

Department of Families, Fairness and Housing

Position Description

Position title:	Executive Director, Goulburn
Position number:	DFFH/COPL/372515
Division/Branch/Team:	Community Operations and Practice Leadership Division, East Division, Goulburn Area
Work location:	163 Welsford Street, Shepparton (Flexible-Hybrid), with travel throughout the Area as required
Classification:	Senior Executive Service 2
Employment status:	Full-time (76 hours per fortnight). Fixed term - 5 years
Total Remuneration Package:	SES2: \$310,386 - \$447,266 p.a. including employer superannuation
Position reports to:	Penelope Steuart, Deputy Secretary, East Division
Position contact:	Keiran Gregory: 03 9500 5547

Role purpose

The Executive Director, Goulburn Area leads and manages service delivery and reform implementation across the area, located within the East Division of the Department of Families, Fairness and Housing. The role is accountable for client outcomes at a local level for a range of integrated human services.

Department of Families, Fairness and Housing

The Department of Families, Fairness and Housing has a dedicated focus on the community wellbeing and the social recovery of Victoria. The Department is working to deliver bold and innovative reform for the community.

We work to create equal opportunities for all Victorians to live safe, respected and valued lives. We lead policies and services dedicated to community wellbeing by empowering communities to build a fairer and safer Victoria.

The Department includes Child Protection, Family Safety Victoria, Homes Victoria, Housing, Disability, Seniors and Carers. The Department is also responsible for the key portfolios of LGBTIQA+ Equality, Veterans and the offices of Women and Youth, enhancing the alignment with policy areas and portfolios focusing on the recovery and growth of our diverse communities. The Department also supports the Social Services Regulator, the Commission for Children and Young People, the Victorian Disability Worker Commission, the Disability Worker Registration Board, the Disability Services Commissioner, Respect Victoria, the Commission for Gender Equality in the Public Sector and the Victorian Veteran's Council.

We are building an inclusive workplace that embraces diversity and difference. All jobs can be worked flexibly, and we actively encourage job applications from Aboriginal and Torres Strait Islander people, people living with disability, LGBTIQA+, veterans and people from varied cultural backgrounds.

Community Operations and Practice Leadership Division

The Community Operations and Practice Leadership Division delivers vital services directly to the Victorian community. These services include child protection, housing, disability and emergency management. They are delivered through four geographic divisions, 17 areas and statewide services. This division stewards the broader funded community services sector through contract management and implementing operational policy and funding frameworks. This work is undertaken by actively responding to current and emerging place-based, population and community wellbeing issues across child and family services, family violence and sexual assault services, homelessness, and community settings. It is also the responsibility of this division to prepare for, and respond to, local and statewide emergencies and critical incidents.

The Division also monitors and analyses state-wide service delivery standards and performance, provides practice leadership and fosters continuous improvement in service delivery.

East Division

The East Division is led by the Deputy Secretary and responsible for service delivery and performance and quality improvements across diverse government areas.

The Division delivers the operational programs of the department, including child protection, housing, agency performance, emergency management and Aboriginal engagement across 4 areas – Goulburn, Inner East, Outer East and Ovens Murray.

Role of Areas

The Area is responsible for providing integrated departmental services to achieve positive client outcomes at a local level. It drives a holistic approach to meeting client need, an approach that is strongly supported by a client-centric culture.

The Area develops and maintains strategic partnerships with the communities it serves and with external service providers, local businesses, and other government agencies to ensure that local issues are understood, prioritised and addressed.

Goulburn Area

Goulburn has a population of around 150,000 people living in the local government areas of Moira, Greater Shepparton, Strathbogie, Mitchell and Murrindindi, with a significant population of Aboriginal people concentrated around Shepparton and Mooroopna. The region is well known for its industries, including agriculture and dairy production for both local consumption and export.

The southern area of Goulburn is growing rapidly due to development in areas close to the northern and eastern suburbs of Melbourne and rural amenity.

Key accountabilities

- Implement departmental and divisional priorities for direct services within the area, including child protection, housing and related community engagement and wellbeing programs.
- Lead the integration of multidisciplinary service delivery within the area, with a focus on providing holistic client outcomes within evolving frameworks of reform.
- Work in partnership with the Divisional Executive and other key stakeholders to achieve intended client outcomes for the department.

- Address issues faced by the Aboriginal community through awareness of Aboriginal culture and identity and work collaboratively with Aboriginal communities to achieve positive outcomes and advance self-determination.
- Lead the implementation and operation of place-based initiatives through regional partnerships.
- Develop and maintain strategic partnerships with local government, non-government organisations and the community within the area and beyond to ensure stakeholder engagement in the development of local service strategies and initiatives.
- Meet divisional performance indicators around service performance and delivery to ensure quality client outcomes within the area.
- Provide local feedback and perspective in the development of broader divisional planning, policy development and implementation, including representation of areas as required.
- Lead and motivate a committed workforce built on client-centricity to achieve positive client outcomes.
- Oversee and manage the area budget to achieve optimal client and community outcomes within the resources provided.
- Implement complex strategies to build buy-in and support from key internal and external clients or stakeholders.
- Keep accurate and complete records of your work activities in accordance with legislative requirements and the department's records, information security and privacy policies and requirements.
- Take reasonable care for your own health and safety and for that of others in the workplace by working in accordance with legislative requirements and the department's occupational health and safety (OHS) policies and procedures.

Key selection criteria

Technical expertise

- Significant understanding of the human services and social services system – children and families services, disability services, family violence services, housing, and homelessness services.
- Demonstrated expertise in establishing integrated approaches to service delivery to achieve business and operational goals at an executive level, with an ability to identify leverage points where intervention will add value.
- Demonstrated expertise in developing long-term, complex, and multi-phased plans for service delivery reform to influence others and use a variety of influencing approaches tailored to achieve outcomes.
- Demonstrated experience in strategically managing a large and complex workforce and operation at the executive level, including service agreements and service delivery activities, preferably in the community services field.

Capabilities

- **Influence and negotiation:** Develops long-term, complex and multi-phased plans to influence others; implements complex strategies to build buy-in and support from key internal and external clients or stakeholders; uses a variety of different influencing approaches tailored to different clients; effectively negotiates with clients/stakeholders to achieve desired outcomes.
- **Leadership:** Communicates a vision that generates enthusiasm and commitment; recognises and rewards behaviour that is aligned with the vision; identifies potential issues and set-backs and guides team to optimise outcomes; models the behaviour expected of others.

- **Self-management:** Applies special techniques and develops personal strategies to effectively manage strong emotions in high pressure situations; actively monitors own preferences and manages behaviour to always ensure maximum impact; builds a balanced team to compensate for own limitations.
- **Strategic planning:** Inspires a sense of purpose and direction within context; understands the organisation's current and future role; considers the ramifications of issues and long-term impact of work being done.
- **Systems thinking:** Formulates potential courses of action to achieve objectives based on an in-depth understanding of the business environment and its systems; establishes an integrated perspective of their organisations services and identifies the leverage points where intervention will add value.

Personal qualities

- **Client focus:** Drives a collaborative and integrated human service system that considers the clients' life circumstances and works with individuals and families to support clients to improve their lives.
- **Creativity and innovation:** Generates new ideas; draws on a range of information sources to identify new ways of doing things; actively influences events and promotes ideas; translates creative ideas into workplace improvements; reflects on experience and is open to new ways to improve practice.
- **Decisiveness:** Takes rational and sound decisions based on a consideration of the facts and alternatives; makes tough decisions, sometimes with incomplete information; evaluates rational and emotional elements of situations; makes quick decisions where required; commits to a definite course of action.
- **Developing others:** Actively seeks to improve others' skills and talents by providing constructive feedback, coaching and training opportunities; empowers others by investing them with the authority and latitude to accomplish tasks; appropriately delegates responsibilities to further the development of others.
- **Empathy and cultural awareness:** Pays attention to words, expressions, and body language; paraphrases messages to check understanding; shapes responses to individuals, based on a range of information they have noted; communicates well with, relates to, and sees issues from the perspective of people from a diverse range of cultures and backgrounds.
- **Resilience:** Perseveres to achieve goals, even in the face of obstacles; copes effectively with setbacks and disappointments; remains calm and in control under pressure; accepts constructive criticism in an objective manner, without becoming defensive.

Qualifications

- Appropriate tertiary qualifications in business management, public administration, human and/or community services administration.

Values and behaviours

The Department of Families, Fairness and Housing employees are required to demonstrate commitment to:

The public sector values and behaviours – responsiveness, integrity, impartiality, accountability, respect, leadership and human rights.

Recordkeeping – The department is committed to good record keeping and requires all staff to routinely create and keep full and accurate records of their work-related activities, transactions and decisions, using authorised systems.

Diversity – The department values an inclusive workplace that embraces diversity and strongly encourages applications from Aboriginal people, people with disability, people from the LGBTIQA+ community, and people from culturally diverse backgrounds.

Important information

Department policy stipulates that salary upon commencement is paid at the base of the salary range for the relevant grade. An executive delegate must approve any above base requests. These will be by exception only or where required to match the current salary of a Victorian Public Service staff transferring at-level.

Individuals who have received a Voluntary Departure Package from a Victoria Public Service department/agency are ineligible for re-employment for a minimum of three calendar years from the date of separation.

Individuals who have received an Early Retirement Package (ERP) from a Victoria Public Service department/agency are ineligible for re-employment for a minimum of 12 months from the date of separation.

Individuals who have received an Application Separation Package (ASP) from a Victoria Public Service department/agency are ineligible for re-employment for a minimum of 18 months from the date of separation.

The department is a key emergency management partner and contributes significantly to Victoria's emergency management arrangements. As part of a whole-of-government agreement, employees may be required to undertake training in emergency management and support functions during an emergency and may be redeployed to facilitate this need.

The department provides and maintains a safe working environment that does not risk the health of its employees.

Pre-employment checks

All appointments require reference checks, national criminal records checks and pre-employment misconduct screening. Some positions also require a Working with Children Check, or an NDIS Worker Screening Check.

Applicants who have lived overseas in one country for 12 months or longer in the last ten years must provide an international police check from the relevant overseas police agency. Applicants can obtain a check through an organisation providing international police checks via an internet search.

Further information

For further information visit ['About the Department' on Department of Families, Fairness and Housing](https://www.dffh.vic.gov.au/about) <<https://www.dffh.vic.gov.au/about>>.

For enquiries regarding the position please phone the contact on the position description. If you experience difficulties in applying online, please contact Executive Employment via email at Executive.Employment@dffh.vic.gov.au

DFFH values the contribution of all employees and fair and equitable treatment of all people is integral to all activities. As such, the DFFH offers reasonable adjustments for applicants with disabilities on request at DiversityInclusion@support.vic.gov.au

To receive this document in another format, email [People and Culture](mailto:People.and.Culture@dffh.vic.gov.au) Executive.Employment@dffh.vic.gov.au.

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In this document, 'Aboriginal' refers to both Aboriginal and Torres Strait Islander people. 'Indigenous' or

'Koori/Koorie' is retained when part of the title of a report, program or quotation.
Available at careers.vic.gov.au < <https://careers.vic.gov.au/>>