



POSITION DESCRIPTION

POSITION TITLE:		Family Services Operational Officer			
POSITION NO:		100641	CLASSIFICATION:		Band 6
DIVISION:		Community Wellbeing			
BRANCH:		Family, Youth and Children’s Services			
UNIT:		Family Services			
REPORTS TO:		Coordinator Family Services			
POLICE CHECK REQUIRED:	Yes	WORKING WITH CHILDREN CHECK REQUIRED:	Yes	PRE-EMPLOYMENT MEDICAL REQUIRED:	No

Yarra City Council is committed to being a child safe organisation and supports flexible and accessible working arrangements for all.

This includes people with a disability, Aboriginal and Torres Strait Islanders, culturally, religiously and linguistically diverse people, young people, older people, women, and people who identify as gay, lesbian, bisexual, transgender, intersex or queer.

We draw pride and strength from our diversity, remain open to new approaches and actively foster an inclusive workplace that celebrates the contribution made by all our people.

This position is required to provide evidence of COVID-19 double dose vaccination. We will work with individuals to assess their ability to meet this requirement on a case-by- case basis.

POSITION OBJECTIVES

In conjunction with the Coordinator, Family Services, the Operations Team Leader will provide leadership and guidance over the day to day operations of teams within the Family Services Unit.

The Senior Family Services Operational Officer will be a part of the Family Services leadership team and will provide strategic and operational advice and support to the Coordinator and other Team Leaders. This role will promote a positive culture of continuous improvement, collaboration and information exchange.

ORGANISATIONAL CONTEXT

The Municipality is committed to efficiently and effectively servicing the community to the highest standards; protecting, enhancing and developing the City's physical and social environment and building the population and business base.

The City of Yarra has a long and respected history in the provision and support of Family, Youth and Children's services. Yarra is an inner-city municipality with an extremely diverse and sometimes polarised community. Community expectations and needs in regard to planning for Family, Youth and Children's services are varied and often complex relating to economic, social / community and political considerations. The Family, Youth and Children's Services Branch consists of the following units:

- Children's Services (Long day care, Kindergarten, Central Registration, Occasional Care, Pre School Advisor and Quality Liaison)
- Family Services (Family Support, Playgroups, Family Programs and Inclusion, Immunisation, Maternal and Child Health and Enhanced Maternal and Child Health)
- Service Planning and Development (Strategic planning, service enhancement, quality assurance processes, professional development & training, policy development and resource and support services across the municipality)
- Youth and Middle Years Services (Planning and provision of a range of supporting, developmental and skill-based services for children and young people).

ORGANISATIONAL RELATIONSHIPS:

Position reports to:	Coordinator Family Services
Position Supervises:	Nil
Internal Relationships:	The incumbent liaises with staff members in the Branch and across the organisation. Daily, the incumbent will work closely with the Coordinator and Team Leaders. The incumbent will develop strong relationships with internal stakeholders in the delivery of quality outcomes for Family Services.
External Relationships:	Community, Family Services Organisations, Department of Human Services, Pre-schools, Schools, Child Care Centres, Hospitals and Community Health Centres, Neighbourhood Houses, Community, legal and Government agencies.

KEY RESPONSIBILITIES and DUTIES:

- Lead a positive, inclusive culture that values and develops people, promotes high performance, is internally and externally customer focused and accountable and reflects the values of City of Yarra
- Work collaboratively with the Family Services leadership team to improve internal and external customer experience across all of Family Services
- Support the Coordinator with leading quality assurance and business best practice across the unit to ensure consistent delivery of quality services, experiences and outcomes for all customers and staff
- Work closely with all leaders to actively review the performance of business systems that support Family Services objectives and enhance customer and staff satisfaction
- Develop partnerships and relationships with internal and external stakeholders to increase service and community outcomes
- Identify continuous improvement opportunities through the evaluation of system performance, staff feedback and provide recommendations to the Leadership team
- Facilitate performance reporting that tracks achievement of key performance indicators and monitor overall performance of the Family Services unit
- Support the Coordinator with nurturing partnerships and relationships with internal and external stakeholders to enhance experiences and community outcomes
- Ensure the daily operational needs of the Family Services unit are met including rostering, infrastructure and resource management, consistent and approved communication and marketing materials, risk management, OHS
- Provide a positive, harmonious, fair, supportive, and motivating environment for staff to engage the principles of equal opportunity
- Ensure the team's use of resources are within budget as directed by the Coordinator
- Prepare and monitor agreed key performance targets and prepare and communicate status
- Develop, review and/or implement administrative and/or business processes to support operation of the family services unit
- Ensure databases, mailing lists, subscriptions, resource files and records are maintained in accordance with Branch / Council policy and procedures
- Establish and/or implement adherence to customer service standards in Oracle relevant to Branch administration
- Support the Maternal and Child Health Customer and Business Support team with duties as required (such as MCH booking line, calendar management, staffing and/or service operations)

ACCOUNTABILITY AND EXTENT OF AUTHORITY:

- The Family Services Operations Team Leader is directly accountable to the Coordinator Family Services for providing efficient and effective assistance in the

coordination and implementation of business operational functions and the evaluation, development, and improvement of the systems

- Consult with and report regularly to the Coordinator and leadership team to ensure adherence to goals and objectives
- This position needs to take into consideration that their decisions made, and actions taken have direct impact on the budgets, policies and objectives set by the Coordinator

Safety and Risk

- Role model a safety and risk management culture, and minimise risk to self and others and support safe work practices through ensuring adherence to legislative requirements and Council policies and procedures
- Initiate or support the development and training of appropriate safe work practices for all new processes or equipment.
- Conduct on-site safety and risk training and inductions
- Identify hazards, assess, report, and investigate incidents, train staff and where practicable, resolve any matters which may impact on the safety of Council employees, community members, or Council assets and equipment
- Ensure consultation with staff on OH&S issues as early as practicable, and include Safety and Risk in all team meeting agendas
- Yarra City Council is committed to prioritising and promoting child safety. We adhere to the Victorian Child Safe Standards as legislated in the Child, Wellbeing and Safety Act 2005 and have robust policies and procedures in order to meet this commitment

Sustainability

- Role model and assist all employees to embrace the following Sustaining Yarra principles in their day to day work:
 - Protecting the Future
 - Protecting the Environment
 - Economic Viability
 - Continuous Improvement
 - Social Equity
 - Cultural Vitality
 - Community Development
 - Integrated Approach

Yarra Values

- Champion behaviour which exhibits the following values which underpin our efforts to build a service-based culture based on positive relationships with colleagues and the community. Conduct courageous conversations where necessary to ensure positive behaviour, and support supervisors to do the same. Build specific actions into Branch, Unit and individual performance plans to support continuous progress towards a positive culture.

- Behave according to the following values which underpin our efforts to build a service-based culture based on positive relationships with colleagues and the community:
 - Accountability
 - Respect
 - Courage

JUDGEMENT AND DECISION MAKING:

- The Senior Family Services Operational Officer is responsible for day-to-day decisions regarding the operational requirements of the unit within set policies, procedures, guidelines and legislation in all key responsibility areas
- Expected to be able to analyse information and situations to identify trends and issues and to develop and deliver strategies to improve customer service performance of the Unit
- Using procedures, guidelines, professional knowledge and experience the incumbent will be required to solve a range of operational problems or may need to improve or develop procedures, guidelines, methods or processes.
- Judgement is exercised within Council policies, guidelines, procedures and standards that are reflected in annual plan and/ or service level agreements and/or customer service standards and within the framework of legislation relevant to local government
- At times, the incumbent will require creativity and originality to resolve issues and they are expected to exercise discretion in relation to meeting customer requests and adherence to privacy and safeguarding personal information
- The incumbent is required to act autonomously in many matters but must seek guidance from the Coordinator Family Services or leadership team where appropriate on complex or sensitive matters. Guidance and advice are usually available.

