

Position Description

Program Manager Child and Family Services

Position Type: Part time – 0.8 FTE

Location: Bankstown Civic Tower

Reports to: Executive Manager Community Services

Direct reports: 4

About Creating Links

Creating Links is a leading not-for-profit multicultural community service provider that is dedicated to delivering the highest quality of standards and service across South-West Sydney and the Greater Sydney region. Garnering a deep and rich history of 50 years, we understand the importance of culture and community. Today, we have grown to provide Disability services, Foster Care, Child & Family services, and Financial Wellbeing. We are committed to delivering a holistic person-centred approach combined with a strong passion and focus on providing quality support and service excellence that you deserve.

Creating Links Vision

A Community that Celebrates diversity, uplifts voice and drives impact through shared learning and meaningful connection.

Creating Links Mission

Partnering with individuals, families and communities to create inclusive environments where everyone is respected, values and empowered to shape their own future.

Values



Compassion

We act with care, empathy and courage, recognising every individual and supporting them in ways that protect and enhance dignity, safety and wellbeing.



Inclusion

We create inclusive and safe environments where everyone feels they belong. We value and celebrate diversity, removing barriers so people feel respected, empowered and able to participate.



Integrity

We act honestly, responsibly and professionally at all times, holding ourselves and each other accountable for delivering high-quality services and support to those we serve



Collaboration

We work together in genuine partnership, sharing knowledge, supporting one another and achieving positive outcomes through collective effort



Respect

We treat every person with dignity and fairness by listening actively, valuing culture and diversity, and acting with humility and professionalism

About the role

The Program Manager Child & Family Services provides leadership, direction and operational oversight across the Child & Family Services portfolio to ensure the delivery of high-quality, child-centred and family-focused services that promote the safety, wellbeing and development of children, young people and families. The portfolio includes family support services, parenting and capacity-building programs, therapeutic counselling and group-based interventions that strengthen family functioning, enhance protective factors and build resilience within communities

Working in partnership with the Executive Manager Community Services, the Program Manager leads a multidisciplinary team including the Team Leader, Senior Counsellor and program staff. The role provides practice leadership, operational management and strategic guidance to ensure services are evidence-informed, trauma-informed, culturally responsive and aligned with organisational values, funding requirements and best practice standards. The Program Manager fosters a positive and accountable workplace culture that supports staff wellbeing, professional growth, continuous learning and high performance.

The Program Manager is accountable for program performance, service quality, risk management, compliance and continuous improvement across the portfolio. This includes monitoring contractual outcomes, legislative and regulatory obligations, service effectiveness and client outcomes while ensuring resources are utilised efficiently and sustainably. The role promotes integrated service delivery across counselling, parenting and family support programs to ensure children and families receive coordinated, responsive and impactful support that delivers meaningful and lasting outcomes.

A key focus of the position is to identify opportunities for growth, innovation and service enhancement. The Program Manager builds and strengthens strategic partnerships with government agencies, community organisations, referral partners, schools, health services and funding bodies to increase service capacity, improve access for families and support collaborative approaches to service delivery. The role actively contributes to service planning, business development and funding opportunities that enhance organisational sustainability and expand Creating Links' capacity to respond to emerging community needs and achieve positive outcomes for children and families.

Key Responsibilities

Program Leadership and Service Delivery

- Provide operational oversight of Child & Family Services team
- Ensure services are delivered in accordance with funding agreements, service guidelines and organisational policies
- Ensure integration and coordination between casework, counselling and group work services to achieve positive outcomes for children and families
- Participate in complex case discussions and reviews and provide leadership support for high-risk or complex client situations where required
- Lead service planning activities to ensure programs respond to emerging community and client needs
- Support staff to deliver high-quality case management, group work, community engagement activities and counselling services
- Monitor service delivery outcomes and implement continuous improvement initiatives
- Monitor service demand, waitlists, referral pathways and client outcome
- Ensure evidence-based and family-centred practices are embedded across program areas.
- Work collaboratively with the Team Leader and Senior Counsellor to identify service gaps and opportunities for program development
- Monitor program performance against KPIs and contractual outcomes
- Ensure clients receive safe, respectful and culturally responsive services

Service Development and Partnerships

- Proactively identify and pursue opportunities to expand services, strengthen program outcomes and increase the capacity of the Child & Family Services portfolio
- Identify emerging community needs, service gaps and trends to inform program development, innovation and future growth opportunities
- Develop and maintain strategic partnerships with government agencies, community organisations, schools, health services and funding bodies to enhance service delivery and improve outcomes for children and families
- Build and strengthen referral pathways and collaborative service relationships to increase access to support and ensure coordinated responses for families
- Identify and contribute to funding opportunities, grant applications and business development initiatives that support service sustainability and growth
- Promote the Child & Family Services portfolio through active participation in networks, interagency forums, working groups and sector partnerships
- Work with the Executive Manager to develop and implement strategies that increase service reach, build organisational capability and support long-term portfolio growth
- Monitor demographic, sector and policy changes and provide recommendations for new programs, service enhancements and strategic opportunities
- Establish and maintain positive relationships with key stakeholders to strengthen Creating Links' reputation, influence and capacity within the community services sector

Staff Support and Supervision

- Provide regular supervision, coaching and mentoring to staff
- Oversee workload allocation and resource planning
- Support staff wellbeing and promote a positive workplace culture
- Support workforce capability through reflective practice, mentoring and professional development initiatives
- Lead and support recruitment, onboarding and retention activities
- Manage staff performance in accordance with organisational policies
- Conduct annual performance appraisals and development planning
- Facilitate team meetings and promote collaborative practice
- Support professional development, workforce capability and practice excellence within the counselling team.

Quality, Risk, Compliance and Performance

- Monitor compliance with funding agreements, legislation, regulatory requirements and accreditation standards
- Lead accreditation and quality assurance activities including coordinating evidence collection, self-assessments, continuous improvement plans and audit processes to achieve and maintain accreditation standards and drive service excellence.
- Ensure all case files, client records and program documentation are accurate, compliant and maintained in accordance with organisational policies and legislative requirements
- Oversee child protection reporting, risk management processes and safeguarding obligations to ensure the safety and wellbeing of children and families
- Ensure compliance with privacy, confidentiality and information management requirements
- Undertake quality assurance activities, audits and file reviews, and implement corrective actions as required
- Monitor program performance, service utilisation and client outcomes against contractual and organisational key performance indicators
- Ensure accurate collection, recording, analysis and reporting of client, program and performance data

- Prepare reports for the Executive Manager, funding bodies and other stakeholders as required
- Support evaluation, continuous improvement and evidence-based decision-making through the analysis of service data and performance trends
- Identify risks, emerging issues and opportunities for service improvement and implement strategies to strengthen service quality and effectiveness
- Provide performance insights, recommendations and improvement initiatives to support organisational objectives
- Ensure services operate in accordance with Child Safe Standards, organisational Child Protection policies and best practice frameworks

Financial and Resource Management

- Monitor program expenditure against approved budgets
- Ensure funding is utilised in accordance with contractual obligations
- Identify operational efficiencies and resource requirements
- Assist in developing new funding submissions and service proposals
- Monitor staffing resources to ensure efficient service delivery

Strategic Contribution

- Lead the implementation, monitoring and evaluation of Child & Family Services operational plans and service delivery objectives
- Actively support the Executive Manager in achieving strategic and business objectives
- Identify opportunities for service growth and innovation
- Participate in organisational planning, review and development activities
- Contribute to funding and business development initiatives

Organisational Responsibilities

- Contribute to a culture of safeguarding excellence, quality improvement and accountability
- Support organisational compliance with Child Safe Standards, safeguarding legislation, reportable conduct obligations and complaints management requirements
- Adhere to Creating Links policies, procedures and Code of Conduct Work
- Promote a culture where children and families are safe, empowered to raise concerns and have their voices heard
- Report workplace hazards and incidents in accordance with organisational requirements.
- Contribute to a safe and healthy work environment
- Support accreditation, compliance and audit activities
- Promote a culture of accountability and continuous improvement
- Actively participate in team meetings, projects and organisational initiatives as required
- Work collaboratively across the organisation to strengthen safeguarding, quality and risk management practices

Selection Criteria

Essential
Key Skills, Experience and Qualifications • Tertiary qualifications in Social Work, Social Science, Community Services, Psychology, Human Services or a related discipline • Minimum five years' experience working within Child and Family Services or related programs • Demonstrated experience leading and supervising multidisciplinary teams • Extensive knowledge of Child Protection legislation, Mandatory Reporting obligations and child-safe practices

- Demonstrated experience managing service delivery within funded programs and meeting contractual requirements
- Experience in quality assurance, compliance monitoring, reporting and program evaluation
- Strong case management, assessment and risk management skills
- Demonstrated ability to coach, mentor and develop staff
- Experience managing budgets, resources and service performance targets
- Excellent written communication skills including report writing and funding reporting
- Strong stakeholder engagement and partnership development skills
- High level computer and data management skills

Key Knowledge Areas

- Sound knowledge of National Principles for Child Safe Organisations
- Knowledge of NSW Child Protection legislation and mandatory reporting obligations.
- Knowledge of child development, attachment theory and the impact of trauma and adversity on children, young people and families.

Additional Requirements

- Current NSW Working With Children Check.
- Current Criminal History Check.
- Current NSW Driver's Licence and Comprehensively Insured Vehicle

Desirable Skills and Experience

- Postgraduate qualification in leadership, management or social welfare.
- Experience in program development and funding submissions.
- Experience working with culturally diverse communities.
- Fluency in a community language.
- Training in clinical supervision or reflective practice.

Verification of Position Description	
I have read and understood this position description and am satisfied it accurately describes the position and agree to the position description.	
Position holder's name	
Signature	
Date	