

POSITION TITLE:	Manager Access and Accommodation
POSITION LOCATION:	Warrnambool – travel throughout the Wimmera South West DHHS region and to Melbourne may be required
CLASSIFICATION:	Social, Community, Home Care and Disability Industry Award 2010. Level 7 – Pay Point dependent on skills and experience
TEAM:	Executive Team
EMPLOYMENT:	Full Time

OUR ORGANISATION

Emma House Domestic Violence Services Incorporated (EHDVSI) was established in 1979 and provides support and assistance to women and children who are experiencing, or who have experienced domestic violence / family violence. It is the primary specialist family violence service for South West Victoria. Our range of services can include crisis response, accommodation and/or outreach services, all of which are high quality and contemporary best practice models of service delivery.

EHDVSI is a feminist organisation, and our aim is to provide an empowering, respectful and culturally sensitive service committed to best practice. The EHDVSI hope is for a society where women and children live free from family, domestic or intimate partner violence in all its forms, and we work towards this each day.

ROLE CONTEXT

As a member of the Executive Team, the Manager – Access and Accommodation Services is responsible for overseeing The Orange Door Program, Children’s Therapeutic Program, The Principal Strategic Advisor and Accommodation services including refuge and transitional housing. The position requires a qualified and experienced professional with 5-7 years post graduate experience who is keen to work across all levels within the organisation. The role has executive level responsibility for EHDVSI quality and safety including clinical governance. The Manager – Access and Accommodation Services is required to demonstrate a solid understanding of the principles and practices relevant to the Domestic and Family Violence sector, including the underpinning societal structures that perpetuate gender inequity and contributors to the ongoing disempowerment of women and children.

PRIMARY PURPOSE OF THE ROLE

To participate in leading the organisation through the transition and reform happening within the State Family Violence sector.

To translate the reform agenda into contemporary service delivery throughout the organisation.

To ensure that EHDVSI has a quality staff team, guided by policies, procedures and resources that allow the delivery of a high quality service and response to women and their children who have been impacted by family violence.

To lead and monitor the organisation's clinical governance processes to ensure EHDVSI provides a safe high quality service.

To oversee a highly collaborative work force with internal and external stakeholder engagement to maximise the outcomes for women and children who have been impacted by family violence.

REPORTING RESPONSIBILITIES

This position has a direct reporting relationship to the Executive Officer and will act up into the position of Acting Executive Officer as required.

The Manager – Access and Accommodation Services is a role that will foster productive relationships with the EHDVSI Executive Team and direct support staff.

The role also requires functional and dynamic relationships with external stakeholders and as such will require participation in sector committees and implementation groups.

KEY RESPONSIBILITIES

Personal and Professional

- Understanding of the value of professional supervision for all staff and a willingness to participate in internal/external supervision for their own professional development.
- Commitment to maintaining an up to date knowledge base on issues relevant to domestic and family violence practice.
- Ability to provide high quality clinical supervision and critical reflective practice to direct service practitioners and students on placement.
- Lead and participate in the annual performance management processes
- Willingness and commitment to attend training and educational opportunities as identified in the annual individual professional development plan as negotiated with the Executive Officer

Administration, Documentation and Reporting

- Knowledge and experience of client record management within a compliance and quality framework.
- Knowledge of contemporary case recording principles and the application to service related documentation
- Possession of a variety of strategies to accomplish the completion of administrative tasks within nominated timelines
- Willingness to undertake associated administrative work
- To collect and collate data as required
- Skills to digitally record client information in accordance with agency and funding body requirements.

- High level written communication skills, including successful submission and program documentation writing.

Budgets and Forecasts

- To prepare program budgets as required.
- To operate within designated budgets and delegated authority level.

Planning and Strategy

- To assist in the development and implementation of the organisation's strategic plan as part of the organisations executive leadership group.
- To develop and operationalise a team plan that aligns with the organisational objectives outlined in the Strategic plan and other agency plans.

Human Resources

- Contribute to the development and implementation of the organisations workforce planning.
- To work within the EHDVSI Human Resources systems and practices to ensure compliance with current legislation, policy and guidelines.
- To lead and manage the practitioners that directly report to this position.
- To participate in the recruitment, appointment, retention and exiting of staff for the organisation.

Clinical Responsibility

- To provide clinical supervision to specialist practitioner in your team and other organisational clinical staff as required.
- To oversee the quality and safety of service delivery for your team through adherence to the organisations clinical governance framework.
- To provide clinical leadership for the organisation in conjunction with other members of the executive team.
- To introduce and embed new service delivery models, frameworks, interventions and guidelines.

Management and Leadership

- To operate as an active member of the organisation's Executive team and positively contribute to a growing and accountable organisation.
- To provide leadership to support, mentor and manage service delivery staff with the aim of building a culture of team work, learning and service excellence.
- To ensure that service staff receive practice leadership that fosters learning, skill development and high quality practice.
- To provide leadership in relation to sector and service system reforms through a strong understanding of the principles and processes of change management.

Risk Management

- To identify, assess and monitor risk matters in accordance with the organisation's Risk Management Policy and Framework, particularly as this relates to refuge.
- To recommend corrective actions to identified risks and work collaboratively with the Executive Officer to achieve appropriate resolutions in a timely manner.
- To ensure organisational legislative compliance with statutory and regulatory obligations, including industrial and employment law, WH&S requirements, RTA, privacy and information sharing obligations and other relevant laws.
- To participate in the organisation's WH&S committees as a management representative.

