

Pride in Respect CONNECT Manager

Position:	Pride in Respect CONNECT Manager
Reports to:	CEO
Supervises:	Specialist FDV Team Leader and FDV Workers
Remuneration:	SACS WA Level 7.1
Position term:	Part Time (0.8 FTE) until 30 June 2027 (pending funding extension)
Location:	Based in West Perth

About Living Proud

Living Proud is a peer organisation and was founded over 50 years ago as the Campaign Against Moral Persecution WA (CAMP WA), Australia's first gay and lesbian rights movement. While advocating for the decriminalisation of homosexuality, CAMP WA established a telephone support line, 'Phone a Friend,' which evolved into the service now known as Living Proud.

Today, Living Proud is the WA partner of the QLife national LGBTIQA+SB telephone and web chat peer-support service. Living Proud delivers the Pride in Respect CONNECT family and domestic violence service and a range of health and wellbeing initiatives, community capacity-building programs, and training programs. We strive to improve the health and wellbeing of lesbian, gay, bi+, transgender, intersex, queer, and other diverse people. More information can be found on our website: www.livingproud.org.au/.

Position overview

Pride in Respect CONNECT program is funded through the National Partnership Agreement on Family, Domestic and Sexual Violence Responses 2021-2027. Living Proud has partnered with Ruah Community Services to deliver specialised FDV support to the LGBTIQA+SB community and secondary consultation to services who are working with them.

The Pride in Respect CONNECT Manager is responsible for the leadership, coordination and delivery of Living Proud's Pride in Respect CONNECT service, providing specialist, inclusive and trauma-informed support to LGBTIQA+SB people experiencing family and domestic violence.

The role provides practice leadership and operational oversight to ensure the delivery of safe, responsive and high-quality services that recognise the unique experiences, needs and strengths of LGBTIQA+SB communities. This includes supporting practitioners to undertake complex family violence risk assessment, safety planning, case management, advocacy and referral, while ensuring service delivery is grounded in best-practice family violence principles and an understanding of the diverse experiences of LGBTIQA+SB people.

Working collaboratively with the Living Proud leadership team, staff, community organisations and specialist family violence services, the Pride in Respect CONNECT Manager will strengthen service integration, build sector capability and foster partnerships that improve access to safe and appropriate support for LGBTIQA+SB people experiencing violence.

The role is responsible for supporting a skilled and reflective workforce, maintaining service quality and accountability, monitoring program outcomes and ensuring compliance with relevant legislation, practice frameworks, funding agreements and organisational policies and procedures.

As a leader within a peer-led LGBTIQA+SB organisation, the Pride in Respect CONNECT Manager will champion the rights, dignity and self-determination of clients, promote inclusive and culturally responsive practice, and

contribute to the ongoing development of a family violence service system in which LGBTIQ+SB people are recognised, respected and supported to live free from violence.

About the successful candidate

You are a passionate and experienced family violence professional and a member of the LGBTIQ+SB community, committed to improving the safety, accessibility and responsiveness of support services. You bring sound judgement and specialist expertise in complex, high-risk family violence matters, including risk assessment, safety planning and the barriers LGBTIQ+SB people may face when accessing mainstream services. As a collaborative and positive leader, you foster reflective, accountable and trauma-informed practice that is person-centred and responsive to individual needs. You value the role of peer-led services and are committed to strengthening inclusive support for LGBTIQ+SB communities and fostering a positive, respectful and inclusive team environment.

You offer:

- Family violence expertise in risk assessment, safety planning, case management, advocacy and referral.
- Knowledge of coercive control, abusive behaviour and impacts on victim-survivors.
- Understanding of LGBTIQ+SB experiences and barriers to support.
- Leadership and supervision skills that build capable, accountable teams.
- Service management, quality improvement, reporting and compliance experience.
- Ability to build trusted stakeholder partnerships.
- Strong communication, judgement and problem-solving skills.
- Commitment to inclusive, trauma-informed practice centred on safety and self-determination.

Key responsibilities

Leadership and Strategy	• Model respectful, inclusive and accountable leadership. • With the CEO, lead program planning, development and improvement in line with strategy, legislation, funding and best practice. • Support organisational priorities, change and team initiatives. • Ensure staff follow and contribute to organisational policies and procedures. • Pursue partnerships, service development and funding opportunities. • Maintain sector knowledge and represent Living Proud at relevant forums. • Build relationships that improve service integration and outcomes for LGBTIQ+SB people experiencing violence.
Service Management and Quality	• Oversee safe, accessible and compliant services. • Lead quality assurance, accreditation and continuous improvement. • Manage workflows, resources, capacity and service continuity. • Monitor targets, outcomes, service gaps and reporting. • Manage program budgets with the CEO. • Support consistent application of policies, frameworks and standards. • Maintain secure, accurate records and data. • Manage risks, incidents, complaints and escalations. • Prepare timely contractual and organisational reports.
Team Management and Support	• Lead recruitment, onboarding and induction. • Provide supervision, reflective practice and debriefing. • Manage workloads, staffing, wellbeing and service continuity. • Set expectations, review performance and address concerns. • Guide staff through complex cases and practice issues.

