PO Box 12 Ringwood 3134

Telephone (03) 98770311

**Position Description:**

**Site Manager – Maroondah**

1. **General Information**

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| **Position title:** | Site Manager – Maroondah |
| **Department:** | Service Delivery |
| **Position Reports to:** | Chief Operating Officer |
| **Classification:** | SCHADS Level 8  Plus 9.5% superannuation and access to salary packaging |
| **Job status:** | Permanent  38 hours per week  Participate in ‘on call’, after hours and weekend roster as required |
| **Location:** | Safe Futures Maroondah |
| **Number of direct/indirect reports:** | 8-10 |
| **Probationary Period:** | 6 months |
| **Key Relationships:** | Internal:  CEO, Chief Operating Officer, Corporate Services Staff, Service Delivery Staff, Housing Services and Donations Coordinator  External:  Referring agencies, peak bodies, clients their families and advocates, community service organisations and partners including Safe Steps, Police, regional organisations and key stakeholders. |

**Overview of Safe Futures Foundation­­­­­­­­­­­­­**

Safe Futures Foundation is a not-for-profit Specialist Family Violence Organisation that provides refuge/crisis accommodation to women and children escaping family violence. We have been responding to family violence and changing people’s stories for over 40 years. Safe Futures has grown to be the largest provider of refuge/crisis accommodation in Victoria - which includes three core and cluster refuges, 15 crisis properties and nomination rights to 35 Transitional Houses.

Our clients are predominantly referred to us from Safe Steps.

Safe Futures foundation is committed to promoting and protecting the safety and wellbeing of all people involved in our programs, including all children and young people. We have at least one specialist Children and Young Persons case manager at each refuge site.

Safe Futures Foundation is committed to the principles of cultural safety and inclusion of all individuals from diverse backgrounds and to the safety and inclusion of individuals with a disability.

**Our Vision**

For people escaping family violence to live safe and free.

**Our Model**

The Safe Futures model is premised on a “wrap around “process of service delivery. Safe Futures assesses and monitors family violence risk and provides intensive, holistic and individualised care planning and case management and works alongside with survivors of family violence to develop plans to support problem solving, coping skills and self-efficacy. Safe exiting planning is essential to our service as our clients are with us for an average of six weeks.

Safe Futures philosophy of care begins with the principle of” voice and choice” where self-determination and the perspective and views of the family, including that of the child or young person. The wrap around approach places the individual and family at the centre and builds a support team around them to drive change, in conjunction with our partner agencies.

A strength-based approach is utilised to identify and build capabilities, capacity and resources to empower victim survivors of Family Violence. Services are individualised, flexible, community based and culturally competent.

1. **The Role**

The Site Manager, is a key leadership role that has responsibility for service provision for the organisation and plays a pivotal role in the success of the family violence emergency response program. The Site Manager is expected to meet a range of outcomes and deliverables which align with the Safe Futures Strategic Plan and to assist the organisation to achieve its business goals and build a strong and sustainable organisation.

The Site Manager is responsible for coordinating the delivery of an extended hours service providing emergency accommodation and case management for clients experiencing family violence. This role entails the oversight and monitoring of high-quality intake and risk assessments, safety plans, needs assessments, case and exit planning. The role involves the management of the Maroondah core and cluster refuge, 13 crisis properties and 35 transitional properties. The program includes full time Monday to Friday staff and staff rostered over on weekends, public holidays and after hours on-call roster.

