



## Position Description - Program Leader

**LOCATION:** Western Suburbs

**STATUS:** Temporary Full Time to 30<sup>th</sup> June 2022

**REPORTS TO:** Executive Officer

**CLASSIFICATION:** SCHADS Award – Level 6

**DIRECT REPORTS:** Counsellors and Case Workers

**PURPOSE OF THE POSITION:** The Program Leader is a key role responsible for quality service provision for the organisation and contributes and supports the growth of the organisation, to meet its mission, vision and purpose. The role oversees the operational activities of the service and develops, coaches and supports a small team of skilled practitioners in delivering quality specialist telephone counselling (single and multi-session); on-line chat support; assessment and case management and will be required to undertake some of these activities at times to meet organisational needs. As a new service supporting those impacted by domestic, family and sexual violence specifically in rural and remote WA, crucial to this role is the requirement to network and at times travel to remote areas across WA and participating in community led events to build collaboration and trust across the sector services. The position will initially work in collaboration with the EO and external Specialists in the enhancement of the clinical governance framework; practice guidelines; workforce planning and reporting and analysis, to ensure we are meeting all operational contractual obligations specific to the provision of service delivery and response. In addition, the position is responsible for the operational service delivery within budget; efficient and productive communication and consultation with staff and other relevant external stakeholders as required. As this is a newly established service, the role will be heavily involved in advancing the growth and change agenda of the organisation, to assist in achieving their business goals and to build a strong and sustainable organisation to support those in rural and regional WA to live free of violence.

**Belief Statement** – We believe that every person in a relationship should feel safe, respected and free from any form of violence or oppression

**Our Vision** by 2022 we will have the profile, funding and capacity to offer assistance to any person living in an abusive relationship in regional Western Australia

**Our Mission** our mission is to support anyone impacted by an abusive relationship in rural, regional and remote Western Australia to make informed choices that enhances their life and personal safety, and through case management, help those using violence to change their behaviour to eliminate their use of violence.

**Our values:** Respect; Compassion; Non-judgemental; Empowerment; Understanding Vulnerability; Collaboration; Empathy; Commitment to achieve Social Change; Accuracy of Data; High Quality Advice and Support

**Our Purpose:** Breaking the Silence is a unique and innovative organisation that addresses the complex issue of abusive relationships in rural and remote areas by providing readily accessible advice and services to assist people to live meaningful and safe lives. We focus on the delivery of online advice and localised confidential support to people who are traumatised by abusive relationships. Through caring, trained professionals we provide people with access to tools needed to enhance their lives and personal safety, whilst advocating for positive social change for current and future generations.

**Who we Support:** Any person impacted by an abusive relationship in rural, regional and remote Western Australia

MAIN ACCOUNTABILITIES	PERFORMANCE EXPECTATIONS
<p><b>Service Delivery Management</b> Ensures quality service delivery is meeting contractual obligations, service targets and compliance standards. Co-ordinates the activities of the program to ensure optimum efficiency, ensuring all resources deployed efficiently and effectively. Provision of support and guidance on complex client and practice issues within the team, including effective communication. Be available to undertake counselling/case work and on-line chat activities (for individuals experiencing domestic and family violence as well as individuals using domestic or family violence) as required and to be on-call as required.</p>	<ul style="list-style-type: none"><li>• Evidence that operational service delivery plans are executed as per the organisational strategy and goals</li><li>• Service levels are meeting required quality outcomes and working within budgetary requirements.</li><li>• Compliance with program guidelines and service agreements.</li><li>• Ensure an effective and harmonious team is in place with high staff engagement, which also fosters a commitment to continuously improving service delivery</li><li>• Effective support in place for staff and appropriate on-call arrangements to meet staff needs.</li><li>• Flexible approach in supporting operational needs by undertaking quality service delivery functions (counselling; case work and on-line chat)</li></ul>

