

Position description: Children and Family Services Manager – FACS VIC

ROLE PURPOSE

Baptcare is a purpose driven and faith-based organisation working across Victoria, Tasmania and South Australia, providing residential and community care for older people and support to children, families, and people with disability, financially disadvantaged people and people seeking asylum.

The Children’s and Family Services Manager - Victoria is responsible for providing leadership, program integration, representation and management of Children’s and Family Services (CAFS) Victoria programs in line with the Baptcare Strategy. This role will oversee the CAFS Program teams and work closely with the wider organisation to deliver on the Vision, Mission and Values across all Family and Community Services (FACS) programs.

As part of the FACS Vic Leadership team this role is responsible for positively contributing to the overall effectiveness of the CAFS team. This role will contribute to Baptcare and have an additional impact through participation in alliances, government working groups, conferences, sector platforms and initiatives. The role reports directly to the FACS VIC Operations Manager and indirectly to the FACS Divisional Manager.

Part A: Organisation

Baptcare’s Vision, Mission and Values		
Mission: Partnering for fullness of life with people of all ages, cultures, beliefs and circumstances.		
Vision: Communities where every person is cherished.		
Our Mission and Vision are lived through our WE CARE values:		
We care about...	Our Customers We care about...	Our Team We care about...
Wellbeing	... You living your life with meaning, we partner with you to enhance your health, safety, comfort and spirituality.	... Strengthening our teams by cultivating a safe and encouraging work environment that enables personal growth.
Ethics	... Being genuine with you, leading with integrity and fulfilling Baptcare purpose in harmony with community expectations.	... Being inspired by justice. We act with integrity and do the right thing by our customers and each other in light of current and future needs.
Co-creating	... Building personalised and innovative solutions with you and our allied partners, with your goals as our shared focus.	... Building an exciting future together with our customers in focus, by empowering everyone to contribute and encouraging adaptability, creativity and collaboration.
Accountability	... Fulfilling our commitments to you and accepting our responsibilities to continually improve.	... Fulfilling our commitments and responsibilities, using our resources wisely and being able to reflect, speak up and adapt when needed.
Respect	... Understanding and embracing your individuality, standing up for your equality and protecting your dignity.	... Understanding and embracing your individuality, standing up for your equality and protecting your dignity.
Effectiveness	... Being focused on achieving the best outcomes for you, with you.	... Ongoing improvement in the focus of our people and resources to achieve positive outcomes for our customers.
We select leaders who engage with and from the heart of our mission. We only engage employees who can deliver our mission.		

Part B: Position specifications

Relationships	
Division:	Children and Family Services
Reports to:	Operations Manager – Family and Community Services Victoria
Internal:	Divisional Manager FACS, all FACS senior management and support staff, Baptcare staff and internal stakeholders

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External:	Department of Families, Fairness and Housing (DFFH), Family Safety Victoria (FSV), partners, local government, other community services organisations, service providers and clients as required.
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Dimensions		
Annual Operating budget:	Approximately \$5,000,000	
Staff	Direct	Team Leader Family Preservation, +SHIFT, +WAVES, Integrated Family Services and Home-Start Programs
	Indirect	All CAFS program staff

Delegations and authorities	
Capital expenditure:	N/A
Operating expenditure:	\$ 5,000

Part B: Position specifications continued

Key Accountabilities
<ul style="list-style-type: none"> • Client Feedback: Seek, review and act on client feedback to further enhance CAFS offerings • Sustainable Program development: Manage, Implement and Review evidence informed Programs to support CAFS ongoing service provision • Strategic Development: Provide contemporary leadership across CAFS programs to ensure FACS VIC alignment to Baptcare’s strategic plan, vision, values and strategic objectives • Client Stakeholder Management: Ensure staff and programs regard clients at the centre of service provision • Strategic Relationship Management: Engage, consult and work closely with Stakeholders to ensure services are delivered professionally and in accordance with legislative and best practice requirements • Financial Management: Develop and maintain program financial plans and budgets, aligned to strategy, to support short and long-term delivery of CAFS Programs • People Management: Actively lead and drive staff to implement and deliver evidence- informed practice and services, ensure exceptional customer service and outcomes-based support to clients • Sustainable service delivery: Compliance with procedures and protocols to meet best practice and compliance with legislation, Baptcare quality systems, and contractual requirements • Promotion of a high-performance customer centric culture • Workplace Health and Safety Responsibilities.