**3. Key Accountabilities**

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| **Operation Management** | **Measures/KPIs to be achieved** |
| * Coordinate intake and referral functions and the management of emergency and accommodation response services * Provide supervision and management coordination to the Safe Futures Maroondah refuge staff * Ensure vacated properties are ready for occupancy within 1-2 business days. * Ensure vacant properties’ availability is recorded on the Safe Steps refuge vacancies register * Participation in the back up on-call roster, and some after hour’s service provision as required * Ensure high quality and comprehensive risk assessments, safety plans, needs assessments and case plans are undertaken for women and children accessing emergency accommodation * Co-ordination of exit planning and handovers to Safe Futures programs or to external services * Provision of daily complex staff case management support * Guidance, supervision, and oversight to direct service delivery staff * Overall management and/or oversight of the refuge site and crisis properties including cleaning, maintenance and repairs and OH&S issues that may arise * Oversight and awareness of the security of the properties including ensuring alarm systems are operational and properties are secure | * Ensure annual performance targets are met * Ensure SHIP note entries and supporting documents are up to date * Ensure Intake documents uploaded to SHIP * Ensure SHIP status updates to be completed by the 5th of each month * Record relevant data re intake and vacancies as required * Monitor and review plans: * Risk Assessment * Safety Plan * Case Plan * Exit Plans * Co-ordinate with Housing Officer and other stakeholders to ensure properties are maintained, a good state of repair and cleaned for incoming clients * Ensure properties are secure with alarm systems operational and gates/fences secure * Involved in rostering staff on weekends, public holidays and the on call roster |
| **Leadership** | **Measure/KPI’s to be achieved** |
| * Promote an environment that empowers and motivates staff to achieve organisational and service delivery goals * Lead with exceptional interpersonal, communication and negotiation skills * Contribute to the strategic direction by being actively involved in the implementation of strategic and operational plans * Contribute to future development through monitoring community, business and operational needs and make appropriate recommendations for service delivery development * Ensure legislative compliance in relation to service delivery and ensure service targets are met * Undertake staff appraisals and performance management as required * Contribute and participate in regular management meetings and supervision to enable continuous service improvement, best practice and ongoing quality improvement * Build working partnerships with key stakeholders and services to improve client outcomes and access * Participate in community network building and practitioner meetings | * Operational performance, particularly in relation to the management of work hours and client outcomes * Achievement of DHHS targets * Minutes for meetings available within agreed timelines and actions completed * Compliance with program guidelines and service agreements * Successful implementation of Safe Futures operating guidelines and initiatives measured through staff and client and external services feedback and post implementation reviews * Positive relationships and feedback from stakeholders * Audits (internal and external) demonstrate compliance * Operate within budget * Strong engagement culture as evidenced by engagement surveys, retention and turnover rates * Maintains a cohesive workplace * Staff supervision is prioritised, managed and recorded internally * Referral numbers reviewed, and steps taken to ensure equity of access * Attend local partnership meetings |
| **Teamwork and Communication** | **Measure/KPI’s to be achieved** |
| * Communicate effectively and accurately with others about work matters and document relevant information according to policies and procedures * Communicate with all staff and work with them to meet organisational objectives consistent with the values of Safe Futures Foundation * Participate in and contribute to ‘all staff’ meetings. * Co-ordinate and facilitates regular team meetings * Ensure effective orientation and induction for new case management staff so that they have the necessary information to effectively and safely undertake their roles and responsibilities * Maintains constructive and collaborative working relationships across program areas * Develop positive, supportive team culture based on professional and respectful behaviour * Display organizational values and conduct including honesty, integrity, respect, transparency, collaboration and initiative * Engage in activities that promote positive organizational and workplace culture | * Maintains a cohesive workplace -evidence of regular team meetings, minutes and communication * Demonstrates and role models values and behaviours in accordance with organisational code of conduct * Maintains appropriate professional boundaries with colleagues, clients, services and volunteers |
| **Financial Accountabilities** | **Measure/KPI’s to be achieved** |
| * Ensure that Safe Futures Foundation financial delegations’ requirements are adhered to * Ensure that all financial transactions are undertaken in line with approved Safe Futures Foundation policy and delegations * Provide timely, accurate receipts to meet all reporting and accountability requirements * Manage allocated site budget for expenses such as cleaning, maintenance and repairs, replacement furniture and equipment, staff amenities, petty cash and cab charges * Assist staff to source financial assistance for clients as required, e.g. via Flexible Support Packages | * Staff are aware of delegations * Clients access Flexible Support Packages * HEF packages are applied to eligible clients when assessing properties * Management of allocated site budget for expenses * Provide input and involvement during budgeting process |
