

POSITION DESCRIPTION

Position:	Executive Manager, Sector and Community
Reports To:	CEO
Direct Reports:	up to 10
Status:	1 FTE
Tenure:	Short Contract
Location:	East Melbourne (Primary location) and Dandenong

BACKGROUND

inTouch is a not-for-profit organisation that provides services, programs and responses to family violence in migrant and refugee communities. We work across the continuum from prevention, early intervention, crisis and post crisis support and recovery.

inTouch provides innovative services to support women, families and communities from culturally, linguistically and religiously diverse backgrounds affected by family violence, and to work towards preventing such violence through awareness raising, advocacy and community capacity building. Our strategic priorities are prevention and early intervention, crisis intervention, post-crisis support, research and advocacy, building sector capacity and strengthening organisational capacity.

inTouch is the only accredited specialist family violence service in Australia which specifically caters to the needs of those experiencing family violence in migrant and refugee communities.

Vision

inTouch's vision is for culturally diverse families to live free from violence.

Purpose

inTouch's purpose is underpinned by four pillars and is focused on strengthening our **leadership** position by using **influence** to shape state, national and international agendas, fostering a culture of **innovation** and making a long-lasting positive **impact** on the lives of people and community.

POSITION SUMMARY

Reporting to the CEO and serving as an integral member of the senior management team, the Executive Manager Sector and Community will be responsible for our work with multicultural communities as well as the service sector – family violence, community services, health, justice, education and settlement.

As part of the Executive Team the incumbent will be responsible for development and implementation of strategy, organisational planning, development and continuous improvement.

The incumbent will lead a team to deliver a number of important contracts as well as build this area of inTouch's work.

This is an outstanding opportunity for a service sector executive with operational experience in community services and a proven track record of creative problem solving and change management to join a high-growth mission-driven organisation.

RELATIONSHIPS

Internal	CEO and Executive Team; Client Services, Community and Sector team, Communications and Projects and Policy and the Board. Effective working relationship required with all inTouch staff.
External	Government, philanthropic foundations, academic institutions, refugee and migrant community leaders, specialist family violence services, stakeholders, contractors and health and community services.

RESPONSIBILITIES

Strategy, Vision and Leadership

- Advise the CEO and other key members of senior management on program policy and sector development. Actively contribute to the strategy, direction, operation, analysis and evaluation of the organisation
- Develop and enhance relationships with government, the family violence specialist sector and multicultural communities that will create inTouch growth
- Maintain continuous lines of communication
- Represent the organisation externally,

Team Development and Leadership

- Oversee, direct and organise the work of the Sector and Community division
- Promote a culture of high performance and continuous improvement that values learning and a commitment to quality.
- Establish and monitor staff performance and development goals, assign accountabilities, set objectives, establish priorities, conduct annual performance appraisals, and administer salary adjustments.
- Mentor and develop staff using a supportive and collaborative approach: assign accountabilities; set objectives; establish priorities; and monitor and evaluate results

Sector and Community

- Oversee the all elements of the Sector and Community division of inTouch.
- Ensure that the work delivered within the Sector and Community division meets the requirements of funding agreements and is in line with the programmatic and strategic direction of inTouch
- Create and develop innovative programs and approaches to effective service delivery
- Ensure program activities, resources and expenditure are consistent with allocated funding and the budget and monitoring financial performance on an ongoing basis
- Compile and provide reports as required
- Provide regular reports to the CEO against the Strategic and Operational Plans

Qualifications, Experience and Attitude

- Relevant tertiary qualifications for executive management role at a specialist family violence service;
- Experience in senior management of a not-for-profit organisation;
- Knowledge of: government programs and understanding of the specialist family violence systems;
- Strong relationships with key stakeholders including State and Commonwealth Governments; Victorian service sector and multicultural communities
- Knowledge and experience in organisational planning, evaluation and/or monitoring of programs, including strong analytical thinking and problem solving;
- Demonstrated understanding and awareness of structural and social inequities that communities from migrant and refugee backgrounds face;
- Excellent judgment and creative problem solving skills including negotiation and conflict resolution skills
- Strong mentoring, coaching experience to a team with diverse levels of expertise
- Entrepreneurial team player who can multitask
- Superior management skills; ability to influence and engage direct and indirect reports and peers
- Self reliant, good problem solver, results oriented
- Exceptional written, oral, interpersonal, and presentation skills and the ability to effectively interface with senior management, inTouch's board of directors, and staff
- Ability to operate as an effective tactical as well as strategic thinker
- Passion for inTouch's purpose and vision

KEY SELECTION CRITERIA

Essential

1. Relevant **tertiary qualifications** and **experience** in the not for profit sector
2. Minimum **7 years' experience** in a senior management role with programmatic experience
3. Demonstrated experience in **managing a demanding workload** including dealing with complex matters, developing and managing operational processes, providing team leadership and guidance, leading projects and engaging effectively with stakeholders;
4. Proven track record of success facilitating progressive organisational change and development within a growing organization
5. Highly developed **stakeholder relationship** skills at senior levels, including private, not for profit and public sectors and demonstrated **analytical and conceptual skill** to effectively manage reputational risks and issues, solve problems and implement innovative solutions;
6. Highly developed consultative, **communication and interpersonal skills**, including demonstrated experience in preparing complex briefs, reports and presentations within timeframes;
7. Demonstrated experience in the translation of **performance analysis to inform strategy** and proactively support the organisation's **financial, organisational and industrial needs** to ensure a resilient, responsive and strong organisation.

HEALTH, SAFETY & WELLBEING

- Ensure compliance with the OH&S Act and inTouch policies;
- Contribute positively and proactively to team and organisation wide OH&S activities.

QUALITY & CONTINUOUS IMPROVEMENT

- Ensure compliance with legislation, contract and policy requirements in your day to day work in order to meet the organisation's audit, contract and registration obligations;
- Proactively apply your specialist knowledge in the review and maintenance of policies, systems and processes;
- Continue the development of a culturally strong and positive working environment using a continuous improvement approach.

OTHER

- Speaking a community language would be an advantage
- Working in a multicultural setting

CONDITIONS OF EMPLOYMENT

- The position will attract five (5) weeks annual leave per annum, pro rata;
- Salary packaging may be provided subject to the terms of and conditions of the inTouch Salary Packaging Policy;
- Superannuation Scheme is available through HESTA and the provisions of the Superannuation Guarantee (Administration) Act 1992 will apply;
- The successful applicant will be required to undergo satisfactory pre-employment checks, including 2 referees, a national and/or international criminal records check, working with children check, proof of identify and qualifications. One reference must be from the most recent direct supervisor;
- The successful candidate is required to comply with the inTouch policy for all staff have full COVID vaccinations, including boosters, unless they have a medical exemption;
- Signing a Confidentiality Agreement is a personnel requirement of inTouch;
- The successful applicant will be required to disclose any pre-existing illness or injury that they know about which could be reasonably foreseen to be affected by the work duties described. Pursuant to s.82 (7) of the Accident Compensation Act, failure to disclose such a condition will mean that if employed, they will not be paid compensation for that condition;
- Some travel within Victoria may be required from time to time. A current Victorian Driver's License is essential;
- inTouch has a smoke-free workplace policy;

PRIVACY NOTIFICATION

The collection and handling of applicants' and the successful appointee's personal information will be consistent with the requirements of the Information Privacy Act 2000.

APPLICATION PROCESS

inTouch has an Equal Opportunity Exemption (H143/2018) and requests applications from those who identify as female only. Candidates from culturally and linguistically diverse backgrounds are strongly encouraged to apply.