrong Door'
- Create a network of services, both internal and external, so that teams providing Emergency Food and Cash Relief can also access other supports to assist people in need
- In the event of an emergency or disaster, coordinate Wesley Mission's response in providing an immediate response to assist communities/people in need
- In the event of an emergency or disaster, work with key community members to map out need and facilitate appropriate responses to assist people in need

5.1.1 Performance Measures

- A distribution network of Wesley Mission services that cover the contracted all the contracted regions
- A diverse range of services linked into the network
- Clients feedback indicating an ease of access to getting support
- All client records are documented within our client management

5.2 Our people

- Support Wesley Mission staff that are part of the Emergency Food and Cash Relief distribution network are appropriately trained and support to ensure contract and Wesley Mission compliance



- Create a network of services, both internal and external, to assist staff providing Emergency Food and Cash Relief so that they can provide an enhanced support structure
- Create a structure to support key 'Hub' staff so that Emergency Food and Cash Relief is an intertwined service delivery with every Wesley Mission 'Hub' and identified other sites
- Work with key Wesley Mission staff to identify other areas of Wesley Mission business that could be added to the Emergency Food and Cash Relief distribution network
- Ensure that all key staff are trained in appropriate systems that ensures that there is an 'ease of access' for people needing Emergency Food and Cash Relief
- Ensure all people in the distribution network work within the principles of Wesley Mission's 'No Wrong Door' philosophy – noting that many of these staff will be in programs within other Wesley Mission portfolios
- Support the development and orientation of staff across the network of services to ensure that there is a 'No Wrong Door' approach to accessing services
- Work with the various Wesley Mission services and their key staff to develop and maintain a consistent application of services and easy of community access
- Review Wesley Mission's services and personnel to develop and maintain a list of Wesley Mission services and personnel that are able to assist in the event of responding to an emergency
- Work with staff that have been identified as people able to assist in the event of an emergency or disaster, to ensure that they are trained and oriented to key material, work instructions or response plans/actions and that there is effective communication of updates
- Direct monthly supervision of all direct reports
- Complete Wesley Mission induction, orientation program and mandatory training, including Identifying and responding to children at risk of significant harm
- Attend and participate in regular support meetings and team meetings
- Attend and participate in annual Employee Contribution & Development (ECD) process
- Commit to a continuing process of personal self-development, training and skills acquisition
- Work with leadership team to develop, implement, maintain and consistently review an evidence informed practice model
- Ensure all policies and procedures are understood and adhered to, seeking clarity with supervisor as required
- Be part of creating a team culture of support and respect
- Promote and ensure adherence to Wesley Mission brand

5.2.1 Performance Measures

- Develop and maintain reporting measures as per contractual requirements
- 80% staff retention
- Attendance at Wesley Thanksgiving Service and other Life of the Mission events
- 100% all staff have completed induction, orientation and mandatory training including
- 100% engagement with new practices, policies and procedures
- balanced annual to personal leave

5.3 Our operations

- Develop and oversee the systems to ensure the support and distribution of Emergency Food and Cash Relief through Wesley Mission's network of services is compliant with Department of Social Services' contract and Wesley Mission policies and procedures that enhance Wesley Mission's Hub vision and 'No Wrong Door' Philosophy
- Using Wesley Mission's systems, ensure that there a network of services options, both internal and external, for seamless referral pathways to assist people in need



- Ensure that Emergency Food and Cash Relief is an intertwined service delivery offering with every Wesley Mission 'Hub' and other identified locations
- Ensure that our systems do not create any barriers or difficulties to people's 'ease of access' for needing Emergency Food and Cash Relief
- Through continuous improvement and review of new and emerging systems, ensure that all systems and processes enable Wesley Mission's 'No Wrong Door' philosophy
- Ensure that all systems and processes across the network of services support the 'No Wrong Door' approach to service delivery
- Work with key people across Wesley Mission to develop and maintain a generic emergency response protocol and framework for the management and rapid deployment to assist communities in need
- Create and maintain a 'stand-by' action-plan for the rapid response to provide an emergency support to communities in need
- Develop and maintain an Emergency Response plan and framework that is generic enough to shape an initial response, but adaptable enough to respond to specific community need/s
- Develop and maintain a communication process to support staff that will participate in the event of an emergency or disaster
- Develop and maintain training and orientation material for staff and volunteers that respond to an emergency or disaster
- In the event of an emergency or disaster, ensure that there are not additional systemic barriers to people accessing support

