

Position Description

Senior Manager, Family Violence Intervention Programs



POSITION TITLE	Senior Manager, Family Violence – Intervention Programs
CLASSIFICATION	Social, Community, Home Care and Disability Services Award 2010 – Level 8. Pay point dependent upon experience.
SALARY RANGE	\$115,477.44 – \$120,042.00 annually. Hourly rate \$58.44 to \$60.75. Salary and conditions of employment are as per Social, Community, Home Care and Disability Services Industry Award 2010 (SCHADS) and the Employee Bargaining Agreement (EBA). Copies of both the SCHADS Award and EBA are available at our office.
CONDITIONS	Employee Bargaining Agreement A mobile phone and laptop will be provided Flexible Work Arrangements available
WORK LOCATION	Office based in Bendigo. Some travel to regional offices will be required, along with potential travel to Melbourne and Victorian regional locations.
TEAM	Intervention Programs, Programs and Services
HOURS OF WORK	Full time Some out of hours work may be required.
DIRECT REPORTS	Team Leaders, Intervention Programs Clinical Practice Lead, Therapeutic Services Loddon Mallee Housing Network Coordinator Men’s Behaviour Change Practice Leader
ACCOUNTABILITY	Executive Manager, Programs and Services

Position Purpose

The purpose of the Senior Manager – Intervention programs is to work with the Executive Manager, Programs and Services (P&S), and the management team, to achieve the organisational vision and strategic goals and to deliver quality services to the community. The Senior Manager will promote and ensure an environment of excellence, continuous improvement and compliance within funding and service accountability requirements.

The Senior Manager, Intervention Programs demonstrates an expert understanding of the principles and practices of family violence response as it relates to violence against women and children. The Senior Manager will have an advanced understanding of the gendered nature of violence, trauma informed response, and the responsibility and accountability framework and philosophy underpinning men’s behaviour change programs. Innovation in program provision is essential, together with an understanding of feminist principles that inform our gendered analysis of violence against women and children.

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The position develops, co-ordinates and implements CNV family violence response services and oversees all Intervention Programs service delivery to ensure it is delivered consistent with CNV philosophies, frameworks and strategic objectives.

Program oversight includes:

- Family Violence Case Management
- Men's Behaviour Change programs and perpetrator case management
- Therapeutic Services
- Personal Safety Initiative
- Family Violence Child Protection Partnership
- Loddon Mallee Housing Network
- Flexible brokerage oversight

The Senior Manager will engage with individuals and teams in a community service environment ensuring organisational accountabilities, standards, systems and professional development of team members are met with a strong focus on quality and risk.

The Senior Manager supports the development and maintenance of strategic partnerships that support positive outcomes for services users and the broader community.

With an expert level of communication and writing skills and demonstrated experience in developing and leading community and/or family violence services, including adherence to clinical governance frameworks and a commitment to continuous quality improvement. The Senior Manger will have extensive experience in the submission of high quality reports, letters, case notes, plans, funding submissions and general correspondence with the ability to measure the quality and support provided by CNV. The Senior Manager, Intervention Programs is a key leadership role in the organisation.

Key Relationships

INTERNAL

- Executive Manager, Programs and Services
- Executive Leadership Team
- Senior Managers
- Practice Leaders
- Direct reports
- Intervention Programs teams
- Other staff at CNV

EXTERNAL

- Sector organisations
- Partner organisations
- DFFH, FSV and other government departments and funding bodies
- Sector peaks
- Loddon Gender Equality and Violence Prevention Consortium partners

