



## Community Services Program Manager

### EMPLOYMENT STATUSES

<b>Status</b>	Fulltime	<b>Award</b>	ACCHO
<b>Hours per week</b>	38 Hours per Week	<b>Classification</b>	As per Contract
<b>Length of Term</b>	Fixed Term 12mths	<b>Salary</b>	As per contract
<b>Reports to</b>	Director of Operations	<b>Additional Benefits</b>	Access to Salary Packaging
<b>Secondary Report</b>	Executive Director	<b>PD Review Date</b>	12 months (28/09/2021)

### ORGANISATIONAL CONTEXT



The Bendigo & District Aboriginal Cooperative (BDAC) is an ACCO (Aboriginal Community Controlled Organisation) registered as a member under the umbrella of VACCHO (Victorian Aboriginal Community Controlled Health Organisation) and represented nationally through NACCHO (National Aboriginal Community Controlled Health Organisation).

Organisation).

BDAC was founded to represent and provide services to the Dja Dja Wurrung community (Jaara people) and Aboriginal residents living in the Dja Dja Wurrung boundaries. BDAC has a responsibility to ensure growth of services, development of our Aboriginal community, better and improved health outcomes for our people, improved quality of life and be a lead agency in providing employment and career pathways for Aboriginal people.



### LOCAL WORK ENVIRONMENT

Bendigo and District Aboriginal Co-operative provides a range of specialist services for clients based primarily in the Dja Dja Wurrung including Health and Wellbeing services, Family and Community Services and Corporate services.

### POSITION OBJECTIVE

The Community Services Program Manager is responsible for providing effective operations to provide quality services through compliance, management and support to employees within the Home-Based Care unit.

The role of the Community Services Program Manager is to ensure the delivery of high-quality services that reflect best practice. This would include development and delivery of an appropriate range of confidential intense Children services with Cultural education and access to services to individuals, Kinship families, Aged care, Planned Activity groups, Carers and the community for promoting healthy lifestyles and healthy families with child safety programs.

The Community Services Program Manager will ensure high quality service provision through appropriate policy and program implementation, staff orientation, maintenance of supervision standards, staff appraisal and staff development systems, and area compliance.



## BDAC'S VISION AND CORE VALUES

***"Empowered generations belonging to strong families, culture and community"***

<b><u>LEAD</u></b>	We are committed to lead as an individual, team and organisation in order to achieve positive health and wellbeing outcomes for our community.
<b><u>OPENNESS</u></b>	We will be accountable and remain transparent in the delivery of our service to clients, visitors and staff.
<b><u>RESPECT</u></b>	We treat one another with honesty, integrity, respect and value everyone's opinion and feedback.
<b><u>EXCELLENCE</u></b>	We strive for excellence in our programs and services so that we can support positive health and wellbeing outcomes for our community.

## KEY POSITION RESPONSIBILITIES

<b>Primary Responsibilities</b>	<ul style="list-style-type: none"> <li>• Support the development and implementation of services within the team.</li> <li>• Ensure that capacity of staff/client ratio is maintained within your program area</li> <li>• Ensure implementation of the Referral process is followed by your program area</li> <li>• Ensure data and required reporting to funding bodies is exported in a timely manner, with a report to management upon completion</li> <li>• Ensure that effective communication between the Director of Operations, yourself and unit staff to ensure consistency and implementation across the Team.</li> <li>• Assist worker to meet contracting agreements for each child contracted to BDAC</li> <li>• Review all court Reports and Case plan reports before endorsement and submission to Department of Human services</li> <li>• Ensure Aged &amp; Disability service programs are delivered</li> </ul>
<b>Community Education &amp; Advocacy Support</b>	<ul style="list-style-type: none"> <li>• Support the development and facilitation of positive lifestyle change initiatives through planned activity group promotion and education opportunities for community</li> <li>• Support the development of promotional materials and information</li> <li>• Focus group/ feedback systems for guiding Improvement of services being delivered by program area</li> <li>• Survey programs for feedback on the program area and future directions</li> <li>• Promote BDAC programs and services to relevant external agencies and key stakeholders</li> <li>• Ensure effective ongoing liaison with partner agencies, key stakeholders, services and personnel</li> <li>• Seek additional funding to address gaps in the Home-Based Care program area</li> <li>• Review and Update Fact sheets around your Program area</li> </ul>



## Administration & Compliance

- Model and abide by BDAC Values, Code of Conduct and Policy and Procedures;
- Participate actively in and facilitate supervision and professional development activities;
- Ensure that you participate in team meetings, staff meetings and other community activities as requested;
- Ensure that you adhere to legislative requirements;
- Ensure that you report any risks identified immediately to your line manager;
- Participate within the team to ensure performance against expectations including performance management and staff development, in accordance with BDAC's policies and procedures;
- Ensure that all staff are provided with and operate in a safe environment in accordance with BDAC'S OHS policies and procedures;
- Participate in Continuous Quality Improvement (CQI) activities.

## COMMITMENT TO SAFETY

- All children have the right to be children and live free of abuse and neglect, so they can grow, learn and develop. Everyone within BDAC is responsible for ensuring a culture of child safety; preventing child abuse and abiding by the Child Safety Principles;
- BDAC is committed to the health and wellbeing of its employees and stakeholders;
- BDAC has a zero tolerance to all forms of violence.

## KEY SELECTION CRITERIA

- Understanding of an Aboriginal Community Controlled Health Organisation (ACCHO) environment and the local Aboriginal Community.
- Proven management experience in the community services sector including human resource responsibilities.
- An ability to manage stressful situations in a team environment.
- Demonstrated ability in the planning, development and delivery of home-based care programs.
- Experience on the development and review of home-based care systems, policies and procedures
- Ability to work independently and in a team setting
- Demonstrated negotiation and advocacy skills
- Knowledge of the requirements of support and educative programs available
- Knowledge of funding requirements for support services
- Understanding of all relevant legislation, policies and practices
- Demonstrated ability of program management and delivery

## Preferred / Desired Education, Training and/or Competencies

- Qualification and/or experience in Business Management, Community Services or equivalent.
- Financial experience and demonstrated ability to develop, plan and monitor budgets



**CONDITIONS OF EMPLOYMENT**

- Must pass a Criminal Police Record Check;
- Must pass & provide copy of Working with Children's Check;
- Must hold current full Victorian Drivers Licence and provide a copy;
- If the position is for a role specifically to provide disability services (or work that involves regular direct contact with or access to a person with a disability), BDAC will check the prospective employee against the Disability Worker Exclusion List.

**EMPLOYEE STATEMENT**

**I have read, understood and accepted the above position description of the Community Services Program Manager.**

**EMPLOYEE NAME:** .....

**SIGNATURE:** .....

**DATE:** ...../...../.....