

Position description

Title	Program Manager, Family Violence Services
Reports to	General Manager Safety & Resilience
Employment Status	Full Time
Primary Location	Bayside Peninsula
Date	June 2021

Good Shepherd Australia New Zealand (GSANZ)

Our three-year strategy outlines the world we want to see and our role advancing in it. It also speaks to the positive impact we will deliver to support women, girls and families to be safe, secure, strong and connected. We are committed to tackling the issues of our time which adversely affect them. We work to advance equity and social justice and support our communities to thrive.

We seek to increase economic participation and wellbeing, to build resilience, improve safety and bring about system change. We offer microfinance programs and products, financial counselling and coaching, family violence support, family and youth programs, playgroups, education programs and community houses. These services are complemented by research and advocacy to address the underlying structural causes of injustice, exclusion, and inequality.

Role Purpose

The Program Manager, Family Violence Services is responsible for the operational delivery of the Family Violence services within their allocated portfolio, including clinical and operational risk management, service quality and, measuring and reporting of client outcomes. Reporting to the General Manager Safety & Resilience, this multidisciplinary role brings together the Program Manager's expertise and understanding of people leadership, quality, innovation, and service improvement skills, to ensure delivery of valued services and outcomes to clients consistent with service agreements and GSANZ's vision and strategy. This role will also manage the budgets, workforce planning and resourcing, and internal and external reporting.

In collaboration with the other Program Manager, Family Violence Services, Coordinators, and Team Leaders, the Program Manager will lead the delivery of integrated person-centered services in Family Violence. This includes creating opportunities which support and promote seamless and cohesive service delivery across all programs delivered within Family Violence.

Our Family Violence Services include Intake and Assessment, in conjunction with the Orange Door, counselling, therapeutic and outreach work, supports for clients accommodated in refuge and transitional housing, a crisis after hours program, the Risk Assessment and Management Panel (RAMP), and Prison services. These services will be divided accordingly between each of the Program Manager, Family Violence Services positions.

Key Responsibilities

- Ensure delivery of a high-quality integrated and person-centered response to achieve positive outcomes for clients accessing Family Violence Services in Victoria.
- Provide strategic and operational leadership to promote the delivery of services in accordance with Quality, WHS, people development, cultural competence, and safeguarding strategies.
- Ensure all services are delivered in line with relevant service standards and program procedures.
- Ensure achievement of service delivery targets in line with funding and partner agreements.
- Provide high quality leadership through promotion of open communication, teamwork, and delegation.
- Provide high quality, strengths based, reflective supervision to direct reports.
- Provide strategic and operational expertise to system and organisational improvements.
- Ensure best practice services and the growth of Good Shepherd's services through business development opportunities and strategic partnerships with funders and community organisations.
- Participate in external stakeholder partnerships and governance networks.
- Develop constructive and collaborative relationships with stakeholders.
- Integrate practice Framework (Good Shepherd Way) across service delivery.
- Drive client centered practice, informed by consumer participation, outcome, and impact measurements frameworks.
- Support implementation of LGBTIQ+ and other cultural inclusion initiatives in the team as required.
- Other duties consistent with the position where required and/or requested.

Responsibilities of Good Shepherd Employees

Strategy

- Deliver service aligned with team operational plan and Good Shepherd's strategic plan
- Contribute to development of team plan
- Demonstrate understanding of social justice and community capability building concepts

People

- Demonstrate commitment to own learning and development
- Contribute to development of a high-performance team through demonstration of capabilities outlined in Good Shepherd's leadership capability framework
- Participate actively in regular formal supervision
- Share knowledge and practice insights with colleagues
- Take responsibility for own wellbeing

Clients

- Deliver best practice service to clients in line with agreed goals/contribution
- Seek feedback from client/stakeholders/peers in order to reflect and improve on service support for own practice
- Maintain a client-centred approach to service delivery at all times

Service Delivery and Operations

- Deliver all services in line with service standards and program procedures
- Maintain accurate data, information and reporting at all times
- Maintain agreed service level agreements
- Provide timely reporting in line with department requirements
- Other duties as reasonably required

Stakeholders

- Liaise effectively with referral network
- Work collaboratively with other service providers to deliver valued outcomes for clients
- Develop constructive, collaborative relationships with other Good Shepherd team members and departments

Compliance

- Demonstrate behaviour consistent with Good Shepherd mission, values, behaviours and policies at all times
- Maintain agreed quality standards
- Maintain OH&S standards at all times

Leadership capabilities

- Interface management – manage relationships between team members and from the team itself to other teams or key stakeholders
- Active Listening– concentrate on, understand and appropriately respond, to what is being said
- Communication – effectively adapt communication modes and styles to different audiences and mediums
- Team Relationships – recognise, value and optimise the individual skills and abilities of each team member
- Problem Solving and counselling – work with others effectively to solve problems and develop capability
- Participative decision making – maintain clients at the centre of decision making and involve others for ownership and commitment
- Team development – development of strategies to address gaps and optimise team function
- Delegation – team members are developed to competently manage delegated tasks
- Objective setting – development of team and individual goals consistent with strategic and operational plan
- Quality Standards – commitment to quality standards, processes and continuous improvement
- Work allocation – allocates tasks and accountability to balance and optimise team outcomes

Qualifications and Mandatory Requirements

Employment is subject to:

- Formal qualifications in Social Work, Health Services or related discipline, and evidence of Registration where applicable.
- A satisfactory Police Check
- A current Employee Working with Children's Check (WWCC)
- Proof of the right to work in Australia
- Current Victorian Driver's License

The above requirements will need to be supplied and verified prior to commencement

Key Selection Criteria

1. Relevant experience in a leadership role, with a focus on Family Violence Services.
 2. Demonstrated experience in leading and managing staff, including practice supervision, recruitment and managing individual key performance indicators.
 3. A strong understanding of the funding, governance, legislative requirements, and contemporary quality frameworks operating in the sector.
 4. Strong consultation and collaboration skills, and the ability to work in complex work environments.
 5. Experience in managing service contracts, with demonstrated understanding of service quality requirements.
 6. Demonstrated experience in monitoring and reporting program performance to targets, program outcomes and risks.
 7. Demonstrated ability to manage financial and non-financial resources in line with program requirements.
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Values & Behaviours

We are all co-responsible for the delivery of the Good Shepherd Mission and living our values by modelling these behaviours in all that we do.

Value of each person | Reconciliation | Justice | Zeal | Audacity

Additional information

The above requirements will need to be supplied and verified prior to commencement

Work Health and Safety (WH&S): All team members are required to carry out their duties in a manner that does not adversely affect their own health and safety and that of others by reporting all incidents and injuries as well as cooperating with any measures introduced in the workplace to improve WH&S.

Pre-existing injury: The person appointed to this position will be required to disclose any pre-existing injuries or disease that might be affected by employment in this position. This will assist the organisation in providing a safe work environment.

Equal opportunity: Good Shepherd is an equal opportunity employer. We recognise the rich diversity of people across Australia. We are committed to ensuring that our team is reflective of the diverse community we serve and to supporting a culture of equity, inclusion and diversity. All team members have a responsibility to be familiar with and adhere to the organisation's policies and procedures.

Child Safe Employer: Good Shepherd Australia New Zealand is a Child Safe employer. Employment is subject to satisfactory referee checks, a current employment working with Children Check, National Criminal History check and proof of the right to work in Australia.

Cultural competency: Good Shepherd strives to maintain a culturally competent and inclusive workplace. All team members are expected to undergo cultural competence training as part of their professional development plans.

Salary packaging is available to all employees.
