POSITION DESCRIPTION

Title: Group Manager Children, Youth & Family Services

Business Unit: Services Management

Location: Victoria

Employment Type: Full Time – Maximum term

Reports to: Executive Officer

ABOUT UNITING

Uniting works alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

Uniting is the services and advocacy arm of the Uniting Church. We’ve been supporting people and families for over 100 years. We are 7000 skilled, passionate and creative people providing over 770 programs and services.

We empower children, young people and families to learn and thrive. We’re there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We’re proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we celebrate our diversity and welcome all people regardless of ethnicity, faith, sexual orientation and gender identity. We acknowledge Aboriginal and Torres Strait Islanders as Australia’s First Peoples and as the traditional owners and custodians of the land on which we work.

Our purpose: To inspire people, enliven communities and confront injustice

Our values: We are imaginative, respectful, compassionate and bold

POSITION PURPOSE

The Group Manager Services has responsibility for the leadership, management and development of the Children, Youth and Family Residential Services, Home Based Care Services and the Crisis and Homelessness stream in the delivery of this suite of programs and services for children, young people, families and individuals across the East, South and Gippsland areas.

This position will play a key role in the development of collaborative relationships both internally and externally and will actively seek out opportunities for the development of current and new services in line with the Uniting strategic vision.

SCOPE

Budget: $15 – $20 million (Annually)

People: 200 (Staff)

750 (Volunteers)
Relationships:

Internal:
- Executive Officer
- Uniting Wesley Management team
- Corporate support services staff
- Support services staff and volunteers

External:
- Clients and their families
- Government funding bodies (State and Federal)
- Community Service Networks and Key players
- Peak bodies

KEY RESPONSIBILITY AREAS

Service delivery
- Lead and direct the programs and services in the stream in accordance with Uniting Strategic Plan and the Cluster Operational Plan
- Contribute to and support the Senior Leadership Team in the execution and achievement of the Strategic Plan and business operational objectives
- Identify current and future organizational needs and contribute to the overall strategic direction of the services in Wesley CY&F
- Ensure that learnings from research, client feedback, program documentation review, program performance data collection and service expertise and experience are integrated into service development, planning and practice.
- Meet key performance indicators around service performance and delivery to ensure quality client outcomes
- Effectively manage the systems, processes and infrastructure that support programs and service delivery
- Explore and develop new service opportunities through service integration and collaborative partnerships
- Develop and maintain consistent, high quality models of care across all relevant services
- Ensure all accreditation and compliance standards are met
- Develop effective partnering arrangements with agencies to provide high levels of service integration and coordination
- Create opportunities for communication across Uniting Wesley through meeting forums, practice forums, training and other organisation wide events and processes
- Other duties as required

Finance management
- Effectively manage the budget to achieve optimal client and service outcomes within the resources provided and drive efficiency strategies
- Identify risks associated with program expenditure and develop remedial strategies

Leadership/People management
- Foster the development of Uniting Wesley’s identity and culture, encouraging a shared sense of meaning and belonging with staff
- Ensure that all program and service activities achieve high professional standards and quality outcomes
- Lead the effective delivery and development of Uniting services
- Lead the integration of multidisciplinary integrated service delivery with a focus on providing positive client outcomes
- Forecast and plan staffing rations/mix as part of business planning, in consultation with the Executive Officer
- Provide regular 1:1 staff supervision to direct reports and participate in Annual Performance Reviews
- Foster and facilitate innovation across the relevant services
- Attract, recruit and retain skilled and competent staff
- Ensure appropriate induction, management, training and development of staff in line with Uniting
- Ensure regular meetings with direct managers and other staff to discuss program and service delivery goals and progress, providing guidance, support and building relationships
- Ensure early identification and action on potentially difficult staffing/employment relations issues, in consultation with People and culture
- Ensure compliance with performance management policies and procedures
- Undertake formal staff performance review and development discussions bi-annually and annually to review, plan and monitor job role, staff performance and professional development needs

**Quality and Risk**

- Ensure that the principles of Continuous quality Improvement are an embedded element in all staff practice
- Ensure a consistent application of the agency approach to quality Management, Quality Assurance and Improvement
- Follow program/service quality assurance requirements to ensure compliance requirements are met
- Identify and manage risk in accordance with the agency risk management frameworks, including legal, client privacy and confidentiality, OH&S and industrial relations
- Ensure all audits and risk reporting processes are implemented, taking appropriate action to minimise future risk to individuals and Uniting
- Ensure briefing of the Executive Officer on circumstances and management of Category One (Major) incidents
- Ensure the proactive management of WorkCover and Rehabilitation policy and procedures by all Managers
- Develop and promote relevant tools and resources with an aim to ensure that best practice within the Services.
- Provide training to key stakeholders.
- Identify and recommend changes to procedures and standards of care that impact the community services sector
- Contribute to regional and state wide literature, conferences and research, exploring opportunities for additional resources and projects to address identified gaps

**Personal accountability**

- Compliance with Uniting’s values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees, founding agency employees and external stakeholders in accordance with Uniting’s values and professional standards of behavior...
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to Quality and Program Performance Unit
- Attend mandatory training sessions (i.e. equal employment opportunity, health and safety) and mandatory training specific to position.
PERFORMANCE INDICATORS

PERSON SPECIFICATION

Qualifications/Licenses
- Essential: Tertiary qualifications in human/community services and/or management
- Essential: Current valid driver’s license
- Essential: A satisfactory Police Check and working with Children Check

Experience/Knowledge
- Essential: 3 years’ experience in a management role
- Strong knowledge and understanding of application of relevant Legislation, Acts and Regulations which includes the Child, Youth and Families Act 2005
- Demonstrated high level communication, interpersonal, negotiation and relationship building skills
- Strong and demonstrated capacity to lead, manage and report on the performance of multiple programs
- Demonstrated ability to build, develop and motivate individuals and teams
- Demonstrated planning and organisation skills
- Demonstrated analytical and interpretive skills
- Demonstrated sound tender and submission development skills
- Proven strong report writing skills
- Proven sound judgment, decision making and problem solving skills
- Experience in leadership, change management and service development
- Contemporary working knowledge of financial performance analysis

Core selection criteria
- Values alignment: ability to demonstrate and authentically promote Uniting’s values
- Teamwork: willingness to be proactive and help others, contribution to the continuous improvement of a positive, collaborative and effective work environment
- Professionalism: Executes day-to-day activities in a positive, friendly and enthusiastic manner.
- Culturally Aware: Values diversity as a strength and positively utilises diversity
- Client Focused: Achieve results through their teams
- Leadership: Gives frequent and constructive feedback and displays personal commitment to developing others.
- Communication: Well development communication and interpersonal skills

This position description is subject to review and may change in accordance with Uniting’s operational, service and customer requirements.

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Employment with Uniting is subject to a satisfactory national (and international where relevant) police check and Working With Children Check (in Victoria) and/or Working With Vulnerable People Check (in Tasmania) prior to commencement of and paid, unpaid work or participation in any service or undertaking.