

POSITION DESCRIPTION

Position Details	
Position Title:	Program Manager - PSP
Department:	Permanency Support
Reporting To:	Regional PSP Manager
Direct Reports:	Administration Officer Manager Casework
Key Relationships:	The Program Manager PSP will maintain primary relationships with the Chief Executive Officer, Regional PSP Manager, senior management team, the PSP team, Community Services and all other external partners that support children and young people in PSP.
Award & Classification:	Social, Community, Home Care and Disability Services Industry Award 2010 Social and Community Services Employee Level 6

1. Position Overview

The Program Manager PSP is responsible for the operations and staff management of KARI PSP case-management model; and is required to exercise quality skills in leadership, people management and display excellent interpersonal skills in oral and written communication.

2. Duties and Responsibilities

Organisation Management

- Manage the PSP case management division in such a manner that meets the requirements of the service standards and expectations.
- Develop strategic PSP planning and make recommendations to the Line Manager on KARI's strategic direction.
- Implement and monitor KARI's Strategic Plan by regularly meeting with staff and management to ensure that clear goals and targets are set and met, and responsibilities assigned.
- Regularly report to the Line Manager on performance against objectives endorsed by the Board of Directors.
- Provide reports for the Line Manager and funders and other key stakeholders to demonstrate program performance as required.
- Work with staff to develop program performance goals and set performance goals and targets for team.
- Regularly review staff performance and report outcomes to the Line Manager.
- Motivate and support staff and ensure that staff is adequately trained to meet employment obligations and professional development.

- Develop and implement organisation and program policies and procedures accessing external expertise as required.
- Ensure PSP staff are aware of and observe KARI's policies, procedures, and code of conduct for employees.
- Ensure staff are aware of their rights and responsibilities within the organisation and the Aboriginal community.
- Ensure compliance with legal obligations with regards to policies and procedures, service provision and workplace safety.
- Ensure KARI maintains accreditation through the Office of the Children's Guardian.
- Ensure KARI PSP program work area is secured, well maintained and well presented.

Business and Financial Administration

- Manage annual operational and project budgets for the PSP program.
- Achieve performance goals and targets within budget.
- Develop and implement funding submissions under \$1,000 to benefit the PSP program or present funding submissions over \$1,000 to the Line Manager for approval that will benefit the PSP program.
- Oversee the financial administration and management of the PSP program and ensure financial reporting compliance.
- Ensure the services resources are well maintained at all times.
- Manage all external partners to the services expectations.

Business Development and Advocacy

- Build and maintain professional working relationships and partnerships with finding bodies, key community organisations and other service providers.
- Build and maintain strategic professional relationships with other PSP services and other key stakeholders.
- Increase KARI's capacity for self-determination and independence.
- Effectively manage and look for opportunities to improve the PSP operations.
- Consult with key stakeholders and partners to identify needs, develop funding submissions to address these needs and identify relevant funding opportunities in line with KARI's mission.
- Advocate for KARI and Aboriginal people, children and young people in the sector.
- Contribute to the development of NSW Government policy in Aboriginal community and children's services.
- Work with the Line Manager to enhance the public profile of KARI.

General

- Attend monthly supervision meetings with your Line Manager and complete the tasks identified at these meetings. Identify personal learning needs and give feedback on the service including the identification of gaps and areas for improvement.
- Attend any KARI meetings as requested by your Line Manager.
- Undertake and participate in regular evaluations of the service and take part in annual appraisals of staff performance and team planning days.
- Undertake specific tasks allocated by your Line Manager relating to the promotion of the service and the enhancement of the partnership between the team and key stakeholders.
- Contribute to the development and maintenance of a positive, supportive and collaborative team environment including the ongoing learning of all team members through the sharing of ideas and feedback from training.
- Other duties as directed.

3. Eligibility Requirements

- ☒ Aboriginality
- ☒ National Criminal Record Check
- ☒ Valid NSW Working with Children's Check – Paid Worker
- ☒ Valid NSW Driver's License – minimum Provisional 2 (or equivalent)

4. Selection Criteria

- Professional Qualification in either social work or a related discipline.
- Managerial experience including direct staff supervision, managing systems and budgets and control of service delivery.
- Management Qualification.
- Substantial recent post-qualifying experience in a relevant practice area.
- Experience of service evaluation and development.
- Direct experience of working with children and young people in PSP.
- Direct experience liaising with community partners and government departments at a high level.
- Direct experience in submission writing.
- Knowledge and understanding of key legislation and practice issues relevant to client group.
- Ability to compile and produce accessible reports, presentation papers and management information.
- Excellent computer skills with knowledge of the Microsoft Office package of tools, Outlook and capacity to navigate the internet for work purposes.
- Ability to respect and work within the values of KARI and commitment to reflecting and adhering to KARI's policies and procedures.
- Ability to work co-operatively and respectfully with team members, foster carers, families and professionals from various agencies and cultural backgrounds.

Employee Declaration

By signing this Position Description, I acknowledge that I have received, read, and understood the outlined duties and responsibilities, and I agree to perform them as specified.

Employee Name

Employee Signature

Date