

<b>Position title</b>	Program Leader Family Violence Services		
<b>Position holder</b>	Vacant		
<b>Program</b>	Family Violence and Healthy Communities		
<b>Funded by</b>	Grampians Community Health		
<b>Based at location</b>	Horsham or Stawell		
<b>Responsible to</b>	<ul style="list-style-type: none"> <li>• Manager Family Violence and Healthy Communities</li> <li>• General Manager People and Community Support</li> <li>• Chief Executive Officer</li> </ul>		
<b>Direct reports</b>	<ul style="list-style-type: none"> <li>• Family Violence Program staff</li> </ul>		
<b>Award</b>	Victorian Stand-Alone Community Health Services (Health and Allied Services, Managers and Administrative Officers) Multiple Enterprise Agreement 2018-2022		
<b>Classification</b>	HS4		
<b>Hourly rate</b>	\$42.3368	<b>Annual</b>	\$83,657
<b>Status</b>	Full Time		
<b>Hours per week</b>	38 hours (1.0 FTE)		
<b>PD last updated</b>	June 2021		

#### Position summary

The Program Leader Family Violence Services provides effective operational management and leadership to staff as they provide family violence and homelessness support services, and build capacity within the service system to respond to homelessness and family violence, within the Grampians and Wimmera. This position will entail travelling between GCH Horsham, Stawell and Ararat sites.

The Family Violence Services program includes but is not limited to; Family violence Support (including after hours, case management and therapeutic interventions), homelessness support, perpetrator case management, Risk Assessment Management Panel coordination, MARAM collaborative practice training, the Wimmera Principal Strategic Advisor and the Family Violence Connector.

The position will contribute to achieving the vision, goals and values articulated in the organisation's strategic plan and may require some after hours on call at times.

#### Key responsibilities

1. Provide leadership, professionalism and responsiveness to internal and external stakeholders.
2. Attend and actively participate in internal and external meetings to represent GCH in a professional manner.
3. Be organised and plan ahead to manage a high volume of work with an emphasis on risk management, monitoring and organising staff training as needed and developing high performing teams.
4. Ensure delivery of accessible, safe and flexible quality services to the staff, clients, other service providers and communities across the Grampians and Wimmera region.
5. Ensure priority referrals are responded to promptly and be willing to respond to urgent client needs.

6. Ensure service delivery provides a range of contemporary approaches to responding to homelessness and family violence.
  7. Ensure service delivery is provided to meet the requirements of funding bodies and the quality standards applicable to the program.
  8. Work collaboratively with the Program Manager and other GCH Leadership to identify growth opportunities and strategic partnerships for GCH in line with the strategic plan.
  9. Prepare and provide accurate and timely reports to meet regular and strategic organisational requirements, funding bodies requirements and legal obligations.
  10. Assist with the development, implementation and evaluation of existing and new procedures, systems and processes to ensure flexible and responsive service provision that meets clients' needs while identifying and addressing program and service gaps.
  11. Ensure that programs operate in accordance with organisational policies, legislation, program standards and guidelines.
  12. Maintain a strong client focus and a flexible approach to meeting needs, including complaints resolution.
  13. Maintain a strong oversight of trends, quality improvement opportunities and assist the Manager to respond to complaints and feedback.
  14. Work in partnership with the Program Manager in preparation of submissions and funding applications within required timelines.
  15. Encourage staff to embrace the strength based, solution focused approach to problem solving.
  16. Provide supervision and support to students as required.
  17. Other duties commensurate with current skills and experience as agreed with the Manager, General Manager or the Chief Executive Officer
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#### Key selection criteria

##### Qualifications

- Tertiary qualification in a relevant field (Diploma Level minimum, relevant university qualifications are highly desirable).

##### Mandatory:

- Demonstrated experience as a leader within a health and welfare organisation and working with multi-disciplinary programs.
- Proven industry experience of two years in health or social welfare.
- Strong understanding of continuous quality improvement and accreditation.

##### Demonstrated skills, experience and/or understanding of:

- Clearly demonstrated and articulate experience and knowledge of Family Violence and Homelessness services.
- Providing supervision, support and leadership to a large team.
- Attention to detail with well-developed administrative and organisational skills to effectively manage high volumes of work and determine appropriate priorities, meet targets and deadlines.
- Skills in innovative and creative program development; the confidence to recommend changes, make decisions, and to promote a continuous quality improvement environment
- Knowledge of the issues relating to people impacted by homelessness, and the issues relating to both victim survivors and perpetrators of family violence.
- Awareness of government policies relevant to Homelessness and Family Violence services.

- Demonstrated ability to maintain records accurately and efficiently in line with organisational audit requirements.
- Knowledge of relevant funding streams, peak bodies and frameworks.
- Ability to maintain confidentiality at all times.
- Demonstrated computer software and skills, including Microsoft Office and the internet.
- High level verbal and written communication skills that enable effective and appropriate communication with a broad range of stakeholders at all levels.
- Demonstrated ability to positively contribute to workplace culture and practices.

### Licences and registrations

- Current Victorian driver licence
- Current National police check (less than 3 months old)

### Personal attributes

- Ethical and inclusive
  - Self-disciplined
  - Collaborative and supportive
  - Flexible and resilient
  - Creative and agile thinking
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### Conditions of employment

This position is ongoing and is subject to the successful completion of a six-month probationary period, and requires a satisfactory police check.

**Note:** Checks must be obtained and provided prior to commencement as a condition of employment at Grampians Community Health. Where check results are unsatisfactory in relation to the role to be carried out, the offer of employment will be withdrawn.

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### Chief Executive Officer approval:

CEO signature

Greg Little

Date

### General Manager approval:

General Manager signature

Kathy Day

Position

General Manager People and Community Support

Date

### Manager review:

I have reviewed and approve this position description

Manager

Vacant

Position

Manager Family Violence and Healthy Communities

**Date**

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**Employee acceptance of position:**

**Employee signature**

**Vacant**

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**Date**

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