Systems and Infrastructure

- To oversee the effective operation of the organisation's service user related computer operating systems and equipment, including IT and telecommunications.
- To ensure that program and services staff have adequate education and support in the use of relevant IT systems and programs.
- To be responsible for monitoring and managing the maintenance associated with refuge and transitional housing.

Reporting and Statistics

- To ensure processes and systems are in place with respect to data collection to meet internal and external stakeholder requirements.
- To prepare usage and data reports for funding bodies and other external stakeholders as required.
- To prepare monthly data and usage reports as required.
- To prepare written documents to a high standard and to ensure the quality of all service records and professional reports.
- To ensure the quality and accuracy of reports and documents exiting the organisation.

Communication and Teamwork

- Commitment to effective communication and information sharing with Executive Officer, Managers, staff and the EHDVSI Board
- Willingness to represent the organisation professionally and promote services appropriately
- Ability to work in a well-organised manner, both independently and with team members and to contribute to a harmonious and team-based working environment
- Understanding of the principles of effective decision-making and dispute resolution processes
- Commitment to constructive networking with other agencies, businesses and services

Continuous Quality Improvement

- Contribute to monitoring of service provision to ensure outcomes are high quality and in line with internal and external standards, service philosophy and goals.
- To participate in the organisation's Continuous Quality Improvement processes showing leadership and commitment to quality improvement.
- To be responsible for ensuring quality improvement practices and outcomes are delivered in accordance with the relevant industry standards.

- To have a sound working knowledge of the Human Services Standards and ensure quality practice every day in accordance with these standards.
- To demonstrate leadership in the preparation and participation of 3 yearly Accreditation reviews.
- To demonstrate program and practice innovation to ensure an evidence informed and contemporary service.
- Experience in the application of continuous quality improvement principles within the welfare sector.
- Drive the organisational consumer participation strategy.

Workplace Health and Safety

- Demonstrate an understanding of the shared responsibility for a safe workplace
- Understanding of the core responsibilities of an employee in relation to occupational health and safety
- Participation in the monitoring of occupational health and safety practices within the workplace, and the addressing of any concerns via the appropriate channels, in a timely manner

On-Call Roster

- Participate in the rostered after hours family violence face to face response program

Additional Duties

- Act as the Executive Officer as required.
- Willingness to undertake additional duties as directed and / or negotiated with the Executive Officer.
- Ensure adequate staffing levels at times of unplanned absences or leave.

Child Related Precautions

EHDVSI has an obligation to offer a safe environment for children and is required to ensure all employees are appropriately screened before working with children. Screening occurs via the mandatory Working with Children Check Act (2005), whereby all employees must have received a satisfactory assessment before employment can be confirmed, a satisfactory police record check, the interview process, whereby an applicant's personal and professional interest in working with children may be explored, and the referee check process, whereby information will be sought regarding an applicant's history regarding working with children

Other

EHDVSI acknowledges **Aboriginal and Torres Strait Islander people** as the traditional custodians of the land on which we operate. We commit to working respectfully to honour their ongoing cultural and spiritual connections to the country.

EHDVSI actively values and **promotes diversity and is committed to being inclusive and respectful to all**. We welcome application from women and people who identify as women who are Aboriginal, members of the LGBTIQ+ community, from culturally and linguistically diverse backgrounds and women of all abilities.

Risk Statement: Risk management is a core component of EHDVSI governance arrangements and compliance across the organisation supports the Board, committees and senior management in their strategic and governance roles. Staff have an important role in contributing to, and applying effective risk management within their area of influence.

QUALIFICATIONS, EXPERIENCE AND ABILITIES REQUIRED TO FULFILL THE ROLE

Qualifications:

- Bachelor of Social Work or equivalent, or a willingness to upgrade from a Diploma of Community Services (Welfare Studies) to a degree qualification relevant to the field
- Current Victorian Drivers Licence
- Current satisfactory Police Records check
- Current Working with Children Check

Experience, Skills and Abilities

The successful candidate will have the best combination of the following characteristics:

- Significant experience in the family violence sector at a practice and leadership level
- An understanding of the gendered nature of family violence and the ability to articulate a practise framework including engagement and assessment.
- An understanding of the intersectional feminism and its operational application
- Demonstrated experience in leading and managing a team including the provision of supervision and support to staff
- Demonstrated understanding of MARAM and information sharing schemes
- Demonstrated experience in risk assessment and safety planning
- Ability to work and make decisions in a complex crisis environment
- Demonstrated abilities in development and implementation of work instructions, policies and procedures
- Excellent written and oral communication skills (including public speaking, presentations and facilitation skills).
- Post graduate qualifications in a related field.
- A comprehensive understanding of the complex issues and systems that impact upon women and children who have experienced family violence, including the social, political, emotional, legal, medical and economic contexts.
- Knowledge of the principles of gender inequality and feminist theory
- Demonstrated abilities to design, collect and analyse data
- Experience in a DHHS funded organisation
- Experience in a community based health or not for profit organisation
- Skill and experience in community engagement

AUTHORISED BY:

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POSITION: Quality Compliance Manager

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