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Key Accountabilities

Key Result Area	Performance expectations
Purpose, Vision and Values	<ul style="list-style-type: none">• Ensure the work of the Intervention Programs teams contributes to the organisation's purpose and vision and reflects the priorities of our strategic plan.• Role model and embed organisational values across Intervention Programs.• Continue to support our health and wellbeing culture, including implementing positive leadership approaches that build resilience and self-care.• Apply a feminist intersectional approach to underpin the effectiveness of our programs, services and interventions.• Uphold and enhance quality assurance frameworks and service delivery standards consistent with the organisation's philosophy, aims and objectives and policy frameworks.
Team Management and Leadership	<ul style="list-style-type: none">• Lead and manage a team of professional employees including providing direction, determining priorities, monitoring and reviewing work performance, provide leadership and guidance and facilitate their ongoing professional development to ensure staff have the knowledge, skills and support to achieve organisational objectives.• Uplift employee engagement and build the desired culture, including leading interventions / activities that build a culture of high performance, collaboration and innovation.• Build staff capability through sourcing staff professional development, mentoring, coaching of staff including building the people leadership capability of Team Leaders.• Review services in response to the changing needs of clients and the community.• Contribute to the development of strategies that enhance coordination and communication across teams and build upon the organisation's learning culture in supporting the multidisciplinary approach of staff.• Ensure the performance objectives of programs are communicated, understood and cascaded to all employees through effective development of team and individual work plans.• Assist with the development, review and implementation of guidelines, policies and procedures and support staff to understand and apply them.
Strategic Management and Partnerships	<ul style="list-style-type: none">• Evaluate and measure CNV's impact and progress across Intervention Programs• Provide secondary consultation to a range of professionals and organisations in relation to family violence, working to build key relationships and partnerships required for effective service responses.• Contribute to research, program evaluations, conference presentations, public forums and the delivery of community education and professional training regarding family violence.

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	<ul style="list-style-type: none"> • Operate as a member of the Programs & Services management team and further enhance the profile of CNV through representation as relevant across the broader service system. • Contribute to key partnerships that enhance outcomes for our clients or CNV strategic goals
Service design and delivery	<ul style="list-style-type: none"> • Provide and promote a welcoming and safe environment for all people who access our services and enable access to a range of modalities and client pathways. • Contribute to the design of the service model (intake, response, case management) to reduce inefficiencies and support integration internally and externally and to manage service demand and capacity. • Bring and seek knowledge and professional development to enhance models of care, case management and counselling to reflect excellence in client practice and responses, innovative and evidence-informed services and sustainable client outcomes. • Where required, provide specialist advice regarding cases of a more complex nature, liaise with legal services, and coordinate subpoenas. • Support the ongoing development and delivery of therapeutic programs and lead the development and innovation of new therapeutic responses in conjunction with the Clinical Practice Lead. • Respond, investigate and engage with client feedback, complaints and identified issues according to our policy and procedure. • Contribute to robust systems for consistent data collection and dissemination of evidence about the impact of our work. • Lead and contribute to research, program evaluations, conference presentations and public forums regarding family violence prevention and response. • Foster a culture of respect and excellence in service delivery and champion the importance of culturally appropriate behaviours.
Quality Governance and Compliance	<ul style="list-style-type: none"> • Ensure all work is performed in compliance with Occupational Health and Safety, Quality Governance and risk management procedures for clients and staff relating to therapeutic services. • Uphold and enhance quality assurance, clinical governance frameworks and service delivery standards consistent with the organisation's philosophy, aims and objectives, service delivery model to support the best interests of victim/survivors of family violence. • Be a leader in continuous quality improvement, accreditation processes and support the development of innovation and best practice.
Operational Management of Intervention Programs and organisational responsibilities	<ul style="list-style-type: none"> • Participate in organisational meetings and other activities relevant to the work of CNV. • Ensure effective and timely risk identification, assessment, control and issue resolution processes are maintained in accordance with clinical governance frameworks. • Lead by fostering a collaborative and respectful culture and working environment

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	<p>across the organisation.</p> <ul style="list-style-type: none"> • Provide comprehensive reporting to the Executive Manager, Programs and Services on trends, impact and performance. • Adhere to all organisational policies, procedures, standards and practices. • Participate in and manage any projects that may be initiated from time to time. • Coordinate recruitment processes including staff selection and orientation and monitoring staff probationary periods in Therapeutic Services.
Data, Privacy & Security	<ul style="list-style-type: none"> • Ensure organisational data, privacy and security frameworks and policies are implemented in portfolio/delegated areas of operation.
Other	<ul style="list-style-type: none"> • Be available to act in the Executive Manager, Programs and Services role from time to time, as requested. • Perform additional duties from time to time as required.

