

Position title:	Senior Manager Family Services	Reporting to:	Director Youth & Family Services
Program:	Youth & Family Services	Location:	Greater Darwin Region
Approved:	Director Youth & Family Services	Date:	September 2026
Comments:	This position may require flexibility to work outside of usual business hours and participation in the 24/7 on call roster when required.		

Organisation Statement

Anglicare NT is a registered charity and quality accredited provider of human services across urban, regional, and remote Northern Territory. We demonstrate our values through strength-based, culturally safe, trauma informed and inclusive practices. Child safety, social justice, community development and partnership approaches drive our work. We commit to being an employer of choice and we monitor our impact, respect lived experience and advocate to meet the needs of Territorians and our diverse communities. Our focus is to make a sustainable difference through place-based initiatives, collaboration, innovation, and the Partnership Support Service.

What we do

We provide services across the lifespan including: early childhood, child youth and family supports; aged care packages, community access, outreach, home support and volunteer visitors; NDIS support coordination and personal supports; community housing, transitional accommodation, tenancy support and homelessness responses; financial counselling, money management, gambling amelioration, micro finance and emergency relief; prison chaplaincy, post release accommodation and support; counselling, mediation and parenting education; refugee and migrant support; mental health initiatives, headspace centres, recovery and community awareness activities.

Purpose of the Position

You will provide strong, values-driven leadership across a diverse portfolio of programs within the Youth & Family Services Directorate. This portfolio includes Financial Wellbeing Services, the Child & Family Contact Service, Refugee & Migrant Support Services, and Adult Homelessness and Transitional Accommodation. The role ensures that all programs operate in alignment with Anglicare NT policies and procedures, funding agreements, quality frameworks, and service guidelines. You will also oversee the operations of the Palmerston Community Services Hub and associated reception functions to ensure a welcoming, safe, and effective service environment. In addition, the position provides high-level support to the Director, Youth & Family Services, including coordinating and supplying accurate and timely program information as required. This role requires a dynamic and empathetic leader who brings a strengths-based approach to staff management and service delivery. Strong leadership experience is essential to effectively respond to program needs and support teams working within complex, high-demand environments. The position requires flexibility, adaptability, and innovative problem-solving, with a commitment to continuous program improvement. Excellent time-management skills and the ability to foster a culture of professional self-care are critical to supporting team wellbeing and sustaining service quality.

Selection Criteria

Position Specific Requirements

1. Tertiary qualifications in Social Work or a related discipline, with a minimum of six years' experience leading programs and teams within a community sector organisation.
2. Demonstrated knowledge of relevant legislation, including homelessness, child protection, and domestic and family violence, as well as experience delivering and overseeing a diverse range of services such as financial counselling and refugee and migrant settlement services.
3. Proven ability to lead and develop person-centred services that achieve high-quality outcomes for individuals, families, and significant others in a community services environment.
4. Highly developed leadership and management capabilities, with a strong track record of achieving outcomes within multidisciplinary teams, driving innovation, and managing organisational change.
5. Excellent organisational, time-management, analytical, and problem-solving skills, with the ability to exercise sound judgement, manage risk, and operate effectively in dynamic environments with competing priorities.
6. Strong ability to build and sustain effective relationships with diverse stakeholders—including service providers, interagency partners, and government bodies—through effective networking and rapport building.

7. Exceptional interpersonal and communication skills, both verbal and written, including the ability to lead the development of policies, procedures, and other key organisational documents.
8. High-level ICT capability, with demonstrated experience leading the use of client data systems, monitoring service data and trends, and preparing high-quality, timely reports for funders and internal stakeholders.
9. Demonstrated ability to maintain professional boundaries, apply reflective management practices, and adhere to workplace directives using strength-based values in alignment with the Anglicare NT Leadership Charter.

General Criteria

1. Demonstrated commitment to work respectfully and inclusively with Aboriginal and Torres Strait Islander and culturally and linguistically diverse people.
2. Demonstrated understanding of the issues that impact Aboriginal and Torres Strait Islander people.
3. Demonstrated ability to communicate sensitively and effectively with Aboriginal and/or Torres Strait Islander people.
4. Demonstrated adherence to legislation, policies and procedures and a commitment to EEO, WHS, risk management and quality improvement practices.
5. Northern Territory Working with Children Clearance (Ochre Card).
6. National Police Criminal History Report (less than three months old) with acceptable outcome.
7. Ability to meet additional visa / overseas work compliance measures.
8. Northern Territory Driver's Licence.
9. Demonstrated currency of job specific vaccinations (and boosters).
10. First Aid Certificate (or willingness to obtain within agreed timeframe).

