

Position Description

Position Title:	Program Manager Family Violence
Service/Program:	N/A
Approved By:	General Manager Operations
Date Effective:	February 2025

Our Organisation

RAV is a secular, community-based, not-for-profit organisation with more than 75 years' service delivery experience. Our vision is for positive, respectful, safe and fulfilling relationships for all Australians. Our objective is to relieve suffering, distress and helplessness and to enhance physical, social and emotional wellbeing. Our services are for all members of the community, regardless of their religion, age, gender, sexual orientation, lifestyle choice, cultural background or economic circumstances. We provide services across metropolitan Melbourne and regional Victoria, through a network of centres, outreach locations and via telephone and telehealth.

Our Values

Inclusiveness, respect, integrity, transparency, accountability, effectiveness, innovation and compassion.

Position Purpose

The purpose of this position is to manage the delivery of Relationships Australia Victoria's (RAV) family violence program, ensuring high quality services and programs in alignment with RAV's contractual obligations and strategic direction.

The Program Manager Family Violence Services will work closely with the Manager, Family Violence Services to strengthen RAV's position as a high-quality effective provider of family violence services, represent the organisation at key stakeholder meetings, and contribute to sector reform. The role has a strong practice and operational risk management focus. This position is covered by the Relationships Australia Victoria Management Enterprise Agreement (MEA) but otherwise would be covered by the Social, Community, Home Care and Disability Services Industry Award 2021.

Position Specifications

Line manager	Centre or Senior Manager
Manages	The centre Family Violence Team including Senior Family Violence Practitioner, Family Violence Practitioners and Family Safety Contact Workers
In cooperation with:	Manager Family Violence Services
Key external liaison	Orange Door, Child Protection, Victoria Police and other relevant stakeholders.
<i>Note: Reporting arrangements may change from time to time to meet business requirements</i>	

Position Summary

Reporting to the Senior or Centre Manager, and in cooperation with the Manager, Family Violence Services, The Program Manager Family Violence Services has responsibility for the operational and clinical oversight of the family violence program in delivering high quality services to our clients. The role leads a team of family violence practitioners, who deliver a range of programs including, Men's Behaviour Change (MBCP), Men's Case Management, Family Safety Contact and Post-MBCP programs. The role is based at one of RAV's service centres and is a key leadership position within the centre.

The Program Manager Family Violence is responsible for managing program staff to deliver high quality FV services to our clients, including those who present as high risk or with complex needs. Therefore, the program manager will bring to the role relevant capability, specifically, their significant demonstrated experience in managing family violence teams, coupled with advanced family violence practice expertise including appropriate credentialing and work experience, which will support their provision of secondary consultation to the team of practitioners as required. Required capability is also reflected in the manager's ability to analyse and respond appropriately to complex situations arising in family violence service delivery, which is critical to the role. The role will be responsible for the operational performance of the family violence program. This includes tracking, monitoring and reporting on service deliverables, and other general management responsibilities required for the effective and efficient operation of the program.

Working in collaboration with the Senior / Centre Manager and Manager Family Violence Services, the Program Manager Family Violence will support the ongoing development and maintenance of RAV's key sector partnerships, including funding bodies such as the Department of Families, Fairness and Housing (DFFH). The role provides expert contributions to organisational planning and will support new business (including tender) opportunities, development of program resources and dissemination.

An essential element of the role will be working collaboratively and consultatively with the Manager, Family Violence Services, Centre or Senior Manager, and other regional FV program managers, across RAV. This is part of a coordinated approach to program management and support, ensuring FV service practice and operational alignment across RAV, whilst maintaining a constant focus on local service quality including safety. This is crucial to program governance and ultimate delivery of high-quality services, which the Program Manager Family Violence, will expertly manage.

Key Result Areas (KRAs)

Area	Tasks
Staff management and leadership	• Manage all staff within the FV program who are direct reports. • Provide leadership that fosters collaboration, accountability, respect, purpose, and a supportive work environment. • Ensure that all staff have read, understand and follow all RAV policies and procedures. • Ensure OH&S and risks are managed effectively and efficiently reported to centre and senior management. • Manage the recruitment, induction, development, mentoring, coaching, performance management and retention of staff, consistent with RAV's organisational policies and procedures. • Take responsibility for ensuring your professional development matches the challenges of the position. • Keep up to date with contemporary management practice and any changes in legislation relating to employment practice.
Service delivery and operations	• Ensure programs and services offered are of high quality and client centred. • Ensure that the Senior / Centre Manager and Manager, Family Violence Services are proactively informed regarding service issues and risks, as well as opportunities, relating to operational performance and offer recommendations as needed. • Provide sound judgement and advice on issues, risks, and priorities relating to both clinical practice and operational matters. • Conduct consultations and provide case practice advice to the team for complex cases, including risk assessment and management of cases. • Ensure client records and data collection requirements are recorded in relevant databases and comply with organisational policies and procedures in respect of quality standards, privacy and confidentiality. • Coordinate and oversee effective approvals, processing and documentation of brokerage applications.

