**JOB DESCRIPTION**

Manager Ngurambang

# **ABOUT UNITING**

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

**Our values:** As an organisation we are **Imaginative, Respectful, Compassionate** and **Bold**.

At Uniting, we believe in taking real steps to make the world a better place. We work to inspire people, enliven communities and confront injustice. Our focus is always on the people we serve, no matter where they are at in their life.

Our services are in the areas of aged care, disability, child and family, community services, and chaplaincy and we get involved in social justice and advocacy issues that impact the people we serve. As an organisation we celebrate diversity and welcome all people regardless of disability, lifestyle choices, ethnicity, faith, sexual orientation or gender identity. We commit to respecting children and take action to keep them safe.

Uniting is the services and advocacy arm of the Uniting Church NSW & ACT and as such Uniting leaders understand, support and can express the mission and purpose of the Uniting Church.

# **ABOUT THE ROLE**

**Role Purpose**

The Permanency Support Program (PSP) aims to give every child/young person a loving home, whether that be with parents, family, extended family or guardianship. We provide culturally supported placement options for children and young people 0-18 years of age. PSP also provides a ‘light touch’ Aftercare service for young people 18-25 years who have left foster care.

This role is responsible for leading operations and outcomes delivery, for planning, budgeting and reporting on activities as well as coordinating key practice approaches within the Case Work and Family Preservation teams, liaison with key stakeholders including the Ngurambang Board, other Uniting teams, Practice and Quality Improvement Specialist team members, and for preparing regular management reports.

# ROLE KEY ACCOUNTABILITIES

* Responsible for ensuring that team members have the necessary resources and capability to deliver high quality work.
* Provide consistent and visible leadership in WH&S behaviours and actions within the team and department and ensure there is a safe working environment and that staff are properly trained to be able to work in a safe manner.
* Understands sector trends such as NSW permanency and restoration reforms and business implications.
* Contribute to the development and evaluation of changes and improvements to the services to ensure the delivery of a high quality and safe service to children and young people, and support the viability of Uniting.
* Lead a culture that values the voices of children and young people to have a say in decisions that affect them and their futures.
* Provide a safe and supportive working environment that is inclusive of all staff through celebrating their nationality, cultural background, LGBTI status, abilities, gender and age.

As the Manager Ngurambang, your role specifically will:

* In partnership with the Coordinator, lead a team of Caseworkers to make a real difference in the delivery of culturally appropriate Aboriginal specific, high quality, strengths based and child/young person centric case work services.
* Lead and manage the PSP and Family Preservation teams delivering a contemporary, permanency and restoration focused PSP Practice Framework that implements range of evidence based, trauma informed, culturally competent and responsive services to prevent unnecessary entry of children and young people into Out of Home Care (OOHC).
* Ensure programs are managed so that they meet funding and performance requirements, ethical and professional standards, as well as community and stakeholder expectations.
* Lead a proactive approach to risk, safety, critical incident and complaints management that empowers case work teams to identify and manage possible risks and incidents for children and young people, carers and families, and to recommend and implement corrective actions or controls.
* Collaborate with peers, build and lead a PSP culture that supports data integrity, ensuring effective training and monitoring of data management.
* Ensure regular analysis of data reporting drives sound operational compliance with Office Children’s Guardian accreditation guidelines and all associated Standards and legislation, and additionally with planning and decision making.
* Manage delivery of specific projects as required within the annual Business Plan and contribute to the achievement of 90 Day Planning Outcomes as required.
* Oversee and participate in the PSP After Hours Emergency Roster so that all duty of care requirements for children and young people and their carers and families are met and staff are supported in crisis after hours situations.
* Participate in agency wide responses to PSP sector initiatives, policy and legislative development with DCJ, ACWA and other relevant government or non-government sector stakeholders.
* With other key Uniting leaders, liaise with and support the Ngruambang Board in their governance of the service.

# Key relationships

| Who | Why |
| --- | --- |
| **Internal\*** |  |
| Head of  | * Escalate issues, keep informed, advise, receive instructions and support a shared leadership approach to PSP approaches
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| Operations Manager, PSP | * Advise and collaborate with as required to influence, align with and apply broader Uniting strategies
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| Ngurambang Board | * Advise and collaborate with as required to influence, align with and apply broader Uniting and Ngurambang strategies
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| Practice Lead, PSP  | * Collaborate with to ensure a contemporary, permanency and restoration focused PSP Practice Framework
* Contribute to continuous improvement activities
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| Coordinators  | * Supervise and manage to ensure that work team is aligned to the PSP priorities
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| Carer Engagement Support Team  | * Work collaboratively with the team to contribute to achieving multiple team’s business outcomes
* Ensure Information exchange between teams in collaboration with the Carer Engagement Support Team Manager
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| Caseworker team | * Participate in discussions and decisions regarding how each person’s role contributes towards the PSP outcomes
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| **External**  |  |
| Community Partners/Care and Service Providers | * Maintain and monitor relationships with local NSW Department of Community and Justice offices to ensure the PSP programs are able to achieve the best possible outcomes for children and young people.
* Manage agency relationships and ensure professional standards and delivery of desired outcomes achieved
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**Role Dimensions**