Key Tasks
<p><u>Strategic Partnering activities</u></p> <ul style="list-style-type: none"> • Lead the business and operational design, development, planning, budgeting and implementation of CAFS programs to align with the organisation’s strategic direction. • Lead, collaborate and co-ordinate Baptcare CAFS programs, ensuring they deliver on Baptcare vision and objectives and champion innovative ways of working. • Provide specialist consultation & strategic planning for tender and program opportunities and development or program innovation.

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- Provide valuable considered thought leadership internally and externally on Baptcare's approach and value-add.
- Manage Baptcare relationships with various stakeholders to strategically position Baptcare FACS for growth.
- Participate fully in the annual budget process, leading the CAFS program budgeting process, providing ongoing oversight and management of program budgets.
- Monitor income and budgets, managing targets and identifying and implementing efficiencies.
- Ensure the delivery of an After-Hours Service with accountability for overall service quality and delivery, On call participation required.
- Lead consult and engage with Leadership, Stakeholders and staff to effectively enhance the value and opportunities of new evidence based programs and services being implemented in the state.

Operational activities

- Ensure the delivery of all FACS CAFS Programs with accountability for overall program quality and delivery.
- Develop, implement and embed knowledge, systems and processes to ensure evidence based best practice and compliance for sustainable project delivery in the organisation.
- Oversee the provision of program and project improvement plans to ensure effective and timely implementation of the programs and services.
- Demonstrate a commitment to service provision that meets all relevant legislation, Government and Baptcare policies, procedures - as well as Funding and Service Agreements.
- Co-ordinate, initiate and develop external program engagement
- Manage, build, grow and maintain relationships with strategic partners and stakeholders
- Build, develop and nurture an approach to program quality, knowledge production and dissemination
- Lead, Coach and Manage the implementation and operation of the CAFS teams to support delivery of programs, including but not limited to, establishing KPI's, program planning, operationalisation, supervision and performance management to achieve targets, budgets and set goals.
- Monitor, evaluate and report on program delivery and services.
- Develop, manage and report on budgets and financial performance as required.
- Oversee, manage and ensure operations of the CAFS Programs team to fully comply with all applicable regulations. Monitor, evaluate and report on progress of all facets of practice, implementation and development of services.
- Positively and enthusiastically promote organisational change and assist line managers and staff to accept and adapt to change
- Review and analyse data and provide synthesis and reports to stakeholders to assist in decision making.
- Proactively monitor and address client feedback and outcomes.
- Conduct all tasks in a manner that enhances CAFS services performance and cohesion.

Workplace Health & Safety activities

- Visibly demonstrate work health and safety leadership and personal commitment to working with all Baptcare stakeholders to achieving a Zero harm workplace
- Actively promote and foster constructive behaviours to enhance Baptcare's organisational safety culture, "The safety standard you set is the one you just walked by"
- Actively promote, communicate and abide by Baptcare's WHS Policy
- Ensure the implementation of Baptcare's work health and safety systems, procedures and processes including management strategies
- Ensure that all work health and safety activities are underpinned by effective consultation and communication
- Actively support the WHS Committee and ensure workplace safety objectives and goals are met
- Establish safety goals and objectives for area of responsibility, through the development and monitoring of safety plans
- Ensure all incidents are recorded, fully investigated and preventative measures implemented
- Ensure adequate budgetary provision is made to meet health and safety needs within area of responsibility.