Competencies

Decision-making	Identifying and understanding problems and opportunities by gathering, analysing, and interpreting quantitative and qualitative information; choosing the best course of action by establishing clear decision criteria, generating and evaluating alternatives, and making timely decisions; taking action that is consistent with available facts and constraints and optimises probable consequences.
Resilience	Perseveres to achieve goals, copes effectively, remains calm and in control when under pressure.
Negotiation	Ability to negotiate skilfully in difficult situations with staff and the broader service system; to be both direct and diplomatic.
Teamwork	Attend and participates in team meetings, agency activities, program development, planning days, working groups, team building activities and supervision. Work well with others in the pursuit of team goals, share information, support others, show consideration, concern and respect.
Problem Solving	Capable of discussing and resolving specialist problems. Ability to develop options and resolution to problems.
Interpersonal Skills	The position requires the ability to gain cooperation and communicate with others. Written communication skills -prepare clear and accurate correspondence.
Attention to detail	This position requires a high-level of accuracy and attention to detail.

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Code of Ethics	Models and promotes organisational values and adhere to CNV's Code of Ethics. Ensure Core values are reflected in decision making and everyday behaviour in professional relationships and direct services.
Behaving with integrity	Uphold and model the vision and values of CNV Treat people fairly and with respect, ability to work within a feminist framework.
Leadership	Ability to lead, support and coach a high performing team. Ensures direct reports are educated and adhering to organisational policies and procedures including, OHS, Risk and Security.
Management accountability and measuring the work	Ability to lead skilfully within delegated responsibilities, to clearly assign responsibility for tasks and decisions; set clear objectives and performance requirements; monitor process, progress and outcomes; and design feedback loops into supervision.
Managerial courage	Ability to provide timely and constructive feedback to staff; make difficult decisions and address practice and performance issues.
Organisational and time management skills	The position requires skills in managing time, setting priorities and planning and organising one's own work and where appropriate that of other employees so as to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timetable.

Key Selection Criteria

Applicants must address the Key Selection Criteria in writing to be considered for this position.

1. A relevant tertiary qualification in social work, psychology and/or a related behavioural sciences field.
2. At least five years' experience in the community services sector or a related area including client service delivery, groupwork with a strong knowledge and understanding of the family violence, homelessness and housing service system including related practice standards.
3. Extensive experience in supervising staff in direct services, particularly, experience in leading and influencing others to achieve positive outcomes in service delivery and collaborative work environments.

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4. An understanding of and support for the feminist philosophy of CNV including the gendered nature of violence against women and children.
5. Proven skills in leading the development of innovative and evidence informed practice and programs.
6. Ability to clearly convey complex information, including concepts and ideas that influence and stimulate quality outcomes.
7. Well-developed communication and interpersonal skills with the capacity to liaise effectively with a wide range of stakeholders.
8. Detail oriented with excellent organisational skills and demonstrate diplomacy and professionalism in a high pressure environment. Produce accurate and timely correspondence, presentations, submissions and reports.
9. Ability to work with limited supervision and cooperatively within a team, with the flexibility to adapt to changing priorities and commitment to continuous improvement and quality.

Desirable

10. A qualification in management or a related area of study.

Application Process

To apply for this role follow the process as outlined in the Application Process on the Careers page of our website <https://www.cnv.org.au/job-application-process>

Application close: 9am Monday 23rdth August 2022

CNV is an Equal Opportunity Employer; values diversity and encourages applications from Indigenous people, people living with disabilities and culturally and linguistically diverse backgrounds.

