Position Description

Program Director Justice Advocacy Service

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| Title | Program Director, Justice Advocacy Service (JAS) |
| Role Purpose | Lead and manage the Justice Advocacy Service  |
| Reports To | Executive Officer IDRS |
| Direct Reports | JAS Service Managers (2) Coordinator, Intake & Information |
| Hours | 37.5 hours per week  |
| Reviewed  | July 2022 |
| Internal Relationships | * Chairperson
* Board
* IDRS Members
* Executive Officer
* Employees
* Volunteers
 | External Relationships | * Clients/Service Users
* Government services and/or Government Departments
* Community Based Organisations
* External Network Contacts
* Legal Aid
* Private Law Firms
* Police
* Courts
* Victim’s Services
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| **Key result areas** | * **Service delivery**
* **Leadership**
* **Continuous improvement and service evaluation**
* **Stakeholder relations**
* **Financial & Asset Management**
* **Work, health & safety**
* **Policy & Systemic Advocacy**
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| **KEY RESULT****AREA** | KEY RESPONSIBILITIES |
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| **Service delivery** | * Lead development and implementation of service delivery model for Justice Advocacy Service (JAS) to achieve best outcomes for people with cognitive impairment.
* Ensure service delivery is consistent and accessible 24 hours, 7 days a week with a key focus on supporting people with cognitive impairment access timely and expert support.
* Develop and maintain program planning, monitoring, and reporting processes.
* Develop and implement strategies to ensure service quality and cohesion.
* Meet all and exceed service delivery standards including contracted key performance indicators.
* Ensure JAS complies with legislative and regulatory requirements.
* Ensure that policies and procedures are developed and updated to guide the work of JAS.
* Oversee development and support of the JAS volunteer program.
* Monitor development, implementation and effectiveness of JAS data and workflow systems.
* Maintain and deliver contemporary training and development to Justice personnel on the indicators of cognitive impairment and how to best support victims, witnesses, and suspects/defendants with suspected cognitive impairment.
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| **Leadership**  | * Lead a geographically dispersed multidisciplinary team with emphasis on pro-active planning supported by high level quality service.
* Mentor and lead the JAS management team and conduct regular team forums with Managers and staff.
* Promote a positive working environment that supports and strengthens the wellbeing of staff and volunteers.
* Identify and ensure training and professional development needs of staff and volunteers are met.
* Design effective systems for recruitment, supervision, support and performance monitoring for JAS staff and volunteers and ensure compliance.
* Ensure staff disputes, complaints or grievance are reported and resolved in a timely manner applying natural justice principles.
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| **Continuous improvement and service evaluation**  | * Implement and maintain opportunities to encourage JAS client feedback and respond professionally and in a timely manner to all complaints received in relation to service provision.
* Develop continuous quality service initiatives and enhance service provision.
* Work closely with the external program evaluation team to design and implement evaluation of the Justice Advocacy Service.
* Monitor service responsiveness to requests for support across the 24/7 service system and address any concerns regarding under performance promptly.
* Proactively implement, review, follow and promote JAS/IDRS policy, procedures including WHS guidelines and processes.
* Ensure all records are accurate and managed in accordance with privacy and confidentiality provisions.
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| **Stakeholder relations** | * Work with the IDRS Board, Executive Officer and other service managers to contribute to leadership, strategic management, and improvement across IDRS.
* Coordinate JAS service promotion strategies to ensure people with cognitive impairment know and are attracted to the service.
* Facilitate and develop positive working relationships with contract management staff in the Department of Communities & Justice.
* Develop collaborative working relationships with key external stakeholders, particularly in the Justice Agencies, to identify and achieve systems change in the interests of people with cognitive impairment.
* Develop external relationships and partnerships to support the work of JAS.
* Develop, maintain, and disseminate service information to relevant stakeholders.
* Develop partnerships with academic institutions in the area to assist with program innovation.
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| **Financial & Asset Management**  | Work with the Executive Officer and financial officer to develop JAS annual budget.* Manage JAS program expenditure within budget.
* Manage JAS resources to achieve best use of resources and value for money.
* Ensure that JAS expenditure is documented and approved in accordance with IDRS policies.
* Work closely with direct reports to ensure they understand key financial accountabilities.
* Continually seek ways to provide value for money service delivery.
* Ensure staff are provided with the tools and resources required to perform their roles to the highest of standards.
* Maintain office leases to ensure value for money and workplace conditions optimise staff performance and safety.
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| **Work, health & safety** | Promote the safety and wellbeing of clients, staff, and volunteers at all times.* Ensure as is reasonably practicable that staff and volunteers understand and comply with their responsibilities under the *Work, Health and Safety Act.*
* Monitor and implement suitable risk management strategies in compliance with IDRS policy and procedures.
* Implement systems in line with service standards.
* Promote and implement strategies that optimise staff and volunteer wellbeing including actively promotion of the Employee Assistant Program, debriefing, regular supervision and conflict mediation.
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| **Policy & Systemic Advocacy**  | * Respond proactively and strategically to address systemic issues impacting negatively on people with cognitive impairment involved with the criminal justice system as suspects, victims or witnesses.
* Contribute to IDRS policy positions and advocacy to achieve policy and legislative change to benefit people with cognitive impairment.
* Represent JAS in consultations, working groups and forums to promote the interests of people with cognitive impairment involved in the criminal justice system.
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NOTE: This position involves some travel within NSW