Key Responsibilities

1. Leadership and Management

- Lead, mentor, and support staff across multiple programs, ensuring they are equipped with the skills, supervision, and resources required to deliver high-quality, person-centred services.
- Implement consistent, strengths-based leadership practices that promote reflective thinking, professional resilience, and continuous learning among team members.
- Coordinate and oversee regular supervision, performance reviews, and professional development planning to support staff capability, growth, and career progression.
- Model and promote effective decision-making, sound judgement, and ethical practice, ensuring staff adhere to organisational policies, procedures, and service standards.
- Support workforce planning, including effective recruitment, onboarding, induction, and retention strategies that contribute to stable and skilled program teams.
- Lead teams through organisational change with clarity, empathy, and transparent communication, ensuring staff are informed, supported, and engaged throughout transition processes.
- Foster a culture of professional self-care, wellbeing, and mutual support, recognising the impacts of complex and high-demand work environments.
- Encourage innovation, collaboration, and critical thinking by facilitating opportunities for team reflection, shared learning, and cross-program cooperation.

2. Service Development and Delivery

- Oversee the delivery of Financial Wellbeing Services, the Child & Family Contact Service, Refugee & Migrant Support Services, and Adult Homelessness and Transitional Accommodation to ensure alignment with organisational policies, procedures, funding agreements, and quality frameworks.
- Lead the design, implementation, and continuous improvement of high-quality, person-centred services across all program areas, ensuring alignment with Anglicare NT policies, procedures, funding agreements, and sector best practice.
- Monitor service performance, demand trends, and emerging community needs to inform proactive planning, resource allocation, and program adjustments that strengthen outcomes for individuals, families, and communities.
- Ensure programs maintain a culturally safe, inclusive, trauma-informed, and strengths-based approach to service delivery, with particular attention to the needs of Aboriginal and Torres Strait Islander peoples, culturally and linguistically diverse communities, and people experiencing vulnerability.

- Oversee operational effectiveness across all program sites, ensuring service environments are welcoming, safe, and conducive to high-quality client engagement.
- Support program managers, coordinators and team leaders to develop and document effective service models, procedures, and workflows that meet quality standards, contractual requirements, and organisational expectations.
- Ensure the Palmerston Community Services Hub and reception operate as safe, welcoming, and effective service environments that support high-quality client engagement.
- Provide accurate and timely program information to support the Director, Youth & Family Services, in effective decision-making and strategic oversight.

3. Stakeholder Engagement

- Proactively monitor network and community engagement and undertake strategic and planned promotional and engagement activities.
- Liaise with partner organisations, and Anglicare NT staff to foster service collaboration and effective communication which enables high-quality client and community outcomes.
- Participate in relevant community service system networks and forums and contribute to strengthening these systems.

4. Program Quality

- Maintain comprehensive client documentation, ensuring all data is accurately entered into Penelope, CDS, and SHIP systems, with client records kept current and ready for audit and/or provision to external authorities as required.
- Proactively review service practices, processes, documentation, feedback, and data, and use these insights to identify and implement meaningful quality improvement activities.
- Work collaboratively with the relevant Director and team to respond to client complaints and address any service improvement requirements arising from internal or external evaluation processes.
- Conduct and document regular case file reviews and data integrity audits to ensure accuracy, compliance, and readiness for reporting.
- Ensure participant voices are central to service design and development, valuing lived experience as a critical component of continuous improvement.
- Lead user-friendly feedback processes, including the use of the Tell Us What Youth Think tools, to capture accessible and authentic client input.
- Collate and document valuable learnings from client and stakeholder feedback, complaints, and incidents, translating these into practical service improvements and ensuring follow-up assessment of impact.
- Promote the service model, publish outcomes, and share key learnings internally and across the broader sector to contribute to ongoing service excellence and system improvement.

General Requirements

- Comply with Federal, NT and Local Government legislation, regulations, permits and / or by laws.
- Adhere to delegations, code of conduct, policies, procedures and general conditions of employment.
- Work within contract, program / project parameters and scope of practice.
- Comply with program guidelines, work plans, budget, data and reporting requirements.
- Comply with WHS requirements – remain vigilant and contribute to a safe working environment and maintain pandemic related and job specific mandated vaccinations (and boosters).
- Embrace organisational values, work cooperatively and help sustain a respectful workplace.
- Support and mentor work colleagues by sharing your skills, knowledge and strengths.
- Help implement our Reconciliation Action Plan and build an inclusive and culturally competent workforce.
- Maintain confidential client, staff and organisational information in line with requirements.
- Keep up to date with workplace communications, staff meeting records and the intranet.
- Contribute to planning, evaluation and continuous quality improvement activities.
- Participate in supervision, performance reviews and undertake approved training.
- Maintain attendance, payroll and leave records in accordance with procedures.

Delegation of Authority

As per Board approved Delegation of Authority Schedule and aligned position classification (noting content will updated from time to time).

This position is graded at an Award Level whereby staff can be allocated for supervision on a temporary or permanent basis. Currently this position has up to six staff reporting to it.

This position may be asked to provide supervision to students on field placements (where an employee has the qualifications to do so) and / or on the job assistance to new entrant employees.