

Mission Australia

About us:	<p>Mission Australia is a national Christian charity that has been helping vulnerable Australians move towards independence for over 160 years.</p> <p>We've learnt the ways for people to become more self-sufficient are different for everyone. This informs how we support people by combatting homelessness, assisting disadvantaged families and children, addressing mental health issues, fighting substance dependencies, and much more. Our team applies different approaches, alongside government, our corporate 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:	WDVCAS Manager
Division:	Service Delivery
Classification:	Community Services Employee
Level:	5
Program:	WDVCAS
Reports to:	Program Manager
Position Purpose:	<p>To ensure that WDVCAS advocates on behalf of women and children who have experienced or are experiencing domestic and family violence and assists them to obtain legal protection through an ADVO.</p> <p>To develop & maintain strong working relationships with key WDVCAS partners including: NSW Police Force, Local Courts, legal representatives, referral agencies and facilitate access to those services.</p> <p>Supervise a small team to deliver high quality and contractually compliant services to clients in a large geographic region, whilst reporting on service outcomes.</p>

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

Key Result Area 1	Program Management
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> Management and compliance with reporting and other requirements under the WDVCAP Service Agreement and 	<ul style="list-style-type: none"> Compliance with all reporting as outlined in the WDVCAP Service Agreement, operational

<p>WDVCAP policy manual and other operational documents.</p> <ul style="list-style-type: none"> • Systems and processes for the effective operation of the WDV CAS before, at and after court including the collection, recording, reviewing and storage of client information, conflict of interest, client confidentiality and privacy, referrals to and from the WDV CAS, client and worker safety, staff professionalism, child protection notifications and follow-up assistance. • Maintaining strong working relationships with key WDV CAS partners including NSW Police Force, Local Courts, legal representatives and referral agencies and facilitating access to those services. • Undertaking liaison and advocacy with and on behalf of WDV CAS clients where required. • Contribute to the ongoing development and improvement of the service through involvement in strategy and continuous improvement initiatives. • Building community awareness and education to Domestic & Family Violence across the region. 	<p>manuals & in line with Mission Australia Policy.</p> <ul style="list-style-type: none"> • All information relating to clients and partnerships is securely stored in alignment with the Mission Australia policy and procedure including (but not limited to) client information, conflict of interest, confidentiality, referrals, child protection notifications and follow-up assistance. • Relationships with external partners are maintained, including (but not limited to) WDV CAS partners NSW Police Force, Local Courts, legal representatives and referral agencies. Access to these services are made available to clients and referrals made where applicable. • All WDV CAS clients are advocated for where required. • Continue to building community awareness & education to Domestic & Family Violence across the Region.
<p>Key Result Area 2</p>	<p>People Supervision</p>
<p>Key tasks</p>	<p>Position holder is successful when</p>
<ul style="list-style-type: none"> • Offer training and development to staff to improve their ability to support six courts in the Central North West District to achieve client outcomes • Conduct regular case reviews to support best practice in case work and monitor case plan achievement • Conduct staff meetings and development activities for the team. • Contribute to staff performance discussions and development planning activities in conjunction with the Program / Area Manager. • 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. 	<ul style="list-style-type: none"> • Direct reports are supported with their training and development. • Case reviews are completed regularly to monitor best practice. • Regular staff meetings are conducted. • Staff performance and development is completed during regular supervision and annual performance reviews in alignment with Mission Australia policy and procedure. • New staff are inducted in alignment with Mission Australia policies and procedures and the WDV CAP Service Agreement, with all WHS tasks satisfactorily completed and all work practices sufficiently relayed. • All HR duties including recruitment, termination, disciplinary actions and staff grievances are responded to in conjunction with the Program / Area Manager. • Employee data is accurate and up to date.

<ul style="list-style-type: none"> • In conjunction with the Program / Area Manager respond to staff grievances and undertake disciplinary action including terminations in accordance with Mission Australia policy and procedure. • In conjunction with the Program / Area Manager undertake recruitment and selection of new and replacement staff as necessary in a fair and equitable fashion and in line with Mission Australia policy and procedure. • Ensure that employee data and information is up to date and accurate in conjunction with the Program / Area Manager. • Coordinate and supervise volunteers where required. 	
<p>Key Result Area 3</p>	<p>Financial Management & Administration</p>
<p>Key tasks</p>	<p>Position holder is successful when</p>
<ul style="list-style-type: none"> • Monitor budget income and expenditure to ensure budget compliance. • Providing timely feedback to the Program / Area Manager [or State Leader] on risks, issues and opportunities. • Maintain and monitor all relevant documentation in accordance with MA policies. • Attend regular staff meetings, both for program and for site. • Prepare and submit relevant daily/weekly/monthly reports, timesheets and required data in accordance with MA policy and procedures. • Participate in Mission Australia’s Quality Program. • Undertake other duties as reasonably requested by the Program Manager/ Area Manager or State Leader. 	<ul style="list-style-type: none"> • All financial reports are completed in a timely manner and in alignment with Mission Australia policy and procedure. • All required administration tasks are completed accurately, in a timely manner and in accordance with the requirements of the Funding Body & Program / Area Manager. • Ensure referrals made to the Central Referral Point are responded to in a timely manner. • Ensure all actions arising & administration tasks from a SAM are completed and all victims considered at a meeting are receiving adequate supports from Aboriginal and mainstream support agencies.

Note - The duties listed in this position description may not be all encompassing. Employees may be required to perform other reasonable duties as requested or work to complete specific KRAs to meet program compliance, funder or Mission Australia requirements.

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.
- 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.
- Fosters an environment that focuses on client outcomes and satisfaction.

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 (e.g. 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.
- Contribute to an organisational culture that promotes Mission Australia's [commitment to the safety and wellbeing of all children and young people](#).
- Actively support Mission Australia's Reconciliation Action Plan.

Recruitment information

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

- Relevant degree / qualification or industry experience.
- Demonstrated ability to deliver service outcomes on time and in compliance with funding requirements.
- Demonstrated experience in staff supervision of a Service Delivery team.
- Understanding of Domestic & Family Violence, its complexities and consequences, particularly as they affect Aboriginal women and children, and sensitivity to their needs.
- Knowledge and understanding of the criminal justice response to Domestic Violence including ADVO applications and criminal prosecutions and related legal matters such as family law, care and protection, migration and victim's compensation issues.
- Demonstrated ability to develop and maintain effective relationships with key stakeholders.
- Experience in budget and financial management.
- Strong interpersonal, communication skills and administration skills.
- Demonstrated interest in community and social outcomes.
- Current driver's licence.
- A personal alignment with the values of Mission Australia.

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

- Travel across a large geographic region supporting six (6) courts in the Central North West district.
- The ability to assist women and families affected by Domestic and Family Violence, who can be difficult to schedule or reach across a large geographic region.
- Travel to Sydney for Network Training and Meetings.

Compliance checks required

Working with Children



- National Police Check
- Vulnerable People Check
- Driver's Licence
- Other (prescribe) _____

Approval Dale Towns

June 2020

Manager name

Approval date