<p>Respond to, and manage, external issues from clients or other services as it relates to service delivery.</p> <p>Support the EO by contributing to practice policies, procedures, organisational analysis and strategic thinking specifically in relation to service delivery functions of the organisation. Provides support for the development and implementation of new projects and programs and enhancement of the service.</p>	<ul style="list-style-type: none"> <li>• Undertake administration activities associated with the role in a comprehensive, timely and accurate manner.</li> <li>• Effective and collaborative contribution to new projects and programs</li> <li>• Effective support and collaboration to the EO which contributes to the overall profile and reputation of the organisation.</li> <li>• Undertake project and other activities as required, which is designed to improve the overall operational services for Breaking the Silence (BtS)</li> <li>• Complaints are managed in line with BtS policies and procedures</li> <li>• Upholds and models the values and behaviours of BtS</li> <li>• Internal and external stakeholder feedback</li> </ul>
<p><b>Networking &amp; Stakeholder Engagement</b></p> <p>Promote BtS's services to other sector members across rural and regional WA as it relates to service delivery requirements of the organisation and as directed. Also represent BtS at relevant meetings, forums and groups as required, which results in positive working relationships with external organisations and assists in improving the reputation and community support for BtS.</p>	<ul style="list-style-type: none"> <li>• Evidence of contribution to effective and efficient stakeholder engagement with appropriate community and sector services, which promotes and supports BtS and our clients</li> <li>• Evidence of improved linkages between BtS and other community services.</li> <li>• Identification of any potential within local business communities to contribute towards the operation of the services</li> <li>• Evidence of professional participation at relevant events, forums, meetings and groups as required.</li> </ul>
<p><b>Documentation &amp; Reporting</b></p> <p>Provides all relevant reports to the EO on key operational issues including progress, status, outputs against targets and other special reports for management and/or funding bodies.</p> <p>Ensure appropriate client and other documentation, records, and data collection are maintained and generated to a high level.</p>	<ul style="list-style-type: none"> <li>• Accuracy and maintenance of relevant records</li> <li>• Reports provided are comprehensive, accurate and delivered within required timeframes</li> <li>• Comprehensive, timely and succinct feedback to the EO as required.</li> </ul>

<p><b>Staff Management</b> Promotes an environment that empowers and motivates staff to achieve organisational and service delivery goals. Leads with well-developed interpersonal, communication and negotiation skills. Mentoring, coaching and training direct reports to achieve the requirements of their role and organisational goals.</p> <p>In collaboration with the EO support the recruitment and orientation of new staff, rosters and co-ordinate staff meetings, conduct one-on-ones with relevant staff and appraise work performance.</p>	<ul style="list-style-type: none"> <li>• Evidence of skills development and assistance provided to staff which leads to effective service delivery.</li> <li>• Staff clearly understand their roles and the performance outcomes required.</li> <li>• Appropriate training measures implemented and training conducted</li> <li>• Provides opportunities to staff to promote both individual and team professional growth.</li> <li>• Strong engagement culture as evidenced by engagement surveys, absenteeism, complaints, retention and turnover.</li> <li>• Evidence of positive rapport with staff and they feel well supported, managing staff that may be office located, or eventually, located off-site in regional areas.</li> <li>• Staff understand and demonstrate core values and behaviours of BtS.</li> </ul>
<p><b>Team &amp; Organisational Support</b> Leads and participates in team activities, lead and attends staff meetings &amp; connection days when scheduled and demonstrates a supportive approach to the EO and staff members which contributes to the overall team effectiveness.</p> <p>Demonstrate a clear understanding of and commitment to BtS's vision, mission and values and a preparedness to apply these in a supervisory role</p>	<ul style="list-style-type: none"> <li>• Evidence of strong relationships and positive rapport with team members which assists in building a cohesive workplace.</li> <li>• Effective support to the EO</li> <li>• Shows clear understanding of the various roles and overall team outcomes required</li> <li>• Demonstrates on a continual basis, a commitment to assisting and supporting colleagues in all workplace activities</li> <li>• Contribution to strategic plans and activities</li> <li>• Professional and well regarded team member externally and demonstrates a commitment to attending meetings/conferences/committees as directed</li> <li>• BtS's vision, mission and values consistently demonstrated in all work related activities and in line with BtS' Code of Conduct</li> </ul>
<p><b>Workplace Health &amp; Safety</b> To meet Workplace Health &amp; Safety obligations in line with BtS's Policy &amp; Procedures as well as relevant legislation and in supporting the well-being of staff.</p>	<ul style="list-style-type: none"> <li>• Follows all safety instructions and uses equipment provided</li> <li>• Contributes to minimising the risk to health and safety of all persons in the workplace</li> <li>• Identify and report any workplace incident/hazard or concerns to EO</li> <li>• Appropriate individual and team safe work practice behaviours are evidenced in day to day work activities</li> </ul>

