

POSITION DESCRIPTION

Manager Business Services

Time Fraction:	1 EFT (.8 EFT may be negotiable)
Reports to:	CEO
Term:	Ongoing
Date:	October 2021

About CASACV

The Centre Against Sexual Assault Central Victoria (CASACV) is an incorporated not for profit community organisation. We employ over 25+ staff with qualifications ranging in psychology, social work, family therapy and psychotherapy.

We offer free and confidential specialist counselling to adults, young people and children who have experienced sexual assault and/or family violence either recently or historically, and to their non-offending parents, partners, family and friends. We offer a 24-hour crisis care response to victims of recent sexual assault, including crisis counselling, support and advocacy, medical care and justice services. We also provide specialised advocacy, secondary consultation, community education and professional development and training.

CASACV delivers a family focused, prevention and early intervention therapeutic program (REFOCUS Program) to children and young people under the age of 18 who have engaged in harmful sexualised behaviours).

CASACV is situated within the Bendigo Multi-Disciplinary Centre (MDC), with outreach provided in Kyabram, Kyneton, Maryborough, Echuca and Tarrengower Prison. The MDC comprises Victoria Police, Sexual Offences and Child Abuse Investigation Team (SOCIT); Child Protection Sexual Offences and Abuse Investigation Team; Victims Assistance Program and Bendigo Community Health. In this specialised model, partner organisations support adult and child victim-survivors from first disclosure, therapeutic recovery, to criminal prosecution.

CASACV Values

We uphold a feminist philosophy, and our aim is to provide an empowering, respectful and culturally sensitive service committed to best practice.

Our work is underpinned by the following values:

- Social Justice - equity, inclusion and human rights are embedded within our organisation.

- Integrity, Safety, Respect and Empowerment - are integrated into every aspect of service delivery and governance.
- Quality and Accountability – our work is evidence based, measured and accountable to our clients and the community.
- Feminist – we work within a feminist framework to challenge and reform structural gender inequities.

We are committed to a positive and supportive work environment and strive to provide a family friendly workplace with flexible working arrangements. We provide clinical supervision, reflective practice, continuous learning opportunities and focus on excellence in client outcomes and organisational objectives.

CASACV is an equal opportunity employer committed to diversity and social inclusion. We welcome applications from culturally and linguistically diverse backgrounds, including those from Aboriginal and/or Torres Strait Islanders, people with disability and people who identify as LGBTIQ+.

Position Overview and Accountabilities

The Manager Business Services works closely with the CEO to ensure effective implementation and compliance in the areas of financial, quality management, human resources, and operations management. This role forms part of the Management Team of CASACV.

The position is supported by an organisation of highly skilled and qualified practitioners and receives regular organisational supervision and valuable peer and organisational support. The position is based in Bendigo Victoria and may be required to travel across the Loddon Region.

1. Administrative Oversight

- Directing and evaluating administrative operations and staff members to ensure administrative services operate in an effective and efficient manner.
- Developing, analysing, reviewing and implementing administrative systems, procedures and guidelines.
- Overseeing the maintenance, repair, or replacement of office equipment and infrastructure.
- Ensuring that the office systems, controls, policies, procedures, and workspaces are in compliance with current regulations or legislation.
- Ensuring all CASACV service areas meet client needs, and reception is maintained to the highest quality standard.

2. Financial Oversight

- Monitoring CASACV contracts with external providers.
- Preparation of monthly financial reports and acquittals.
- Monitoring accounts receivable and payable.

- Contributing to infrastructure and financial planning and overall budget preparation, monitoring, and reporting.
- Monitoring CASACV asset register and assistance with asset management, including fleet, equipment and building.
- Oversight of payroll governance and services and associated employee record keeping and communications relating to HR entitlements and remuneration working with the Administration and Business Services.

3. Human Resources

Manage the CASACV Administration and Business Services – including overseeing team member induction, workplan development, annual performance and work plan reviews, and relevant training and professional development opportunities.

In conjunction with the CEO and Managers as appropriate:

- Contribute to workforce planning.
- Lead CASACV recruitment end to end process - including position description analysis, recruitment advertising, selection and appointment processes, and induction.
- Lead CASACV HR requirements – including oversight of employee employment contracts and ensure they meet all HR requirements under Fair Work legislation. Ensuring record keeping relevant to their professional accreditation requirements is up to date.
- Lead new employee organisational induction, ensuring all new CASACV employees are provided with relevant infrastructure as required
- Conduct staff file audits to ensure quality compliance with DFFH Standards and Quality Accreditation requirements.
- Report and liaise with the CEO on progress providing monthly reports to Board and funders. Report and liaise with the CEO on progress providing monthly reports.
- In consultation with external specialists, provide advice to the management team and staff on OH&S and Human Resource and recruitment matters.