**Reporting line**

* This role reports to Operations Manager, PSP

**Direct reports**

* Caseworker Coordinators

**Essential requirements**

* This is an Aboriginal identified role. Having an understanding of your local community and key Aboriginal stakeholders in your community is essential
* Bachelor qualification in a relevant business field or equivalent sector experience
* A minimum of 5 or more years field experience
* Minimum of 2 years experience leading a team
* Current NSW drivers licence
* Demonstrated understanding of child protection issues and the ability to identify them
* Demonstrated commitment to creating and maintaining an environment where the voice of the young person is heard and valued
* Comply with NSW Working with Children Check and National Police History Check requirements
* Ability to work on-call 24 hours a day 7 day’s a week on roster basis

**Even better**

* Understanding of the Permanency Support Program (PSP) and its guiding principles including a commitment to family finding, restoration and permanency.
* Case management experience in a PSP setting.
* Knowledge and experience in restoration practices and the Structured Decision Making (SDM) model.

**Capabilities for the role**

| Your Key Capabilities |
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| **Capability**  | **Proficient performance looks like** | **Highly proficient performance looks like** |
| **People Leadership** Lead and manage a high performing team  | * Be flexible, show initiative and respond quickly when situations change
* Set an example for others to follow and identify and explain ethical issues
* Raise and work through challenging issues
 | * Delegates and assigns responsibility, evaluating performance along the way.
* Enriches Uniting's overall capability through selection, feedback & the development of excellent people
* Builds diverse, highly engaged teams with the morale and capability to cope with change effectively.
* Build and lead a PSP culture of achievement and acknowledge the input of others
* Give frank and honest feedback/advice
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| **Communication** CommunicateEffectively | * Tailors communication to the audience
* Actively listens to others
 | * Clearly explain complex concepts and arguments to individuals and groups
* Create opportunities for others to be heard
* Write fluently in a range of styles and formats
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| **Relationships**Work Collaboratively  | * Work towards positive and mutually satisfactory outcomes
* Utilise facts, knowledge and experience to support recommendations
* Keeps discussions focused on key issues
 | * Take responsibility for developing and maintaining effective contacts, relationships and networks to deliver best outcomes
* Fosters progressive team relationships by adopting collaborative practices
* Find opportunities to co-operate with internal and external parties to improve outcomes for customers
* Connects and collaborates with relevant stakeholders within the community
* Identifies and resolves issues in discussion with other PSP staff and stakeholders to ensure the best possible outcome
* Ensures that employees understand the personal behaviour implications of culture and change by leading the process
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| **Safety** Commitment to providing a safe and healthy working environment  | * Demonstrates a sound knowledge of WHS principles and approaches
 | * Models exemplary safe practices to others by
* Ensures that the wellbeing of the team by adopting safe practices and reinforces the use of these in others
* Applies risk management principles when addressing work health and safety, care and clinical risks
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| **Results**Delivers on intended outcomes | * Use own expertise and seek others' expertise to achieve work outcomes
 | * Take responsibility for delivering on intended outcomes
* Make sure team/unit staff understand expected goals and acknowledge success
* Identify changed priorities and ensure allocation of resources meets new business needs
* Ensure financial implications of changed priorities are explicit and budgeted for
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| **Business Leadership**Demonstrates business acumen | * Provides and facilitates a work environment that motivates and retains key talent
* Be willing to seek out input from others and share own ideas to achieve best outcomes
 | * Research and analyse information and make recommendations based on relevant evidence
* Identify issues that may hinder completion of tasks and find appropriate solutions
* Identify ways to improve systems or processes which are used by the team/unit
* Continuously identifies opportunities to enhance employee engagement levels through training and development opportunities
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| Practice Specific CapabilitiesPractice specific capabilities focus on reflective practice to ensure quality decisions in complex service delivery situations and promote continuous improvement  |
| **Capability**  | **Proficient performance looks like** | **Highly proficient performance looks like** |
| **Practice Leadership** Applies and encourages reflective practice within the team | * Maintains an awareness and understanding of how change impacts on the PSP and the delivery of its services
* Demonstrate a high level of integrity and ethical conduct
 | * Has a comprehensive understanding of the legislation and policy framework within which they operate
* Encourages and promotes reflective and culturally affirmative practice within the team to make quality decisions in complex situations
* Communicate and act in ways that reflect a Strengths-based practice
* Ensures effective safety and risk processes to build increasing accountability in practice and ensures duty of care.
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