

## Mission Australia

About us:	<p>Mission Australia is a non-denominational Christian organisation that has been helping people re gain their independence for over 155 years.</p> <p>We’ve learnt the paths to getting back independence are different for everyone. This informs how we help people, through early learning and youth services, family support and homelessness initiatives, employment and skills development, and affordable housing. Our nationwide team delivers different approaches, alongside our partners and everyday Australians who provide generous support.</p> <p>Together we stand with Australians in need, until they can stand for themselves.</p>
Purpose:	<p>Inspired by Jesus Christ, Mission Australia exists to meet human need and to spread the knowledge of the love of God.</p> <p><i>“Dear children, let us not love with words or speech but with actions and in truth.” (1 John 3:18)</i></p>
Values:	Compassion Integrity Respect Perseverance Celebration
Goal:	To reduce homelessness and strengthen communities.

### Position Details:

Position Title:	Program Manager, Intensive Family Support (IFS)
Division:	Service Delivery
Reports to:	Area Manager
Position Purpose:	Responsible for providing expert case practice advice to staff in the management of clients with multiple and complex needs. As well as leading, managing and developing a team to deliver high quality and contractually compliant services to clients in a local community. The Program Manager is accountable for taking a leadership role to effectively promote the service at a range of forums and developing collaborative relationships with key stakeholders.

### Position Requirements (What are the key activities for the role?)

Key Result Area 1	Program Management
<p><b>Key tasks</b></p> <ul style="list-style-type: none"> <li>Leads and inspires the local team in the high quality delivery of specialised program requirements to clients, as per the agreed operating procedures and funding guidelines.</li> <li>Ensures the on-going development and improvement of the service through involvement in action- reflection strategies and continuous improvement initiatives.</li> <li>Identifies issues and trends, assesses the potential application of developments in the field and co-ordinates cross agency collaboration.</li> </ul>	<p><b>Position holder is successful when</b></p> <ul style="list-style-type: none"> <li>The Program achieves all goals and standards as stipulated operating procedures and guidelines;</li> <li>The Program exceeds identified goals as part of standards of practice;</li> <li>Service collects and manages comprehensive data and information pertaining to clients, placements and outcomes;</li> <li>Feedback is collated and used to inform a continuous quality improvement approach to meeting the needs of individual services and corporate partners</li> </ul>

<ul style="list-style-type: none"> <li>Develop a culturally accessible service that Aboriginal and Torres Strait Islander families feel comfortable to access.</li> </ul>	<ul style="list-style-type: none"> <li>MA IFS is recognised as a leader in the field by peer organisations with high referral rates and successful client outcomes achieved through the use of evidence based collaborative interventions</li> </ul>
<b>Key Result Area 2</b>	<b>People Management and Performance</b>
<b>Key tasks</b>	<b>Position holder is successful when</b>
<ul style="list-style-type: none"> <li>Demonstrates leadership of the team and is responsible for the effective people management and development of direct reports.</li> <li>Lead critical reflection, applying theoretical frameworks and referring to research and literature to inform case practice and decision making at a superior level.</li> <li>Performance reviews and evaluations are conducted with encouragement and developmental coaching and counselling as required.</li> <li>Identify and support staff training and development needs.</li> <li>Respond to staff grievances, and undertake disciplinary action including terminations in conjunction with Mission Australia Policy and Procedure.</li> <li>Undertake recruitment, selection and induction of new and replacement staff as necessary in a fair and equitable fashion and in line with Mission Australia Policy and procedures.</li> <li>Thoroughly induct and train new and existing members of staff to ensure appropriate knowledge of the organisation, work practices and governing internal and external policies and procedures.</li> <li>Implements appropriate self-care/Management strategies with self and team</li> <li>Co-ordinate and manage volunteers where required.</li> </ul>	<ul style="list-style-type: none"> <li>Demonstrated active and collaborative relationship with staff as individuals and as teams, evidenced by individuals and teams exceeding targets and providing exemplary customer service</li> <li>Regular case reflection activities are conducted within the team, with reference to research and theoretical frameworks;</li> <li>Staff annual performance reviews are completed in a timely and professional manner;</li> <li>Staff are provided with support and training to meet identified needs;</li> <li>Staff grievances are responded to promptly and disciplinary process are conducted in line with Mission Australia policy and procedures</li> <li>Recruitment, selection and induction process are carried out in accordance with Mission Australia policy and procedure.</li> <li>Staff are 100% compliant with organisational, legislative and contractual obligations ensuring there are no critical breaches of policy or procedure;</li> <li>Individuals meet their targets and KPI's as stipulated by Mission Australia;</li> <li>Correct staffing levels are maintained</li> <li>Appropriate self-care is encouraged for self and others</li> <li>Volunteers are managed as per Mission Australia policy and procedure.</li> </ul>
<b>Key Result Area 3</b>	<b>Finance Management and Administration</b>
<b>Key tasks</b>	<b>Position holder is successful when</b>
<ul style="list-style-type: none"> <li>Financial management including compliance with Program budgets and authorisation of Program expenditure.</li> <li>Ensure that employee data and</li> </ul>	<ul style="list-style-type: none"> <li>All financial requirements are completed within acceptable timeframes (i.e. invoicing, payments being received)</li> <li>Employee data and information is up to date</li> </ul>

<p>information is up to date and accurate</p> <ul style="list-style-type: none"> <li>• Provide timely feedback to the Area Manager on risks, issues and opportunities.</li> <li>• Provide comprehensive, timely and accurate reports on the service as per contractual requirements</li> </ul>	<p>and accurate.</p> <ul style="list-style-type: none"> <li>• The Program operates within budget.</li> <li>• Timely feedback on risks, issues and opportunities provided to Area Manager.</li> <li>• High quality, timely, and accurate reporting submitted internally and to the Department</li> </ul>
<p><b>Key Result Area 4</b></p>	<p><b>Relationship Management</b></p>
<p><b>Key tasks</b></p>	<p><b>Position holder is successful when</b></p>
<ul style="list-style-type: none"> <li>• Works with other Program Managers within their community to ensure the full range of MA services on offer are available to clients.</li> <li>• Work with other Program Managers within their geographic area/ region to achieve consistency in the quality of delivery of like programs and to share ideas, knowledge and experience on how to improve the service.</li> <li>• Strong relationships are developed with key internal Stakeholders including HR, Finance and practice leadership.</li> <li>• External relationships are developed and maintained with key stakeholders and influencers in the local community where service delivery occurs. This may include but limited to:             <ul style="list-style-type: none"> <li>○ Developing collaborative partnerships with local service providers, the Department of Child Safety and other community organisations to deliver the best outcomes for families.</li> <li>○ Taking a leadership role within the Local Level Alliance</li> <li>○ Attending meeting with Peak Bodies where required.</li> <li>○ Developing strong relationships with referring agencies and monitor the flow of referrals into the service</li> <li>○ Developing strong relationships with key external stakeholders including other service providers, community service workers, government agencies etc. to assist in the receipt of information and referral out of clients</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Strong relationships with other Program Managers are developed and maintained.</li> <li>• Networks are built with a range of stakeholder groups, with a positive reputation for the service delivered to these groups.</li> <li>• Strong relationships are developed with key internal stakeholders.</li> <li>• Strong relationships are formed by all in the service with clients and stakeholder groups resulting in beneficial outcomes for all parties.</li> </ul>

<ul style="list-style-type: none"> <li>○ Take a leadership role to effectively promote the service at industry forums and government workshops</li> <li>○ Engage without posted Disability Services Officers (FACC and IFS Services)</li> <li>● Build trusting relationships between the service and the Aboriginal and Torres Strait Islander community particularly Aboriginal elders in the local community.</li> </ul>	
<p><b>Key Result Area 5</b></p>	<p><b>Client Management</b></p>
<p><b>Key tasks</b></p>	<p><b>Position holder is successful when</b></p>
<ul style="list-style-type: none"> <li>● Provide guidance and expertise in relation to highly sensitive cases and challenging issues including working with young people with disabilities.</li> <li>● Respond to referrals of clients to the service to engage with eligible clients in line with Prioritisation Guidelines and professional assessment of criticality-of-needs</li> <li>● Engage with parents or children with disabilities to understand their needs and create linkages into the community to support individuals with a disability.</li> <li>● Conduct over-the-phone and formal face-to-face assessments of suitability for support.</li> <li>● Undertake initial registrations for clients, including all necessary paperwork and application forms.</li> <li>● Undertake a thorough assessment of referrals according to the eligibility criteria of service.</li> <li>● Determining high or low complexity status of families to inform the allocation process or case-management while on the waitlist</li> <li>● Coordinate the allocation of case loads and clients to service staff to ensure effective distribution, management, and cover during illness, training and annual leave.</li> <li>● Undertake risk assessments in accordance with Child Protection Act requirements</li> </ul>	<ul style="list-style-type: none"> <li>● Team members are supported to provide effective evidence based responses in highly complex situations.</li> <li>● Prioritisation Guidelines are complied with.</li> <li>● Parents and children with a disability are successfully linked with supports within the community.</li> <li>● Referrals are responded to within 24hrs and initial assessments made for level of complexity, child safety and worker safety, and urgency of the service response needed.</li> <li>● Issues in the referral process are identified quickly and solutions sought in collaboration with the Senior Family Intervention Worker Referrals are assessed in line with service policy and procedures.</li> <li>● Complexity issues are recognized and appropriate responses are provided by the service.</li> <li>● Case loads are allocated in a fair and efficient fashion ensuring all clients are effectively assisted.</li> <li>● Risk assessments are undertaken and safety plans developed and implemented.</li> <li>● High risk situations and complex cases are deescalated effectively.</li> <li>● Phone support and 'Active holding' is provided to families in a timely and professional manner when required.</li> <li>● Effective case management is undertaken where required.</li> </ul>