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	- Regularly review program performance and compliance, including financial performance, in collaboration with the Senior or Centre manager and Manager Family Violence Services. - Equip and support the team to meet service delivery targets and any reporting requirements. - Coordinate rosters, staffing and resourcing. - Maintain accurate financial records and regularly report to management on the financial state of the program. - Provide Manager Family Violence Services monthly reports on targets and demand.
Program development and continuous improvement	- Lead continuous quality improvement of systems and service delivery for the program. - Analyse and document gaps and issues arising in service delivery and translate them into recommendations for service improvement. - Participate in strategic planning, shared learnings, implementing reform and quality practice within RAV. - Work alongside the Manager Family Violence Services to implement 2024-27 Family Violence Priorities.
Stakeholder Management	- Develop and maintain effective working relationships with a wide range of internal and external key stakeholders to enhance opportunities for collaboration and partnerships. - Prepare for and attend DFFH service agreement monitoring meetings with Manager, Family Violence Services. - Proactively inform and engage with Practice Quality, Risk and Compliance, and the Social Impact teams. - Where appropriate, represent RAV on the Regional Integration Committee. Report information back to Manager Family Violence Services and Senior/Centre Manager. - Where appropriate, represent RAV on the Risk Assessment and Management Panel (RAMP). Provide guidance to staff on any required actions.
Reporting, Risk and Compliance	- Proactively manage and report on program risks and activities as required. - Maintain the delivery of high-quality services in accordance with legislative and regulatory requirements and standards, and RAVs policies and procedures. - Undertake quality audits of practice, case file reviews and contribute to the programs continuous quality improvements as required. - Adhere to relevant frameworks including MARAM and the Family Violence Information Sharing Scheme.
Policies procedures and systems	- Comply with policies, procedures and systems as required. - Model the organisation's values and contribute to the workplace culture. - Identify, communicate, report OHS related risks and hazards within the workplace.
Continuous improvement	- Demonstrate commitment to team / centre objectives and strategic priorities. - Identify, develop and support new initiatives, quality, continuous improvement activities to support organisational requirements.
Other	- This position description is not an exhaustive list of responsibilities. - Additional responsibilities not listed may be required; these may change from time to time to reflect the needs of our clients and the service but will remain at the same level of responsibility aligned to this position. - You are expected to perform different tasks which fit with your skills, abilities and knowledge, as may be necessary due to business, workplace, service changes.

Key Performance Indicators (KPIs)

- Programs and services offered are of high quality and client centred.
- Collaborate with the senior/centre manager and Manager Family Violence Services as required to review program performance and compliance, including financial performance.
- Program staff productivity targets are met and staff under-performance managed.

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- FV services are provided within RAV framework and sector standards, within budget, on time, professionally within quality framework to measures including:
 - Policy and procedures
 - Occupational Health and Safety
 - Client and financial record keeping
 - Practice productivity
 - Supervision expectations/Compliance
- Offer, and manage the response to, client satisfaction processes to build and maintain quality assurance, including liaison with dissatisfied clients, and timely and effective resolution of client complaints.
- Attendance and participation in RAV and relevant sector meetings appropriate to local partnerships.
- Staff report that they are kept informed of sector, organisational and centre issues.
- Required reporting is managed in an accurate and timely way.
- Creating a team culture and staff engagement which demonstrates staff support RAV's vision and values, are willing to take on new programs and initiatives and who have the relevant skills to perform the work effectively and efficiently.
- Proactive team management to ensure all staff are effectively and efficiently recruited, trained, developed, given feedback and performance managed in line with RAV policies and procedures

Key Selection Criteria (KSC)

Mandatory KSC:

- A minimum bachelor's degree level qualification in Social Work or Psychology.
- Minimum demonstrated experience of 5 years in family violence services, together with minimum 3 years supervising, leading and managing a team of direct reports.
- Demonstrated ability to plan, develop and manage service delivery in line with government and contractual requirements
- Advanced family violence Risk Assessment and Management skills.
- In-depth knowledge of the Victorian family violence service system, including relevant legislation, guidelines and regulations.
- Strong program risk management and decision-making skills and the ability to work independently
- Demonstrated ability to manage multiple priorities effectively, to work under pressure and deliver high quality results.
- Highly developed interpersonal skills, including verbal and written communication, negotiation, and problem solving.
- All employees will be required to undertake a National Police Check, International Police Check (if applicable), and have a current Working with Children Check throughout their employment.

Desirable KSC:

- Tertiary qualification in Management.
- Experience working in a role with culturally and linguistically diverse clients, stakeholders and staff (preferable).

We encourage applications from First Nations peoples, people from under-represented culturally and linguistically diverse backgrounds, people from lesbian, gay, bisexual, transgender, intersex, queer, asexual (LGBTIQA+) communities, and people living with disability.



We acknowledge the First Nations and Torres Strait Islander peoples as the Traditional Owners of the lands and waterways of Australia. We support Aboriginal people's right to self-determination and culturally safe services. We recognise the lifelong impacts of childhood trauma. We recognise those who had children taken away from them.

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