

## Position Description

<b>Position Title</b>	Manager Child and Family Services
<b>Salary &amp; Conditions</b>	FamilyCare Enterprise Bargaining Agreement
<b>Award &amp; Classification</b>	Social, Community, Home Care and Disability Services Industry Award Classification dependent on qualifications and experience
<b>Department</b>	Child and Family Services
<b>Hours of work</b>	Refer to Contract of Employment
<b>Position reports to</b>	Director Service Development
<b>Performance Review</b>	At three months, then annually thereafter

FamilyCare acknowledge the Yorta Yorta Nation, Taungurung, and Wurundjeri Woi Wurrung people as the Traditional Owners of the land and waterways on which we work, live and support community.

We recognise that past, present and emerging Aboriginal and Torres Strait Islanders peoples are the First Nations people of Australia.

FamilyCare is one of regional Victoria's largest and most progressive community service organisations, with offices across five Local Government Areas: Greater Shepparton, Mitchell, Murrindindi, Strathbogie and Moira.

FamilyCare is the main provider of child and family services in our region and in addition, we provide support to families of children with disabilities, NDIS Support Coordination and a variety of carer support options.

FamilyCare is committed to working collaboratively to improve outcomes for victim survivors and their children. We believe those who choose to use violence should be accountable for their actions.

FamilyCare is dedicated to fostering a positive and empowering culture for leaders, with a focus on improving client outcomes and inspiring professional growth.

### Vision

Strong families and communities.

### Purpose

FamilyCare works with individuals, families and communities to increase wellbeing, build strengths and encourage optimism.

### Core Values

The Code of Conduct reflects and supports FamilyCare's core values, which are:



#### RESPECT

for all people and of their right to reach full potential



#### EMPOWERMENT

of clients and staff to achieve individual and collective goals



#### INTEGRITY

actions consistent with beliefs



#### LEADERSHIP

on issues that impact adversely on individuals, families and community



#### COMMUNICATION

a commitment to open and ongoing dialogue with all stakeholders



#### PROFESSIONALISM

in all aspects of our work

## Role Summary

Child and Family Services works with families experiencing vulnerability where there are children up to 18 years of age. This includes working within the NDIS and the Family Violence system. The program aims to enhance family, child, and young people's health and well-being, to help prevent child abuse and neglect and to support the family through major life transitions and times of difficulties. We utilise a strength-based approach in supporting families to achieve their goals and work in alignment with the best interest's framework.

The Manager of Child and Family Services is a key leadership position, providing operational oversight to all services provided within the team. This includes supervision of Team Leaders, reporting obligations, maintaining key stakeholder relationships and is a member of the FamilyCare Management Team.

## Key Performance Responsibilities

### Service Delivery

1. Develop and maintain relationships with relevant funding body representatives and other key external stakeholders.
2. Understand and monitor the external environment as it pertains to Child and Family Services and to respond appropriately to gaps or opportunities.
3. Contribute to organisational strategic planning processes including the development of annual operational plans.
4. Assume responsibility for the day-to-day operational management of Child and Family Services' programs, including risk management of children and young people.
5. Ensure that Child and Family Services are delivered in an integrated manner from initial contact and assessment, through service delivery, to review and evaluation.
6. Work closely with the Human Resources' Manager, Team Leaders and the Director of Service Development to ensure appropriate human resources to deliver funded activities and programs.
7. Undertake additional duties as reasonably directed from time to time.

### Data Collection and Reporting

1. Ensure that program data entry processes are appropriate, and that all internal and external reporting obligations are met.
2. Monitor program activity levels against targets and report, plan, and implement an appropriate response
3. Participate in the development and supervision of annual program budgets.
4. Monitor budget expenditure and make decisions within allocated limits and scope of authority.

### Community Development and Education

1. Identify opportunities for program growth including the provision of assistance in preparing tenders or submissions as required.

### Quality Improvement and Evaluation

1. Contribute as an effective and professional team member at all times
2. Perform all duties in a safe manner
3. Perform all work with a continuous improvement ethos
4. Understand and abide by all relevant policies and procedures
5. Participate in regular supervision activities.
6. Lead by example and in accordance with FamilyCare's values.

7. Be aware of FamilyCare’s responsibilities to contribute to children’s safety and wellbeing and report any concerns about neglect or abuse to a supervisor or manager.

## Key Selection Criteria

### Knowledge and Skills

1. Experience in leading and managing staff.
2. Knowledge of the community services’ sector.
3. Proficiency using Microsoft office and other data base systems.
4. The ability to work independently and as part of a multidisciplinary team.
5. Experience in service development including tender/submission preparation.
6. Well-developed negotiation, conflict resolution and advocacy skills.

### Qualifications

#### Essential

- Degree in Social Work, Welfare, Community Services’ Sector Management, or other relevant discipline.

#### Desirable

- Post Graduate qualification in Management and/or Leadership.

## Position Requirements

Satisfactory National Police check	Required
Working with Children Check	Required
NDIS Worker Screening Check	Not required
Valid Victorian Driver Licence	Required

Employees 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 on commencement of employment

Employees are required to successfully complete all mandatory competencies in accordance with the Core Competency Training register.

## Other Information

Salary packaging offered within prescribed guidelines.

FamilyCare Enterprise Agreement has provision for salary and conditions over and above of SCHADS Award base rates.

All employees are bound to work according to the policies and procedures of FamilyCare, the Agreement and Award that provides their terms and conditions of employment and the FamilyCare Code of Conduct.

All employees must to take reasonable care of their own health and safety, as well as that of other people who may be affected by their conduct in the workplace.

All employees are required to successfully complete any assigned online competencies ongoing, as prompted. All new employees will be required to complete all assigned competencies within the first three months of employment.

FamilyCare promotes a respectful and safe workplace environment that does not tolerate or excuse any forms of violence including family violence.

FamilyCare is committed to:

- ensuring the safety of children;
- respecting diversity; and
- providing a workplace free from discrimination and harassment.

#### INCUMBENT STATEMENT

This Agreement can be accepted and signed electronically, with the same binding effect on the parties.

I, \_\_\_\_\_ have read, understand and accept the  
above Position Description

Signed: \_\_\_\_\_

Date: \_\_\_\_\_