KEY COMPETENCIES

SPECIALIST SKILLS AND KNOWLEDGE

- Experience in the human services and/or health sectors and knowledge of business support systems
- Well-developed business acumen and understanding of the complex nature of operations within the human services and/or health sector
- Ability to operationalise set business plans and measure and report on performance
- Knowledge of and familiarity with the principles and practices of adhering to budgets
- Demonstrated ability to interpret data and reports in search of solutions and opportunities to improve the team
- Familiarity with and commitment to the requirements of the OH&S Act, risk management and quality assurance
- Demonstrated partnership development and stakeholder management skills
- Demonstrated analytical and problem-solving skills

- Demonstrated ability to remain abreast of contemporary industry standards and practices
- Demonstrated proficiency with computers and using Microsoft Office, SharePoint, Oracle and Links or other unit management software
- The Family Services Operations Team Leader will be required to follow all relevant policies and procedures in line with Quality Assurance (ISO 9001)
- Experience in and/or knowledge of marketing and communications or public relations
- Experience in the design, development and production of promotional materials such as brochures, posters and flyers
- Ability to interpret customer/staff feedback trends and data

MANAGEMENT SKILLS

- Demonstrated experience leadership roles
- Skills in managing the operational requirements of multi services across multiple venues, with the ability to set deadlines, and effectively communicate the status with stakeholders
- Ability to plan, prioritise and organise work in accordance with established timelines and in an environment of change
- Commitment to the delivery and role modelling of customer service excellence
- Demonstrated skills in managing time, setting priorities and planning and organising one's own work and that of other employees so as to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timeframe.
- Ability to immediately and effectively manage operational and safety crises at any point in time
- Competency in leading the operational administration of a multi-disciplinary unit without direct line management functions
- Ability to empower individuals and teams to achieve results
- Ability to contribute to the strategic direction of the unit
- Ability to demonstrate innovative approaches to work systems and procedures

INTERPERSONAL SKILLS

- Well-developed oral and written communication skills
- Initiative and the ability to work with the minimum of supervision.
- Ability to gain cooperation from others and manage changing business priorities and outcomes
- Demonstrated commitment to service quality and the ability to respond to all enquiries in a professional manner.
- Demonstrated commitment to organisational improvement and customer service
- Excellent verbal, written and presentation skills
- Well-developed networking skills and ability to work effectively with a broad range of internal and external stakeholders.

- Effective cross-cultural communication skills and knowledge

QUALIFICATIONS and EXPERIENCE:

- Formal Tertiary Qualifications in a relevant discipline and/or demonstrated experience in a similar role that provides a service to the community
- Understanding of appropriate business systems and standards for human services and/or health services operations
- Experience with monitoring KPI's and targets
- Knowledge or experience of industry standards of operation
- Knowledge and/or training in quality assurance
- Experience in a local government or community services environment would be an advantage
- Working with Children Check

KEY SELECTION CRITERIA

- Demonstrated experience in a human services and/or health service or a similar field and/or significant experience and proven achievement in working in an organisation a similar size and profile
- Demonstrated knowledge and experience in the planning and delivery of programs and services for children and families within a Local Government and/or community-based environment.
- Leads positive culture and builds trusted relationships. Sets and demonstrates high standards of relationship building and is proactive in order to achieve unit objectives. Has a commitment to working collaboratively within and across teams
- Demonstrates commitment to good governance, continuous improvement, and sustainable actions. Ability to assess current internal and external environment and identifies better ways to achieve success
- Focuses on results and executing strategies and ideas into practical outcomes at a leadership level; hold self and other team members accountable for achieving results; measures, monitors and evaluates outcomes