| **Information Management** | **Measure/KPI’s to be achieved** |
| * Maintain an intake monitoring and recording system tracking referrals, length of stay, time between registering vacancy and referral/intake, appropriateness of referrals, reason for refusal if any, turnover of units, number of clients on site, exit reasons * Monitor program performance and outcomes through collation and analysis of service data and implement agreed changes to the operation of programs to enhance service delivery * Adhere to relevant record management systems and comply with relevant Privacy Legislation * Ensure Safe Futures staff maintain current and accurate computer records on SHIP * Ensure record keeping is in line with quality and accreditation standards * Undertake regular file audits and review standards and quality of case notes, assessments and plans | * Audit process reveals staff compliance with ISO and DHHS accreditation standards * Intake monitoring is evidenced |
| **Continuous Quality Improvement and Risk Management** | **Measure/KPI’s to be achieved** |
| * Promote the development and implementation of organizational policies, programs and standards, which ensure compliance with professional standards and relevant legislation * Review client focused and administrative systems in order to improve efficiency and effectiveness. * Consult immediately with the CEO and COO regarding all reportable major incidents and all non-major incidents. * Ensure that service delivery staff meets minimum standards in line with ISO standards and the Department of Health and Human Services Standards. * Demonstrated commitment to quality and promote evaluation/reflection and continuous improvement in all areas * Promote the maintenance of a safe, secure and clean environment * Facilitates the identification of risks to staff, client and visitors and ensures appropriate corrective action is implemented * Maintain and update knowledge of emergency plans, policy and procedures to maximise effectiveness in a crisis * Practice in accordance with child safety standards and reportable conduct guidelines | * Risks identified, documented and managed as per the risk register * Accreditation achieved with evidence of continued improvement * Implement and adhere to SFF OH&S policies, protocols and safe work procedures * 100% compliance with DHHS critical incident reporting guidelines * 100% compliance with reporting of incidents * Ensure all hazard’s, incidents and injuries are investigated and corrective actions implemented within the agreed timeframes * Compliments to complaints ratios and volume of responses * Participates in internal supervision process |
| **Human Resource Management** | **Measure/KPI’s to be achieved** |
| * Participate in staff recruitment, including preparation of position descriptions, interviewing of potential staff, staff orientation, and staff development including the development of Key Performance Indicators * Ensure staff performance management is undertaken and staff appraisals are completed annually * Ensure that staff working hours, leave entitlements, Time in Lieu and participation in the on-call/recall roster is managed within organisational policy | * Service Delivery staff Position Descriptions are reviewed and updated annually * Performance reviews are undertaken annually * No staff have more annual leave than the organisational policy stipulates * Health wellbeing of staff is measured by sick leave uptake |
| **Occupational Health and Safety** | **Measure/KPI’s to be achieved** |
| * Comply with all OH&S Management Systems, policy and procedure requirements and take reasonable care to protect their own health and safety and the health and safety of others in the workplace. All staff are required to immediately report incidents, hazards or near misses to the relevant Manager/Supervisor and actively participate in hazard elimination where required * Be responsible for monitoring and improving the safety performance of their work area by investigating incidents, identifying hazards, initiating actions and participating in the resolution of safety issues * Assistance in the maintenance of a clean, hazard free work environment * Follow workplace procedure for accident/incident reporting * Ensure effective implementation of all OH&S Management system policies and procedures, ensuring staff have adequate training to perform their job safely and new employees are effectively inducted to minimise safety risks within their area | * Risks identified, documented and managed * DHHS Critical Incident Report System is followed * Tickit is up to date with all reported incidence * WorkCover incidents are maintained within the industry benchmark. |
| **Property Management** | **Measure/KPI’s to be achieved** |
| * Manage allocated property and maintenance requests and work with Housing officer to coordinate and manage trade services including contractor inductions * In conjunction with Housing officer liaise with relevant DHHS property services staff regarding major maintenance matters * Liaise with contractors to obtain clarification around quotes, jobs logged and accounts * Manage soft and hard security services | * Maintenance issues are addressed and resolved in a timely manner * Units are ready for re occupancy within agreed timeframes * Major and essential maintenance issues are addressed * Property audits are undertaken and documented as required * Security systems are maintained |
| **Other Duties**   * Perform other duties, consistent with the broad spectrum of the position, as required and directed by the Chief Executive Officer |  |

**Pre-Existing Injury**

Prior to any person being appointed to this position it will be required that they disclose full details of any pre-existing injuries or disease that might be affected by this position

**Immunisation**

Consider appropriate levels of immunisation in accordance with Safe Futures Foundation employee Health and Wellbeing Policy, in the interest of yourself, all staff, clients and visitors.

**Mandatory**

* Police check
* Working with Children’s Check
* Victorian Drivers Licence

**Other Information**

All staff and volunteers must abide by a code of Conduct.

**4. Key Selection Criteria/ Position Requirements**

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| **Qualifications** | **Essential**  A tertiary qualification in social work, psychology or related discipline at degree level.  ***Desirable***  Experience working in the Family Violence sector or family services |
| **Previous Experience** | **Essential**   * Microsoft office skills e.g. Word and excel * Previous experience managing a team in a complex environment * Demonstrated high-level decision-making skills * Demonstrated high level communication skills   **Desirable**  Have previous experience managing a team delivering client services those experiencing family violence or other case management services |
| **Required Knowledge and Skills** | **Essential**   * Creates a culture of continuous learning and quality improvement * Skills in delivering excellence in client services * Ability to work collaboratively with staff, colleagues and key stake holders * Recognises and values the contribution of others * Self - motivated and ability to work independently * Strong communication and written skills and the capacity to negotiate and build relationships with a range of professionals and services * Case management experience and leadership in working with people with complex needs and risk issues * Excellent risk identification and management skills * Skilled in providing support, supervision, coaching and training for direct service delivery staff * Exceptional organisational and time management skills and ability to prioritise in order to juggle competing tasks and meet tight deadlines * A current Victorian Drivers Licence   **Desirable**   * Demonstrated ability to provide team leadership and lead a team delivering emergency crisis responses * A sound knowledge of the resources and services available in the community sector, with respect to family violence, crisis interventions, health, mental health, drug and alcohol, legal, income security, immigration policy, disability and education * A proven track record of leading a team working within a case management framework and demonstrated understanding of comprehensive risk assessment * Ability to work in a team environment with limited direction, with a high degree of responsibility and self-management * Ability to dynamically represent Safe Futures Foundation with internal and external partners * Computer skills including the word processing and spreadsheet programs, and email at an advanced level * Strong organisational and administrative skills * Self-reliance and ability to work independently and flexibly within the policies and protocols * Commitment to the mission and values of Safe Futures Foundation * An awareness of the gendered nature of violence and the impact of family violence on people * An awareness of the cultural and religious barriers faced by Indigenous, CALD and marginalised people when they experience family violence * Sensitivity to issues related to the provision of services in a community of high cultural and spiritual diversity * Knowledge of The Privacy Act * Knowledge of The Occupational Health and Safety Act |
| **Personal Attributes & Values** | * The ability to complete tasks accurately and efficiently and is thorough in all aspects * Employs an ethical and professional approach to practice * Maintains clear and appropriate professional boundaries * Displays resilience and self-care * Ability to think broadly and holistically in relation to family violence and interventions with women and children. * Solution focussed and able to motivate others and lead change * A commitment to promoting Safe Futures Foundation programs and services * An awareness and commitment to confidentiality * Capacity to assess and manage risk. Capacity to balance workload, determine priorities and meet deadlines * Ability to effectively manage conflict and work collaboratively |