

Domestic Violence Crisis Service Manager Integrated Service Delivery Position Description

About the position:	
Reports to: Executive Director, Client Services	Direct Reports: 2 Senior Practitioners and 6 Liaison Workers
Salary Range: SCHADS L8P1 – L8P3 commensurate with qualifications, skills and experience	Employment Status: Permanent
Hours: 38 hours per week	Entitlements: 5 weeks annual leave and 15 days personal leave per annum (pro rata)
About DVCS:	
DVCS is a non-government, not-for-profit specialist domestic and family violence service that seeks to reduce violence and abuse in relationships. We provide crisis and long-term support services to help break the domestic and family violence cycle. We are here to support people, both during and after crisis situations as well as support programs for those who use violence, with the aim of bringing about change. DVCS has been providing services to the Canberra community since 1988, with the initial focus primarily being on crisis intervention. We have grown and evolved over 30 years into a holistic provider of domestic and family violence support services. Our services include a 24/7 telephone crisis counselling service, access to emergency accommodation, help with legal and court matters, support programs and training and education. Our vision is a world free from violence and abuse.	
Role purpose and context:	
The Manager Integrated Service Delivery provides leadership to teams engaging in partnership work (including the Child, Youth and Families Liaison Program; the Child and Family Centres Partnership Practitioners, and the Family Violence Safety Action Program practitioners), and provides oversight of DVCS information sharing practices, including through FVSAP, Information Sharing Scheme and Wraparound. The Manager Integrated Service Delivery is responsible for the provision of client services and program management in partnership programs, including staff supervision, quality control, reporting, exercising delegations and relevant stakeholder engagement, and for cross organisation collaboration to ensure holistic integrated service. A key focus of this role is monitoring the workload of the team, ensuring that all outcomes are delivered with high levels of quality and compliance, and that the working environment is safe for all. This involves collaborating with other teams within DVCS to share resources as required; engaging with external stakeholders such as ACT Policing, CYF and Victims Support	

in an advocacy and relationship building capacity; and working as part of the DVCS leadership team to support outcomes across our programs of work.

Occasional work outside business hours will be required, including participation in an on-call leadership team roster.

Key accountabilities

Service Provision

In a co-operative team environment and in line with DVCS Vision and Objectives and in accordance with Policies and Procedures of the Service, the Manager will:

- Have the skills/experience to speak to domestic and family violence risk assessment, risk management, and safety planning
- Manage the delivery of several funding contracts, including liaising with funding bodies, data collection and reporting.
- Provide practice leadership across the service in relation to sharing of risk information and patterns of perpetrator behaviour.
- Network with multidisciplinary services and agencies to build and foster relationships with key stakeholders
- Provide training and support to new staff
- Provide supervision, oversight and support to Partnership Practitioners and Senior Workers
- Engage in support/reflection, supervision, performance appraisal and debriefing processes as required
- Supervise and maintain an overview of client work and work practices and ensure Executive and Assistant Directors are informed and updated of relevant service issues
- Promote the public profile of DVCS and the needs of those affected by domestic violence through education, training, and the facilitation of workshops as directed
- Undertake administration/operational tasks as requested by Directors.

Leadership objectives

As a member of the Leadership Team the Manager Integrated Service Delivery is expected to contribute to the following overall DVCS aims:

- To reduce harm arising from domestic and family violence in the ACT by providing a holistic crisis intervention, legal advocacy and community support service
- To effect positive and informed change in the public and policy domain around domestic and family violence and the structures and systems that support it
- To ensure continued availability of service by remaining relevant, responsible and viable in a challenging and changing environment
- To support quality service by attracting high calibre, resilient, diverse and motivated staff and providing a healthy, safe and stimulating workplace
- Provide input to ensure that DVCS provides a high quality; best practice range of domestic violence crisis intervention, follow-up and case management services to the ACT community which is responsive, respectful, flexible and culturally appropriate

- To promote and maintain co-operative and respectful relationships with other agencies in the ACT and relevant national agencies

Self-management and teamwork

- Learn, grow and develop own capability by seeking feedback and reflecting on own performance regularly
- Be resilient and adaptable and have a growth mindset, seeking to embrace change as a way to learn and being open to new ways of working
- Encourage cooperation and collaboration by seeking to work with others and share resources when the opportunities arise, sharing learning and resources across the organisation (and the broader community sector)

Core capabilities required for all individuals who work for DVCS

Personal accountability and integrity

- Be honest, ethical and professional at all times and encourage others to do the same
- Be accountable for your actions, acknowledging mistakes and learn from these
- Honour your commitments and be transparent in your actions

Resilient and adaptable

- Agile and able to adapt as requirements change
- Show personal resilience by responding to setbacks in a positive way
- Staying calm under pressure and managing own emotions even in difficult situation

Value diversity and inclusion

- Understand the importance of diversity and demonstrates inclusive behaviour
- Demonstrate respect for others through listening to different views and perspectives
- Create a safe environment where team members feel included and diverse backgrounds and cultures are respected

Work collaboratively

- Help create an inclusive environment by sharing and valuing the opinions of others
- Encourage collaboration and cooperation including sharing of resources
- Identify and overcome barriers to collaboration and create shared learning experiences

Communicate effectively

- Communicate in a clear and concise manner verbally and in written form
- Be an active listener and listen to understand
- Adapt communication style to suit different stakeholders

Build positive relationships

- Building relationships with clients and their families and in the community
- Work towards mutually beneficial outcome
- Resolve conflict through respectful debate and by being prepared to listen to other views

Evidence-based decision making

- Support evidence-based decision making by using data in a critical manner
- Integrate data from various sources and transform into possible solutions
- Transform analytics into clear and actionable insights that lead solutions

Client focus

- Demonstrate client focus by delivery of high-level services
- Provision of advice and ability to listen to the customer and understand their needs
- Treats all customers with respect and professionalism

Financial management

- Ensure financial responsibilities are well managed, accurate and timely
- Ensure appropriate approval for expenses or spending as required by delegations
- Show high standards of financial probity and respect for the organisations money

Commitment to being your best

- Show drive and motivation to be your best self
- Regularly reflect on own performance to improve and grow
- Seek and accept opportunities for growth including development opportunities and challenging assignments

Problem solver

- Ability to think, analyse and work through problems in a pragmatic manner
- Gather and investigate evidence from a variety of sources
- Question inconsistencies or gaps in information to define the problem clearly and identify potential solutions

Key Skills, Experience and capabilities for the Crisis Intervention Team Leader (Shift):

The Team Leader Collaborative Responses will require the following skills, experience and capabilities:

- Strong knowledge and understanding of the drivers of domestic and family violence and its impact across the community; as well as issues affecting people with complex needs who require a range of system responses.
- Understanding of family violence risk factors, and demonstrated ability to make sound judgements about risk and safety
- Demonstrated experience in supporting people who have experienced domestic and family violence.
- Demonstrated experience in writing and delivering comprehensive and high-quality reports for funding agencies and governing bodies.
- Demonstrated ability to prioritise competing tasks and ensure deadlines are met and expectations managed when issues arise.
- Ability to lead a diverse team of people with a focus on leading and maintaining a growth mindset regarding professional development, as well as team development.
- Ability to work flexibly to meet the needs of the business.
- A demonstrated commitment to the values of equity, inclusion and diversity.
- Ability and willingness to contribute to an on-call leadership team roster.
- Current Working with Vulnerable People Card.
- Current driver's licence.