4. Quality Improvement

- Oversight of quality improvement plans and make recommendations to assist with implementation of quality and safety strategies.
- Contribute to CASACV Governance Framework including provision of relevant reports to the Board of Governance.
- Maintain records of complaints, incidents, and accidents to ensure timely response and review.
- Monitor the Business Portal within the Service and Funding Agreement (MY Agency Portal) and keep updated on compliance.
- Manage the ongoing review and updating of policies and procedures to ensure statutory and regulatory compliance.

- Oversee relevant social and legal policy, working closely with the CEO.
- Coordinate oversight and updating of physical resources to meet accreditation requirements.
- Ensure CASACV's ICT Platforms are effective and of high service level, managing CASACV contractor(s) where required to attain standards.
- Co-ordinate and maintain the operational planning calendar, including audits, reviews and staff information.
- Ensure operational policies are kept up to date and are maintained.
- Contribute to the maintenance and management of accurate and confidential records, including statistical data that meets legal and ethical requirements. This includes client data trends.
- Work with the CEO and leadership team to strengthen employee engagement and staff wellbeing.
- Other duties as requested by the CEO or the CEO's delegate

Key Selection Criteria

Your application must address the following:

Essential Qualifications and Experience

Degree or Diploma level qualification in the area of Human Resource Management, finance and / or business management and/or minimum 5 years' experience in working with the Human Services/ Not for Profit sector.

Essential Skills, Knowledge and Attributes

1. Demonstrated experience in financial management and budget reporting.
2. Experience in oversight of Human Resources (HR) and (ICT) management.
3. Highly developed computer literacy skills in MS Office 365, preferably with experience working with SharePoint and accounting software (Xero)
4. Demonstrated understanding of relevant employment or HRM-related legislation and regulation, including the ability to interpret enterprise agreements and other industrial instruments, and build effective policy and procedural frameworks to support implementation and adherence.
5. Experience in managing, developing and leading staff and teams.
6. Ability to oversee the organisational documents and client file management systems.
7. Highly developed planning and organisational skills, including the ability to clearly identify objectives and priorities; anticipate barriers and risks, and find solutions
8. Excellent interpersonal, verbal and written communication skills, and attention to detail with good organisational management.

Other

- Commitment to the vision, philosophy, aims and objectives of CASACV.
- Experience in working in an environment where staff provide support to people who have experienced trauma
- Vaccinated in line with current requirements for essential workers.

Occupational Health and Safety

In addition to the above, positions with supervision or management responsibility are required to ensure a safe and healthy work environment for all employees, clients, contractors and visitors. This is achieved by ensuring all staff are aware of and have access to OHS policies, procedures, training and reporting systems.

Referees

Applicants must provide the name and current contact details of three professional referees including the most recent manager or current supervisor.

Hours of Work

- The position is (1 EFT to 0.8 EFT).
- Location of the position is in Bendigo and may include travel across the region.
- Business hours are 9.00am to 5.06pm between Monday to Friday.
- The days are based on the needs of the service.
- Flexibility in working hours will be required from time to time as the need arises.

Salary and Conditions

Industrial Instrument: *Loddon Campaspe CASA Enterprise Agreement 2015 - 2018*, Health Professional and Support Services Award based on qualifications and experience.

Generous salary packaging is available with Fringe Benefits Taxation of up to \$15,900 each year; other expenses may be packaged over this cap.

The position is full time but may be negotiated at a reduced time fraction. The position is subject to successful completion of a six-month probationary period, reviews will be conducted during this period.

A current Working with Children Check and National Police Check is mandatory prior to commencement. If you have lived overseas for more than one year in the last 10 years you will be required to provide an International Police Check or two referees for that country.

Applications

Applications close: **9.00am Monday 25 October 2021**

Email: hr@casacv.org.au – **Subject: Manager Business Services**

Acceptance of Position Description requirements

To be signed upon appointment

Employee Name:

Signature:

Date:

This position description is subject to review and may change in accordance with the needs of our organisation, including our operations, clients and stakeholders