Position Description

Centre Manager, Lifeline Sydney & Sutherland

Wesley LifeForce Suicide Prevention Services Branch
September 2020

Agreement

Signed–Centre Manager	Signed–Group Manager
Date	Date

Centre Manager
Lifeline Sydney & Sutherland

1 Overview of Wesley Mission

Wesley Community Services Limited, a company limited by guarantee pursuant to the Corporations Act 2001, is a Public Benevolent Institution operating as Wesley Mission to deliver services and programs to provide direct relief of poverty, sickness, suffering, distress, adversity, disability, destitution, and helplessness in New South Wales and other parts of Australia as inspired by the work of Jesus Christ in Word and deed. Our vision is to:

"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".

Out of Christian love and compassion we are driven by Christlike servanthood, unfailing integrity and courageous commitment.

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

- our clients
- our people
- our operations
- our financials.

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

2 Overview of Lifeline Sydney & Sutherland

In 1963, while led by Reverend Dr Sir Alan Walker, Wesley Mission established the first Lifeline. Since this time, the Lifeline movement has grown significantly and is now Australia's largest national phone support services, answering over a million calls a year.

As one of the 37 accredited Lifeline Australia Centres, Lifeline Sydney & Sutherland is owned and operated by Wesley Mission and supports more than 30,000 people annually through its 13 11 14 crisis support service. The Centre is continuing to grow its volunteer base and its existing suite of support services within the community.

The Centre is one of several programs supported and operated under Wesley Mission's suicide prevention branch, Wesley LifeForce Suicide Prevention Services.

3 Overview of Role

The Lifeline Centre Manager is a critical leadership role within the Wesley LifeForce Suicide Prevention Services Branch, overseeing the operations of its National 131114 Crisis Support Service. The role is responsible for:

- providing strategic leadership and oversight of both the Centre's training and supervision programs
- ensuring quality support to the centres volunteers and help seekers

- leading and managing a team of Trainer Assessors, clinically trained Crisis Support Supervisors and other administration and support staff
- operational management of the Lifeline Sydney and Sutherland Centre across two office sites in both Sydney CDB and Sylvania
- developing and growing the centres service capacity, inclusive of establishing and nutring relationships with key partners, stakeholders and funders

4 Relationships

Reports to: Group Manager LifeForce services, Wesley Mission.

Works with:

- Wesley LifeForce staff and volunteers
- Wesley Mission management and administration staff
- Other Wesley Mission staff, e.g. Wesley Mission teams, volunteers, networks, committees and Boards.
- Corporate services provided by Head Office, e.g. accounting, legal, communications, fundraising, property development and human resources.
- Outside the Organisation: Uniting Church staff, government departments, service providers and industry organisations.
- Lifeline Australia staff

Supervises:

- Crisis Support Supervisors
- Trainer and Assessors
- Roster and Training Administrators
- Other Lifeline Sydney & Sutherland Staff

5 Major role responsibilities

5.1 Our clients

- Oversee the delivery of the 131114 Crisis Support Service, ensuring call quality, training, accreditation and volunteer standards are met
- Manage the delivery of supervision, professional development, and support for staff and volunteers in the service
- Oversee the Crisis Supporter Workplace Training program, ensuring Training quality is maintained and the students experience is paramount
- Provide oversight to volunteer engagement initiatives targeted at enhancing volunteer retention and experience

5.2 Our people (our team)

- Meet with staff regularly, providing line management support and supervision
- Facilitate monthly team meetings with Centre staff
- Develop, review and mentor staff through Wesley Mission's Employee Contribution and Development Program
- Participate in Wesley LifeForce Managers, Branch and other organisational meetings as required
- Attend and representative the Centre at Lifeline Australia Centre Manager and Chief Executive Officer Sessions

5.3 Our operations

- Ensure contractual obligations with funders are met, including achieving agreed KPIs and performance targets
- Meet and communicate with funders and partners regularly and as required
- Ensure policy and procedures documentation is in place, up to date and reviewed timely
- Establish and review continuous improvement processes and data to ensure service quality and output is maintained
- Engage in business planning to support growth and service refinement
- Support and deliver key projects and change management initiatives relevant to the operations of the centre

5.3 Our financials

- Develop and sustain corporate and other key community partnerships to increase centre revenue and resource
- Achieve commercial revenue targets as directed and agreed upon with the Group Manager
- Ensure all projects are delivered to budget and seek opportunities to minimise expense wherever possible.
- Ensure Credit Card reconciliations are updated monthly.
- Ensure invoices to be paid are submitted for payment timely

6 Professional responsibilities

Personally model excellence in ethical service delivery and professional standards. This will be reflected in the following:

Professional Development

- Agree on a program of ongoing professional development and training with the Group Manager Wesley LifeForce
- Take responsibility for personal career development and training.

Work Practices

- As an employee, be responsible under the Work Health and Safety Act 2011 for the health and safety of all persons you come into contact with during your employment.
- All hazards and injuries must be reported through the proper process as set out in Wesley
    - Mission's Work Health, Safety and Rehabilitation Quality Management System and site procedures.
- In relation to Wesley Mission and the Uniting Church in Australia attend such functions including (but not limited to) the Wesley LifeForce Memorial Days, meetings, seminars, and training courses as directed by the Networks Manager.
- Comply with all COVID -19 directions and requirements.
- Apply the responsibilities of the Workplace Injury Management and Workers Compensation Act 1998.
- Annually participate in Wesely Mission's Employee Contribution and Development Review (ECDR).
- Participate in Wesley Mission's Orientation program to gain an understanding of the application of the EEO, Affirmative Action, Privacy and Personal Information Protection Act 1998, Work Health and Safety Act 2011 and other relevant legislation.
- Engage in other activities to support the delivery of the Wesley LifeForce Business Plan and Wesley Mission Strategic Plan, as requested by your manager.
- 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.
- Maintain confidentiality.

7 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 and enthusiastically advocate our Word and Deed Ministry.

Essential skills/knowledge

- Relevant Tertiary Qualifications or experience in Counselling, Psychology, Social Work and/or Human Services Management

- Demonstrated business development skills and experience
- Experience delivering or overseeing training programs
- Experience in leading teams with a proven ability to mentor and develop staff/volunteers
- Ability to build and maintain relationships with key stakeholders
- Strong organisational and problem-solving skills
- Highly developed interpersonal skills with excellent written and oral communication
- Ability to work independently and as part of a team, manage time honestly, flexibly and appropriately
- Good computer literacy skills, ability to maintain accurate statistical and evaluation data
- Cultural awareness and sensitivity.
- A current Driver's Licence

Desirable skills/knowledge

- Certificate IV in Training & Assessment, or willingness to obtain
- Experience in managing volunteers
- Experience working in mental health and suicide prevention
- Not for profit or cause related management experience