5.3.1 Performance Measures

- Systems that support all initiatives
- Regular reporting requirements are met
- Emergency Response plans developed and approved
- 100% compliance with Wesley mandatory training requirements

5.4 Our financials

- Maintain Wesley Mission resources
- Emergency relief funds are used to meet the most in need cohort – operating to budget
- Ensure all projects are delivered to budget and seek opportunities to minimise expense wherever possible.

5.4.1 Performance Measures

- Wesley resources are well maintained
- evidence of proactive program planning and reduced over/underspend
- all reimbursements are entered by the close of each month they are accrued in
- program operations meet budgetary requirements.

5. Professional responsibilities

- Other activities to support the delivery of the Wesley Dalmar Business Plan and Wesley Mission Strategic Plan, as requested by your manager



- As an employee, be responsible under the Work Health & Safety Act for the health and safety of all persons they come into contact with, during employment
- All hazards and injuries must be reported through the normal process as set out in Wesley Mission's Work Health, Safety and Rehabilitation Quality Management System and site procedures
- Participate in the review and maintenance of industry specific and internal audit processes, as per Wesley Mission's standard policy and procedures
- In relation to Wesley Mission and the Uniting Church in Australia, attend such functions, meetings, seminars, training courses as directed by your supervisor
- In relation to Wesley Mission attend worship services as encouraged by your supervisor
- Participate on a quarterly basis in Wesley Mission's Employee contribution and development process
- Take responsibility for personal career development and training
- Participate in Wesley Mission's Orientation program, so as to gain an understanding of, and promote, the application of the EEO, Affirmative Action, Privacy Act, Work Health & Safety Act and other relevant legislation
- Administer Wesley Mission's philosophy of care and other relevant policy documents as appropriate
- Demonstrate responsible stewardship of all resources, and willingness to report impropriety in keeping with the values of Wesley Mission
- Ensure the reputation and integrity of Wesley Mission is maintained at all times
- Maintain confidentiality

6. Selection criteria

To be successful in this position, candidates must possess the following:

Demonstrated behaviours

- willingness to affirm Wesley Mission's vision, mission and values
- demonstrated ability to work unsupervised as well as an effective team player with a positive can-do attitude
- ability to relate well to a range of people with sound listening and problem-solving skills
- confident professional with strong initiative and business acumen
- displays emotional maturity and resilience
- Be a culture leader in Wesley Mission's implementation of "do all the good that you can"

Essential criteria

- A Degree qualification (minimum Bachelor degree) from a recognised tertiary institution in Social Work / Sociology or any related field
- Ability to develop professional partnerships.
- Demonstrated experience in developing marketing material.
- Demonstrated experience in facilitating awareness campaigns.
- Ability and willingness to deliver industry training.
- Proven organisational skills and ability to multi task and prioritise workloads.
- Proven ability to meet deadlines and budget.



- Strong organisational processes and procedures.
- Ability to work as part of a team and a demonstrated ability to work independently.
- Demonstrated high level communication (written and oral), negotiation and advocacy skills.
- Sound record keeping, data collection and management, statistical analysis, report writing and computer skills including an ability to concisely and accurately record all key interactions.
- Current NSW Driver's Licence and a willingness to travel as required.
- Ability to support a diverse network of services.
- Displays emotional maturity and resilience.
- Ability to travel across NSW to train and support regional staff in our 'No Wrong Door' approach
- Willingness to affirm Wesley Missions vision, mission and values.