Further information regarding employee benefits, organisational overview and further job opportunities can be found on the Careers page of our website www.cnv.org.au

Any enquiries can be directed to the People and Culture team on 03 5430 3000 or by email vacancies@cnv.org.au

Other Requirements

Mandatory prior to commencement	<ul style="list-style-type: none">• All competitive applicants are subject to a satisfactory National Police History Check as part of the recruitment assessment process.• Applicants who have lived overseas for 12 months or longer during the past 10 years are required to provide the results of an international police check.
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	<ul style="list-style-type: none"> • A current Employee Working with Children Check (WWCC) card is required and will need to be provided prior to commencement of employment by the applicant. Currency will need to be maintained by the employee for the period of employment. • All employees are subject to child safety screening and assessment against child safety standards as part of our thorough recruitment process. • Employee's must hold a valid driver's licence to drive CNV fleet vehicles. • All employee's must meet all of the requirements of the Public Health Order for COVID-19 vaccinations.
Commitment to CNV's vision and philosophies	<ul style="list-style-type: none"> • Act as an advocate for the highest standards of ethical and professional behaviour. • Strong commitment to CNV's vision, feminist values and principles including an understanding of the role and impact of gender and other inequalities in relation to that violence.
Code of Ethics	<ul style="list-style-type: none"> • All employees of CNV are to act in the best interest of CNV as a whole with honesty, in good faith and with due care and diligence. • All employees must comply with CNV's Code of Ethics and agree to work according to our values of; Respect, Co-Operation, Social Justice, Empowerment, Transparent and Inclusive Practices Decision Making.
Equal Opportunity	<ul style="list-style-type: none"> • CNV offers a work environment free of discrimination, sexual or other harassment, victimisation, vilification and bullying. Employees are expected to contribute to the maintenance of such a work environment.
Occupational Health & Safety Requirements	<ul style="list-style-type: none"> • Perform all duties in accordance with the Occupational Health and Safety Act 2004 and all Regulations, Codes of Practice and CNV's policies and procedures. In addition, employees are expected to: <ul style="list-style-type: none"> ○ Conduct themselves in a manner that will not endanger themselves or others; ○ Participate in Occupational Health and Safety training; ○ Conduct / assist with audits of work procedures, equipment and workplaces. ○ Identify areas of improvement and contribute ideas and suggestions that promote safety awareness. ○ Be aware of emergency procedures and codes. ○ Report unsafe work practices, incidents, hazards and near misses. ○ Report unacceptable workplace behaviors such as harassment and bullying.

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	<ul style="list-style-type: none">• Drive a safety culture and set expectations through provision of relevant OHS policies and procedures.
Risk Management	<ul style="list-style-type: none">• Follow all CNV policies and procedures in relation to risk management.• Conduct / participate in risk assessments.• Demonstrate an understanding of, and a commitment to, CNV's Risk Management Framework.• Report all hazards and incidents of which they become aware.• Educate and monitor staff knowledge and practice regarding Risk Management through the provision of induction/probation information, instruction, training and supervision.
Privacy	<ul style="list-style-type: none">• CNV is governed by the Information Privacy Act 2000 and the Australian Privacy Principles (APPS) and is committed to protecting the information it collects, monitoring its use and maintaining its integrity. Therefore, any information collected will be solely for the primary purpose intended and will be destroyed when no longer required.• Ensure all Privacy and Data Security practices as outlined in policy are being maintained by staff through the provision of induction/probation information, instruction, training and supervision.
Use of Confidential Information	<ul style="list-style-type: none">• Employees shall not use confidential information to gain advantage for themselves or for any person or body, nor shall they use this information improperly to cause harm to any person, body or CNV.• Both during and after employment with CNV, employees must:<ul style="list-style-type: none">○ Not communicate confidential or private information to third parties.○ Not make use of any information gained through employment at the Centre for Non-Violence Inc for any purpose other than the discharge of official duties.○ Only access personal records, files and information to facilitate direct work.

Position Description Changes

This Position Description is indicative of the initial expectation of the role and subject to change in line with requirements of CNV's goals and priorities, activities or focus of the job. The incumbent can expect to be allocated duties not specifically mentioned in this document, but within the capacity, qualifications and experience normally expected from persons occupying positions at this level.