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** |

| **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. |
| **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. |
| **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. |
| **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. |
| **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. |
| **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. |
| **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. |

NOTE: This position involves some travel within NSW