	<ul style="list-style-type: none"> <li>• Supports and promotes the facilitation of employee participation in communications, meetings and any organised WHS training events.</li> </ul>
<b>Professional Development &amp; Continuous Improvement</b> Maintain and develop personal knowledge in area of expertise and meets core values and behaviours of BtS. Further demonstrates a commitment to professional supervision for both skills development and health and well-being.	<ul style="list-style-type: none"> <li>• Seeks new ideas and embraces/adapts and at times lead change</li> <li>• Evidence of continuous improvement activities in area of the responsibility</li> <li>• Actively participate in individual supervision sessions, professional development opportunities and team processes.</li> <li>• Encourage others in the team to balance BtS's mission and values with their personal values.</li> </ul>

## ESSENTIAL REQUIREMENTS & QUALIFICATIONS:

- Tertiary qualifications in the areas of Social Work or Behavioural Sciences or related discipline and substantial experience in the domestic and family violence service sector
- Well-developed knowledge and analysis of the effects, causes and dynamics of domestic and family violence and understanding of the gendered analysis of domestic violence
- Demonstrates an understanding of the barriers and complexities that exist for remote, rural and regional WA communities in accessing services
- Demonstrated capacity to provide a flexible service delivery approach to meet the diverse needs of the client group in the context of best practice standards in responding to DFV.
- Understanding of the different approaches required when engaging people who experience violence as compared to working with people who use violence.
- Knowledge of WA Domestic Violence Legislation
- Demonstrated capacity to supervise, engage, retain and support staff in a way which ensures consistency of service delivery and a positive culture
- Highly developed skills across counselling and case management and in the area of domestic violence and crisis work
- Working with Children Card and National Police Clearance or ability and willingness to obtain
- Current Drivers Licence

- Right to work in Australia

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#### **OTHER RELEVANT INFORMATION**

- Flexibility with working hours and willingness to work outside of normal business hours on occasions to meet operational requirements
- Willingness to travel to meet operational requirements.
- Willingness to undertake further training and development

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#### **SKILLS & BEHAVIOURS**

- Demonstrated ability to successfully manage and motivate a team of people in a dynamic and complex organisation
- Ability to work both independently and collaboratively to meet organisational objectives
- Well developed written communication skills and solid level of interpersonal, negotiation and mediation skills
- Ability to communicate effectively and sensitively with government and non-government agencies and women, children and men from a diverse range of social and cultural groups, particularly Aboriginal and Torres Strait Islander families and communities.
- Demonstrated high level decision making skills
- Demonstrated ability to work in an often fast paced, high demand and complex work environment, maintaining a calm and supportive disposition for staff and good self-care practices in place
- High level skills in quality practice standards and an understanding of the processes involved in compliance, with high attention to detail.
- Solid IT skills and in the use of various service delivery databases

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#### **EXPERIENCE**

- 3+yrs experience within the DFV sector and 2+ years management/supervisory experience overseeing a service delivery function, preferably in a telephone based service
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**KEY RELATIONSHIPS/INTERACTIONS:**

<b>Relationship with:</b>	<b>Why:</b>
Executive Officer	Accountability, advice, support, feedback and reporting as required
Practitioners	Direction, support, guidance, development and feedback
Staff Members & Volunteers	Support, development, feedback and direction as required
Clients	Service provision, support & advice
External Stakeholders	Building and maintaining collaborative working relationships

*Breaking the Silence is an equal opportunity employer.*