	• Foster psychological safety, collaboration, respect and accountability. • Strengthen practice through consultation and shared learning. • Keep staff informed and ensure compliance with policies and standards.
Training and Development	• Deliver presentations and community education about LGBTIQ+SB family, domestic and sexual violence issues as required. • Assess individual and team learning needs. • Coordinate induction and professional development. • Embed learning through supervision, consultation and feedback. • Connect staff with relevant learning opportunities. • Monitor mandatory training and records. • Maintain sector knowledge and share learning to improve services.
Administration	• Manage program policies and procedures. • Facilitate meetings and record minutes. • Approve leave and timesheets. • Reconcile monthly credit card and petty cash expenses. • Provide reports and contribute to tenders and submissions.
Digital Requirements	• Oversee secure, efficient information systems. • Coordinate reliable IT systems with the CEO and partners.
Other Duties	• Undertake other duties within the role's scope as directed by the CEO.

Selection criteria

Essential

1. Relevant tertiary qualification in social work, psychology, counselling, community services or a related discipline. Demonstrated commitment to maintaining professional knowledge and skills in family violence practice, risk assessment and contemporary service delivery frameworks.
2. Applicant must identify as part of the lesbian, gay, bisexual, transgender, gender diverse, Intersex, asexual, sistergirl or brotherboy (LGBTIQA+SB community). It is a genuine occupational qualification of this position to be LGBTIQA+SB in accordance with section 35(ZD) of the Equal Opportunity Act 1984.
3. Demonstrated significant experience in the family violence sector, including direct practice with victim-survivors experiencing complex family and domestic violence. Strong knowledge of family violence dynamics, coercive control, perpetrator behaviours, risk assessment, safety planning, case management, advocacy and referral pathways.
4. Demonstrated strong understanding of the diverse experiences of LGBTIQA+SB people affected by family and domestic violence. This includes an understanding of barriers to accessing support, the impacts of discrimination and stigma, and the importance of affirming, inclusive and peer-informed service delivery.
5. Demonstrated experience leading, supervising and supporting practitioners in a specialist human services or family violence setting. Ability to provide practice guidance, support complex case discussions, promote reflective practice, address performance and practice concerns, and build a collaborative and accountable team culture.
6. Demonstrated ability to manage service delivery, including workload and caseload oversight, service planning, risk management, monitoring outcomes and meeting contractual, reporting and compliance requirements. Ability to manage competing priorities while maintaining safe, effective and responsive services.
7. Demonstrated ability to make sound, evidence-informed decisions in complex and high-risk situations. Strong understanding of client safety, confidentiality, professional boundaries, information sharing, documentation and relevant legislative and practice requirements in Western Australia.
8. Demonstrated ability to develop and maintain effective relationships with specialist family violence services, LGBTIQA+SB organisations, government agencies and other community partners. Ability to advocate for inclusive practice, facilitate service coordination and strengthen pathways to safe and appropriate support.
9. Highly developed written, verbal and interpersonal communication skills, including the ability to prepare reports, communicate with diverse stakeholders, analyse service data and use feedback and outcomes to inform service improvements. Demonstrated commitment to ongoing professional development, quality improvement and evidence-informed practice.
10. Demonstrated experience in managing program budgets and meeting funding, target, quality, and other reporting or performance related requirements.

Desirable Criteria:

11. Strong proficiency in using software including Microsoft Office Suite and client information systems.
12. Trained in the Common Risk Assessment and Risk Management Framework (CRAMF)

Conditions of Employment

- You must be eligible to work in Australia
- You will be required to complete a National Police Check.
- You must hold a current WA Employee Working With Children Check (WWCC)

Application

1. Submit a covering letter, including contact details, that addresses all the “Selection Criteria” (essential and desirable).
2. The cover letter should be a maximum of three pages.
3. Attach a current copy of your Resume, including the contact details of two recent professional referees.

NOTE: Applications and interviews are assessed against the selection criteria and appropriate referee checks.

Applications that do not address the essential and desirable selection criteria will not be considered.

For further job-related information please contact Meaghan Holden (CEO) at ceo@livingproud.org.au .
(Please include the word “Confidential” in the header).