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Part C: Person specification

Key selection criteria

Essential skills:

- Strong strategic leadership and employee management skills to lead, mentor and develop the CAFS program team to deliver on Baptcare strategic objectives
- Stakeholder management and the ability to coach on the building of strong, credible relationships with local movements and networks, government associations, business leaders and other relevant stakeholders
- Excellent communication skills, in written and verbal English, highly impactful influencing, negotiation, persuasion and problem-solving skills
- Strong commercial acumen and business development skills
- Demonstrated understanding of evidence informed/based programs and service implementation
- Ability to adjust to constantly changing situations while maintaining focus on delivery and follow-through
- Strong analytical and conceptual thinking skills; able to understand complex issues and translate them into simple, workable actions and plans
- Ability to think strategically, work creatively, effectively and in an innovative manner
- Highly developed skills in the ability to diagnose needs, trends and opportunities and subsequently design and implement changes that strengthen program and client outcomes
- Excellent project management and report-writing skills.

Knowledge:

- Comprehensive knowledge and clinical experience of Family Violence and Children and Family Services and evidence- informed programs
- Knowledge of capacity building, learning and development activities and how to create a learning and sharing environment with a strong knowledge management philosophy
- Strategic, politically astute, with a good understanding of key external organisations, how they operate and make decisions
- Knowledge of, and experience in working within a funding environment
- A sophisticated understanding of the complexity of Child protection, out of home care, family violence and the family support services system and the issues involved in providing services to statutory clients
- Strong analytical skills with a demonstrated ability to undertake practice reviews and assessments
- Demonstrated capacity to lead and manage in an area of challenging and complex practice
- Demonstrated ability to foster learning, inquiry and innovation
- Demonstrated ability to develop and deliver training and presentations at forums, stakeholders and conferences to a high standard
- High level of self-awareness and resilience and the ability to manage multiple demands and prioritise accordingly
- Strong computer skills and use of full suite of Microsoft office.

Attributes:

- Dedication to the Company’s Mission and Values
- Proven ability to establish trust, rapport and confidence with a range of stakeholders, including internal customers and external suppliers
- Highly motivated and passionate
- Strong execution
- Team player
- Cultural awareness
- Innovative.

Qualifications

Essential:	Bachelor Degree in Social Work, Psychology or other relevant Human Services area. Minimum 3 years in managing a large team within the sector or related sector.
Desirable:	Post Graduate qualification in Social Work, Psychology, Management, Leadership or Trauma. Experience in FACS environment, not for profit or community services sector at a Senior Management level.

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Other	
Essential	<ul style="list-style-type: none"> Satisfactory Police Check Valid Driver's Licence, Working with Children Check (where applicable) The willingness and ability to travel interstate from time to time.
Desirable	

Part D: Baptcare Expectations of Staff Behaviour

Expectation of behaviour
<p>All staff play a key role in shaping and influencing workplace culture. This requires a consistent approach and commitment to the following:</p> <ul style="list-style-type: none"> Treat everybody with respect and dignity and value people for who they are their unique contribution, irrespective of role or level in the organisation Accept that I have a key role in representing the team I service to the broader organisation and for positively promoting the organisation to the team and in any external environment Be clear and open about decision-making processes, wherever possible providing opportunities for others to be involved in decisions that affect their work. Give new ideas from others a fair hearing and proper consideration. Promote and role model an open, inclusive and collaborative approach Take a proactive approach to workplace health, safety and staff wellbeing Participate in staff learning and development and recognise the value of ongoing professional and personal development for myself Actively encourage feedback from others about how I am going as a team member Role model positive behaviours at all times and ensure that I choose my attitude when I come to work Always behave ethically and with integrity Be engaged and have fun at work

DECLARATION	
Essential	My position description has been explained in detail and I understand and accept the accountabilities and authority as outlined.
Employee	Name: Signature: Date: / /
Baptcare representative	Name: Signature: Date: / /