<p>and develop safety plans for staff and clients.</p> <ul style="list-style-type: none"><li>• Act as the point of escalation for all staff when requiring assistance to manage and deescalate high risk situations and complex cases.</li><li>• Providing phone support and 'active holding' to wait-listed families as required</li><li>• Undertake case management of clients where required</li></ul>	
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## Work Health and Safety

People leaders must:

- Ensure effective management practices are implemented to mitigate risk and ensure the health and safety of workers, clients and visitors
- Ensure consultation practices are in place to enable workers to be involved in risk management planning, incident reporting and safe work practice activities to improve work, health and safety
- To acquire and keep up to date knowledge of work health and safety matters
- Follow procedures to assist Mission Australia in reducing illness and injury including early reporting of incidents/illness and injuries

## Leadership

- Set the Leadership standards through demonstration of values based leadership and actively promote values based behaviours within Mission Australia
- Build and maintain an effective and skilled team by establishing role clarity at direct report level ensuring that performance expectations, development and accountabilities are clearly set and reviewed regularly
- Establish and maintain team structure that ensures that the right people are in place to manage, develop, grow or maintain the function to meet Mission Australia's current and future needs
- Drive a culture of openness, feedback and productivity by coaching and developing team members to achieve their full performance potential and conduct constructive and timely management of non-performance or team issues.

## Purpose and Values

- Actively support Mission Australia's purpose and values;
- Positively and constructively represent our organisation to external contacts at all opportunities;
- Behave in a way that contributes to a workplace that is free of discrimination, harassment and bullying behaviour at all times;
- Operate in line with Mission Australia policies and practices (EG: financial, HR, etc.);
- To help ensure the health, safety and welfare of self and others working in the business;

- Follow reasonable directions given by the company in relation to Work Health and Safety.
- Follow procedures to assist Mission Australia in reducing illness and injury including early reporting of incidents/illness and injuries
- Promote and work within Mission Australia's client service delivery principles, ethics, policies and practice standards
- Actively support Mission Australia's Reconciliation Action Plan.

## Recruitment information

### Qualification, knowledge, skills and experience required to do the role

- Experience in leading and managing a large and complex service delivery team.
- A degree or qualification in Human Services, Social Work, Social Sciences, Psychology or other relevant field.
- Demonstrated ability to deliver service outcomes on time and in compliance with funding requirements
- Demonstrated ability to develop and work in collaborative partnerships with other professionals and organisation
- Demonstrated expert knowledge and understanding of Child Protection legislation and child protective concerns
- Demonstrated ability to apply well developed therapeutic frameworks and early intervention principles in working with families with multiple and complex needs
- Understanding of Vicarious Trauma and Self-Care to manage personal impact from exposure to critical and complex issues
- Extensive experience in budget and financial management
- Demonstrated ability to produce written documents that evidence sound theoretical understanding
- Demonstrated crisis management skills
- High level referral and advocacy skills
- Current Open Drivers Licence
- A personal alignment with the values of Mission Australia
- Current Blue card

### Competencies

- Action oriented and takes accountability to achieve results in line with set timeframes.
- Builds and maintains sustainable internal and external relationships.
- Demonstrates courage in leadership to confront issues and risks, and escalates as appropriate in accordance with procedure.
- Effective communication and active listening skills, demonstrating the ability to present information, decision and reasons confidently, clearly and concisely selecting the appropriate medium.
- Demonstrated experience working and collaborating effectively with others, ensuring key stakeholders are involved, sharing information and ensuring people are kept informed of progress, changes and issues.
- Ability to deal with ambiguity and complexity.
- Demonstrated strong leadership skills with effective change management capabilities.

### Key challenges of the role

- The ability to support staff to work with complex and high needs families in a therapeutic case management framework.
- Development of a range of interventions, programs and referral pathways to meet client complex and high needs.
- In addition, the ability to address staff and client issues, and develop staff within the service to achieve improved outcomes.
- This role may at times be required to operate outside normal office hours (at night and on weekends and public holidays). The role incumbent will be required to participate in an on call roster.
- Ensuring self-care is maintained and personal resilience is demonstrated through personal awareness and ability to understand the impact of own responses on others.

### Compliance checks required

Working with Children	<input checked="" type="checkbox"/>	
National Police Check	<input checked="" type="checkbox"/>	
Vulnerable People Check	<input type="checkbox"/>	
Drivers Licence	<input checked="" type="checkbox"/>	
Other (prescribe)	<input checked="" type="checkbox"/>	____Senior First Aid_____

### Approval

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Manager name

Approval date