

## Position Description

Position Title:	Director of Services, Queerspace and Complex Care	Position Grade:	As negotiated
Department/Division:	Executive	Position No.	
Reporting to:	CEO		
Position summary/purpose:	<b>First Nations People, LGBTIQA+ people, people with disability, people of colour, public housing residents or people with a lived experience are encouraged to apply</b>  As an Executive Team Member, the Director of Services, Queerspace and Complex Care, will provide strategic and operational leadership to services across the organisation including, collegiate support, adhering and fostering DS mission, values and culture, regulatory compliance and stakeholder management. Director of Services leads and motivates the operational parts of the organisation ensuring quality standards, budgets and service delivery targets are achieved, and risk is controlled and managed.		
Key Responsibilities			
<b>Business Development, Service Implementation &amp; Program Management</b> <ul style="list-style-type: none"><li>Lead the development, implementation and management of services across the organisation, in particular Queerspace, mental health and complex trauma programs</li><li>Support and inspire the Senior Management team across the regions to build place-based responses, with a focus on supporting both established services, and driving the implementation of new programs and services that promote child, youth, family and community wellbeing across a spectrum of universal and targeted early intervention, treatment and recovery orientated services.</li><li>Build new partnerships, opportunities and sustainability through income generation and tender writing</li></ul>			
<b>Leadership</b> <ul style="list-style-type: none"><li>Lead the implementation and management of a range of evidence-informed services by supporting Senior Managers, Practice Leaders and cross-disciplinary teams to achieve positive outcomes for individuals, families and communities in the regions where we deliver services.</li><li>Provision of inspired, supportive leadership through coaching and mentoring with a focus on the development of service outcomes for clients and community and the quality practice and performance management of staff.</li></ul>			
<b>Quality &amp; Compliance Management</b> <ul style="list-style-type: none"><li>Manage and ensure requirements including (not limited to) contractual deliverables, financial and quality standards are met.</li></ul>			

- Oversee the completion of high-quality reporting and the development of policies, program content.
- Work within risk management, quality standards and continuous improvement frameworks.
- Ensure the workplace and programs are culturally safe and affirmative for employees, children, young people, families and communities.

**Community & Interagency relationships**

- Initiate, engage and build relationships and partners across a range of sectors to support client outcomes and organisational growth.
- Represent the organisation to funders, including government, not-for-profit and philanthropic sectors.
- Contribute to broader sector, policy and evidence base through the development of content and/or contributions to policies and research or advocacy.

**Professional Development and Training**

- Participate in annual performance reviews and professional development plans.
- Participate in professional development and training as identified in collaboration with line manager.
- Participate in relevant team meetings, working groups and clinical practice meetings.

**Research and Evaluation**

- Work alongside CFRE to support the design and implementation of research and evaluation activities, and oversee data collection, recording and analysis and report writing.

**Risk**

- Actively identify, monitor and manage areas of key risk and lead appropriate escalation and response
- Actively monitor and act to improve the quality and safety of client services
- Committed to prioritising child safety and maintain an understanding our Reportable Conduct Scheme responsibilities (we have a Child Safety Officer and Committee to support this)

**OH&S**

- Identify, report and record all safety hazards, incidents and injuries
- Take reasonable care for the health and safety of others who may be affected by their acts or omissions and comply with the requirements of Victorian Occupational Health and Safety (OHS) Act 2004 and related DS OHS procedures and Safe Operating Procedures

### **Quality Assurance & Improvement**

- Proactive, engaged in and committed to creating great experiences for each client
- Be open to new ways of doing things and respond to challenges with innovative ideas and solutions.

### **Social Differences**

- Role models, demonstrates and promotes respect for and values social differences
- Interact with Drummond Street clients, staff and other stakeholders in a manner that is inclusive, respectful and non-discriminatory.

### **Productivity**

- Focuses on people as well as productivity
- Monitor productivity, identify and implement improvements as needed

### **Infection Control**

- Commit to all necessary infection control measures as directed, including:
  - Practice hand hygiene keep your working environment clean & hygienic including shared areas such as kitchens, bathrooms, meeting rooms etc.
  - Wear personal protective equipment (PPE) as directed

Key Competencies/Skills		Experience Profile (incl Qualifications)
Competency	Technical/Functional	
<ul style="list-style-type: none"> <li>• Adaptive leadership skills</li> <li>• Organisational &amp; quality focus</li> <li>• Planning &amp; implementation expertise</li> <li>• Results driven &amp; client orientated</li> <li>• Promotes productive, competent work practices</li> <li>• Creative, flexible and solution focused under pressure</li> </ul>	<ul style="list-style-type: none"> <li>• Program &amp; contract management</li> <li>• Service implementation</li> <li>• Service growth and sustainability</li> <li>• Partnership &amp; stakeholder management</li> <li>• Governance &amp; compliance including risk management, service standards</li> <li>• Cultural and diversity humility</li> </ul>	<ul style="list-style-type: none"> <li>• Possess a Social Work or equivalent qualification, along with other training and experience related to management of community service organisations.</li> <li>• A minimum of five years Management experience in the family and community service sector and cross-disciplinary teams.</li> <li>• A Leadership and/or Management post graduate qualification would be an advantage</li> <li>• A minimum of three years' experience in the managing programs for LGBTIQ+ communities.</li> </ul>

<ul style="list-style-type: none"> <li>• High level of self-awareness, professionalism and social justice values</li> </ul>	<ul style="list-style-type: none"> <li>• Highly developed interpersonal, oral and written skills</li> <li>• Highly developed administration and information technology skills</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to contribute to organisation including culture, people, research, best practice and sustainability including income generation.</li> <li>• Strong leadership skills and ability to support the development, implementation and management of services and programs.</li> <li>• Demonstrated understanding of the needs, issues and sensitivities of people from diverse backgrounds including Aboriginal, LGBTIQ+ and culturally and linguistically diverse people and communities.</li> <li>• Identify as belonging to LGBTIQ+ communities.</li> </ul>
Position Dimensions		Decision Making Authority
<ul style="list-style-type: none"> <li>• No. Of FTE: 1FTE</li> <li>• Supervising approximately 8 FTE direct reports and up to 80 indirect staff</li> <li>• Client base: Communities across the DS catchments, including children, young people, families, LGBTIQ+ communities and broad stakeholder base including other social services, family violence services, AOD services and mental health systems</li> <li>• Member of the Executive team</li> </ul>		<ul style="list-style-type: none"> <li>• Organisational and operational decisions relating to programs and staff in adherence to policies and procedures and within organisational delegations.</li> </ul>