

Department of Communities Tasmania

STATEMENT OF DUTIES

Position Title	Statewide Manager - Family Violence Counselling and Support Service
Position Number	515198
Division/Branch/Section	Children and Youth Services, Children and Families Family Violence Counselling and Support Services
Award/Agreement	Allied Health Professionals Public Sector Unions Wages Agreement
Classification	Allied Health Professional Level 4
Position Status*	Permanent
Position Type*	Full-time
Location	South/North/North West
Reports to	Director, Strategic Youth Services
Check Type	Schedule I
Check Frequency	Pre-employment

** The above details in relation to Position Status and Position Type may be different when this position is advertised – please refer to the advertisement for vacancy details.*

About Us

Communities Tasmania brings together a range of functions, programs and initiatives aimed at enhancing and improving the lives of all Tasmanians. To create strong, inclusive and proud communities the Department will collaborate with our community-based partners to empower individuals and families throughout Tasmania to lead fulfilling lives.

Communities Tasmania provides opportunities for all Tasmanians to participate in community life and sport and recreation; supports, protects and nurtures vulnerable children, young people and their families; delivers and facilitates specialist disability services; and provides services to support social and affordable housing. The services of Communities Tasmania are based in all major centres throughout Tasmania, therefore some roles may require intrastate travel.

Primary Purpose

- Manage the effective operation of the adult and children's teams of the multidisciplinary Family Violence Counselling and Support Service (FVCSS) that has been established as part of the Safe at Home Initiative.



- Provide leadership and direction in the provision of specialist programs that meet the support needs of individual children, young people and adults who have been affected by family violence.
- Ensure the provision of an integrated approach to the provision of services for children, young people and adults affected by family violence in accordance with practice standards, agency policies and protocols.
- Ensure effective collaboration with other related service providers and sections of Government.

Primary Duties

1. Manage the human, financial and physical resources of the Family Violence Counselling and Support Service in accordance with agreed performance indicators and benchmarks.
2. Lead and direct the adult and children's teams of the Family Violence Counselling and Support Service.
3. Contribute directly to the formulation of policy for the work area through the provision of authoritative practice and policy advice that is based on in-depth professional knowledge and evidence-based decision making.
4. Provide professional leadership, supervision and direction to team leaders and resolve more complex or critical professional problems and issues.
5. Ensure the services provided by the Family Violence Counselling and Support Service are of the highest professional standard and that they are consistent, effective, efficient and responsive to both clients and service providers.
6. Ensure the Family Violence Counselling and Support Service participates as part of an integrated service system through liaison and communication with other regions and relevant service providers.
7. Lead, contribute to and participate in the development, implementation and evaluation of client programs.
8. Prepare complex correspondence and provide detailed information about the operations of the service.
9. Actively participate in and contribute to the organisation's Quality & Safety and Work Health & Safety processes, including the development and implementation of safety systems, improvement initiatives and related training, ensuring that quality and safety improvement processes are in place and acted upon.
10. The incumbent can expect to be allocated duties, not specifically mentioned in this document, that are within the capacity, qualifications and experience normally expected from persons occupying positions at this classification level.



Level of Responsibility, Direction and Supervision

- Responsible and accountable for the effective coordination and standard of service provided by the Family Violence Counselling and Support Service in accordance with organisational policies, strategic directions and legal requirements.
- Responsible for the management of assigned human, material and financial resources for the Family Violence Counselling and Support Service.
- Work with minimal supervision, receiving direction and support as required, from the Director – Children and Youth Services Operations.
- Responsible for promoting the principles of workplace diversity and exercising reasonable care in the performance of duties consistent with the relevant Work Health and Safety legislation.
- Responsible for provisions under the Family Violence Act 2004, the Children, Young Persons and Their Families Act 1997 and other relevant legislation.

Essential Requirements

Registration/licences that are essential requirements of this role must remain current and valid at all times whilst employed in this role and the status of these may be checked at any time during employment. It is the employee's responsibility to ensure that registration/licences remain current and to advise the Employer if their circumstances change. This includes notifying the Employer of any new criminal convictions and/or if a registration/licence is revoked, cancelled or has its conditions altered.

- University acquired degree or diploma in a humanities field.
- Current Tasmanian Working with Children Registration.
- The Head of the State Service has determined that the person nominated for this job is to satisfy a pre-employment check before taking up the appointment, on promotion or transfer. The following checks are to be conducted:
 - 1 Conviction checks in the following areas:
 - a) crimes of violence
 - b) sex related offences
 - c) serious drug offences
 - d) crimes involving dishonesty
 - 2 Identification check
 - 3 Disciplinary action in previous employment check.



Selection Criteria

1. Comprehensive knowledge of family violence issues with a demonstrated knowledge and/or experience in the clinical and/or therapeutic management of clients with complex care needs including the ability to liaise effectively with family members and other service providers involved with their care.
2. Proven high level management experience, including knowledge of contemporary management practices, purchasing of services, best practice methods and quality improvement, together with the proven ability to effectively manage financial, human and physical resources and monitor efficiency and effectiveness.
3. Demonstrated ability to provide high-level supervision, leadership and direction to a multidisciplinary community team.
4. Highly developed self-management skills including the ability to plan, organise and prioritise workloads, while demonstrating adaptability, flexibility and commitment to a team-based approach in an environment subject to work pressure and change.
5. Highly developed interpersonal and communication skills, including verbal and written skills, together with successful negotiation, conflict resolution, liaison and marketing skills.
6. Demonstrated ability to facilitate change, foster collaborative partnerships and influence the delivery of services to appropriately meet the needs of clients.
7. Highly developed strategic and conceptual approach to service planning, development and evaluation, including an ability to understand the political, social and organisational environment and identify relevant issues.

Values and Behaviours

We are a values-based organisation. