Position Description

Program or Function name:	**Services Division**
Role Title:	**Child and Family Services Manager**
Award Classification: (If relevant)	**NON-AWARD**
Primary Office Location:	**Edgeworth, NSW**
Employment Status:	**Full Time**
Reports to:	**Director of Services NSW**

OzChild

Founded in 1851, OzChild support vulnerable children and young people by providing healing, preventing abuse and neglect, and strengthening families.

It is our goal to see that all children and young people are safe, respected, and nurtured, and reach their full potential.

Child Safety

We are committed to protecting children and young people from all forms of abuse, bullying, exploitation and neglect, and to creating environments in all our programs and services where children are safe and feel safe.

We are committed to listening to children and addressing any concerns they raise with us. OzChild will treat all allegations of child abuse very seriously. We will report all allegations in compliance with incident reporting, mandatory reporting and reportable conduct requirements.

All OzChild People are required to support this commitment to child safety, and to behave appropriately towards children at all times.

Role Purpose Summary

This role focuses on the support and implementation of Evidence Based Services but may extend to other services in the future. Evidence Based Services are internationally recognised as provide beneficial outcomes for clients when delivered with fidelity. They are characterised by a clearly articulated theory, comprehensive training and supervision approaches, model adherence measures and on-going quality assurance systems.

The Child and Family Manager is a role within OzChild's leadership group to ensure the benefit of these services to children, young people and their families in specified areas by removing implementation barriers and facilitating their provision

The goal of our services is to develop a continuum of care that will focus on both preventing children and young people coming into the care system and also on safe reunification from care back to their families. Where children cannot safely remain with families, OzChild also provided alternative family based models of care.

In doing so, the position will support the OzChild Way behaviours and accountabilities as follows:

- **We deliver evidence-based services:** Utilise your professional knowledge and skills to monitor, review, develop and maintain policy, procedure, practices and guidelines that supports the accurate and timely completion of processes and reporting to support our Service Delivery and Program Teams.
- **Our customers determine our success:** Support and continually develop and enhance networks within OzChild and the capability of our Service Delivery and Program Teams to support the effective delivery of high quality services to children and young people, their families and to carers/volunteers.
- **We deliver innovative solutions**: Engage others in the development of functional plans, tactics and activities to support innovation in services and achieve the desired outcomes articulated in the OzChild Strategic Plan.
- **We set each other up for success: S**upport collaboration with internal and external stakeholders and directly support your team and the Service Delivery and Program Teams by providing the necessary guidance, development, and tools for people to achieve success in their roles.
- **I learn, adapt, grow, and embrace my cultural competence:** Demonstrate a willingness and energy for personal learning, adapt to and embrace change, and develop your cultural competence.

Position Specific Responsibilities

As Child and Family Manager you will be accountable for the operational leadership and Management of the Functional Family Therapy Child Welfare Teams. The role will also work with the broader program and organisation to support the growth and development of OzChild. This will include:

- Working closely with the program developers and implementation support providers to support the ongoing implementation and potentially set up additional services in NSW and ensure success and adherence to the accreditation requirements.

- Leadership and hands on coaching to ensure employees in the program have the resources, skills and support to deliver the services within the fidelity standards provided by the developers and implementation support team.

- Ensure outcome measurements and data management systems are successfully established and utilised to ensure optimum program performance. Reporting on all outcomes, cost effectiveness and overall success of the program and communicating these to relevant internal and external stakeholders.

- Contribute to OzChild's growth strategy and assist in establishing the delivery of Evidence Based Services in different geographical locations both in New South Wales and interstate.

- Ensure that OzChild is viewed by FACS as a quality provider achieving outcomes keeping them informed of all outcomes, receive regular updates and statistical data. Providing them with the opportunity to provide feedback to us about our performance.

- Develop good working relationships with Aboriginal lead agencies to ensure cultural safety in our practice and good outcomes for Aboriginal children and young people.

- Financial and budget oversight to ensure programs are being delivered within operational budgets and that target numbers identified by Government numbers are being met.

- Proactive stakeholder management with key internal and external stakeholders who are required to be informed of outcomes, compliance to accreditation standards and integration with other internal services. You will also be required to develop networks and partnership within FACS, other government bodies and other community welfare agencies.

You will need to provide positive leadership to all employees of the Evidence Based Services encouraging a team approach, professional attitude of the team, allowing them the autonomy to implement and coordinate the programs as per the training and supervision from the model developer to achieve positive outcomes for clients. This will Include:

- Developing a strong team that is built on inclusiveness and respectfulness operating with a high level of professional management in a complex and demanding environment.

- Conduct regular meeting with supervisors to ensure all employees are receiving the support needed, case practice meets contract expectations and review employees' competency needs.

- Manage all people, risk and quality policy and practice matters as they relate to your services and the standards OzChild works with. Establish and review quality, OHS and risk management systems for the program.
- Ensure the onboarding and ongoing training and compliance requirements for staff are completed.
- Conduct supervision meetings, probation reviews and annual appraisals for existing staff.
- Be aware of all organisational and departmental policies and practice guidelines and ensure that these are communicated to and understood by staff.
- Ensure that all staff have equal access to staff development and education opportunities.
- Use the appropriate tools and systems for recruitment, learning and the requesting and approving of leave and changes in relation to Staff.
- Support Occupational Health and Safety (OH&S) activities.
- Support feedback opportunities from stakeholders to review quality of internal processes, services being provided, and identify current or future additional requirements.
- Foster the adoption and support of The OzChild Way and the development and communication of your own personal values.
- Develop a strong sense of team work, collaboration and trust within the team and within OzChild.

- Provide advice, assistance and support to the team and others.
- Demonstrated a high level of initiative, self-organisation and personal accountability.

Key Job Relationships

Internal

- Members of the FFT-CW Teams
- Members of the FFT Team
- Children and Young People and their families.

External

- DCJ and other Government Bodies
- Other Community Service Organisations including Aboriginal Lead agencies.
- Developers (FFT LLC).
- Peak welfare associations and network
- Other Community/Welfare agencies.
- Peak welfare associations and network.

Qualifications

Essential

- A Masters level social work, psychology or relevant discipline, or a Bachelor in social work, psychology or equivalent with five plus years clinical practice in relevant therapeutic training and skills that is recognised in Australia.

Desirable

- Family systems theory and application.
- Cognitive-behavioural therapy theory and application.

Screening and Licences

- OzChild conduct interviews, reference checks and ensure the completion of satisfactory safety screening including National / International Police Check and Working with Children Checks relevant to the State or Territory that employment and undertaking of position occurs.
- Must be able to drive, provide and maintain a valid Drivers' Licence and have access to reliable transportation.

Skills and Experience

- Management skills in the utilisation of data analysis and evaluation processes.
- Problem solving and analytical skills.
- Understand and utilise emotional intelligence in a leadership context.
- An understanding of cultural contexts and the unique needs of Aboriginal children and young people.
- Knowledge and skills in ensuring the health and protection of children and young people, leadership and management experience in this context. Knowledge of the Child Protection and Out-Of-Home Care system, standards and practices.

- In-depth knowledge and understanding of the principles and challenges of supporting vulnerable families.
- Demonstrated ability in the provision of professional supervision.
- Understanding of the broad range of issues impacting on the community services sector.
- Financial literacy and program budget management skills.
- Good communication and organisational skills.
- Effective network development skills.
- Advanced computer skills, including the Microsoft Office suite and email, plus familiarity with web-based information management, communications and accounting systems

Mandatory Training

All employees of OzChild are required to complete Mandatory Training and Program Specific training upon commencement of employment and complete refresher training as required.

Organisational Responsibilities

- Demonstrated ability to work as part of, and contribute to, a person-centred team.
- Facilitate effective working relationships with key stakeholders and functions of OzChild to enhance outcomes for clients, their families and other people significant to the client.
- Undertake all interactions with others in a culturally sensitive manner and take appropriate account of cultural and linguistic diversity.
- Ensure Child Safety standards are understood and adhered to.
- Attend related meetings, workshops, conferences and training as required.
- Ensure privacy and confidentiality are upheld at all times.
- Be familiar and comply with OzChild's Code of Conduct, policies, procedures and other work instructions as updated from time to time.
- Represent OzChild in a positive manner internally and externally including forums, meetings and training.
- Assist in the development of continuous improvement and service accountability initiatives as needed.

People Leader Responsibilities

- Ensure they comply with OzChild's Code of Conduct, policies and procedures;
- Model behaviours and demonstrate commitment to foster an environment and conditions that motivate OzChild People to strive to achieve their full potential and contribute to the achievement of OzChild's strategic objectives;
- Build on the capability and excellence of our workforce through proactive recruitment, advancement and retention strategies;
- Demonstrate fairness, transparency and accountability in decision making;

- Clearly articulate the expectations and ensure understanding by those OzChild People that report to them and their teams;
- Support and implement initiatives to enhance flexibility, inclusiveness and diversity, respect differences and foster an environment and relationships that are safe, healthy, positive, supportive and free from all forms of harassment, bullying and discrimination;
- Educate and support OzChild People to ensure compliance with our code of conduct and commitment to cultural awareness and child safety;
- Through formal and informal engagement, dialogue, process and procedures, constructively and proactively enhance the performance of OzChild People that report to them and their teams;
- Ensure the individual career goals and personal aims of OzChild People are identified, promoted and their achievement supported;
- Provide training and development opportunities to OzChild People that report to them and their teams to ensure they have the necessary qualifications, skills, certificates and clearances to meet the requirements of their position;
- Acknowledge and celebrate behaviour and achievement of OzChild People that advances and improves organisational performance and OzChild's reputation;
- Foster the use of technology and new ways of working to enhance collaboration, effectiveness and outcomes;
- Ensure the safety and foster initiatives to enhance well-being; of self and others;
- Develop and maintain effective and constructive communication with OzChild People and other persons;
- Delegate effectively, and coach and mentor OzChild People;
- Treat any reports of or complaints of unfair treatment, discrimination, harassment and/or bullying sensitively and in accordance with OzChild policies and procedures; and
- Ensure they and the OzChild People that report to them and their teams have the necessary procedures, tools, systems and infrastructure to support OzChild People.

Safety and Wellbeing Responsibilities

Comply with the requirements of relevant legislation and related policies and procedures developed by OzChild which is not limited to but does include:

- Implement OzChild's policies and procedures, observing all legislative requirements and monitoring / reviewing safety and wellbeing performance within their area of responsibility;
- Demonstrate commitment to safety and wellbeing through participation in formal and informal monitoring, discussions, workplace inspections and audits, and including safety and wellbeing as an agenda item in program or area of responsibility meetings;
- Participate in the resolution of safety issues within their program or area of responsibility;
- Report all work health and safety breaches, hazards and incidents, and assist with actions to reduce and eliminate risks Investigate all Incidents and/or Hazards within their program or area of responsibility.

- Engage with their Safety and Wellbeing Representative/s within their program or area of responsibility;
- Ensure the physical and psychological health and wellbeing of OzChild People is promoted and supported through programs and initiatives designed to enhance OzChild People wellbeing;
- Embed a culture whereby OzChild People are encouraged to discuss safety and wellbeing issues and concerns in a transparent and open manner;
- Provide such information, instruction, education and supervision for OzChild People that will enable them to perform their work in a safe manner and adopt behaviours that enhance the wellbeing of self and others;
- Initiate actions to improve safety and wellbeing within their program or area of responsibility;
- Participate in safety and wellbeing training and ensure OzChild People in their program or area of responsibility also participate in training obligations as required;
- Report any work related or non-work related injury or illness;
- Support return to work programs to facilitate safe and durable return to work for OzChild People, where possible, for both work related and non-work related Health Condition/s.

Responsibilities stated herein reflect the primary functions of this job and should not be construed as an exhaustive list of duties. They may vary or be amended from time to time without changing the roles level of responsibility.

I have read and understood the position description.

Team Member Name:

Team Member Signature:

Date: Click here to enter a date.