

Position Description

Program Name	Orange Door – Inner and Outer East
Position	Program Manager
Award and Classification	Salary Commensurate with Experience
Engagement Details	Full Time 76 Hours per Fortnight, Ongoing

Overview of the Program

The Orange Door offers help and support to women and children experiencing family violence as well as vulnerable families who need help with the wellbeing and development of their children. The program helps to connect people directly to services and provide a coordinated response to a range of different needs. The Orange Door also works with perpetrators of family violence, with a focus on holding them accountable for their behaviour and linking them to support services to support and foster change.

The Orange Door has a whole of family, integrated approach. It delivers a fundamental change to the way we work with women, children and families, and men by providing a more visible contact point so that people know where to go for specialist support. As an integrated services, the program works in partnership with a range of other internal and external key stakeholders and programs.

The Orange Door is accessible, safe and welcoming to people, providing quick and simple access to the support and safety they need.

The Men's Intake service is an integral part of the Orange Door Service that provides a specialist referral pathway for men to access the Orange Door. Integration of this service will be a key enhancement to our current suite of services in the Family Violence portfolio.

Position Summary

The overall objective of the position will be to work with the Regional Director through the initial implementation project, supporting all elements of initial consultation, service design, implementation, integration and set up.

Once established the key objectives of the role will be to ensure the ongoing management of the Orange Door program in the Inner and Outer East, including six specific teams covering all service areas including Child FIRST intake and referral, and Perpetrator Intake.

This will involve:

- Ongoing liaison and consultation with internal and external stakeholders;
- The leadership and management of program staff;
- Implementation of organisational policy, standards and procedures;
- Complex project management and implementation;
- Management of the program including staff management, budgets, quality and outcomes.

Position Specific Responsibilities

To achieve the key organisational objectives, the Program Manager will:

- Provide a high standard of leadership and project management throughout the development and implementation of the program.

- Ensure that all service standards and targets are met, and that appropriate processes are in place to enable continuous improvement of services.
- Provide high level leadership and operational support to this complex, high risk and large budget program area.
- Develop program budgets and business plans, and ensure business plan objectives and budget targets are achieved.
- Ensure implementation of organisational policy, standards and procedures.
- Liaise with internal and external stakeholders and partner agencies to ensure effective program integration.
- In consultation with the key Anglicare Victoria staff, ensure that services within the program meet the quality requirements and service targets specified in Anglicare Victoria's policies and standards, funding bodies' program specifications and relevant legislation.
- In conjunction with the Regional Director, proactively manage risks including: service performance, outcomes, critical incident and complaints.
- Facilitate the maintenance of a strong and appropriately focused culture which supports creativity, innovation and effective working partnerships.

Key Selection Criteria

Qualification

A relevant tertiary qualification in either management, business, project management, planning and development at degree level,

Or

A relevant tertiary qualification in Social Work, Psychology or related Community or Health Science along with substantial experience in the Child Youth and Family Services industry at management level.

Skills and Capability

The Program Manager will be expected to present with and maintain:

- A commitment to the principles and practice of quality care for vulnerable and disadvantaged people
- Resilience and the ability to maintain a positive attitude to deliver results in challenging situations.
- A learning mindset and a commitment to improvement and professional development
- A non-judgemental and respectful approach and ability to value diversity as a strength.
- A commitment to best practice and work towards the best possible outcomes
- An ability to work collaboratively and build strong, authentic and supportive working relationships.
- A comprehensive understanding and experience in planning, development and management of the human service delivery system, with particular reference to family violence.
- Demonstrated experience representing the interests of the organisation publicly and building appropriate relationships with government, other organisations and key stakeholders.

Occupational Health & Safety Responsibilities

Anglicare Victoria is committed to ensuring the health and safety of its employees and any other individuals present in our workplaces.

All Anglicare Victoria employees, contractors and volunteers are required to:

- take reasonable care for their own health and safety and for that of others in the workplace by working in accordance with legislative requirements and the company's OHS policies and procedures
- take reasonable care their actions or omissions do not adversely affect the health and safety of themselves and others
- cooperate with any reasonable directions, policies and procedures relating to health and safety in the workplace
- report all injuries, illness or 'near misses' to their Supervisor or Manager

- participate in relevant health and safety training and inductions based on roles and responsibilities
- as required, participate in the development and implementation of specific OHS hazard and risk management strategies

Employment Screening and Required Certificates

Safety screening is conducted by Anglicare Victoria for all preferred applicants. Safety screening must be satisfied before formal offers of employment can be made and must be kept up to date to ensure ongoing employment. These include but are not limited to;

- Full Victorian Drivers Licence
- An Australian Criminal History Check
- An International Criminal History Check for those who have lived outside of Australia for longer than 12 months in the last 10 years
- A Current Employee Working With Children Check or willingness to undertake application

Conditions of Employment

Salary and conditions are in accordance with the Social, Community, Home Care and Disability Services Industry Award (SCHADS) 2010. Salary packaging is offered with this position.

All offers of employment at Anglicare Victoria are subject to a six month probationary period. The staff member will be asked to participate in an annual performance review linked to objectives set out for the position.

All offers of employment are subject to satisfactory screening including but not limited to, a Criminal History Check, a current Driver's License and an Employment Working with Children Check prior to commencement.

The responsibilities stated reflect the primary functions of the position and should not be viewed as an exhausted list of duties as these may change from time to time to reflect the needs of clients and the service but will remain at the same level of responsibility.

Acceptance of Position Description Requirements

To be signed upon appointment.

I have read and understand the position as detailed.

Name:

Signature:

Date: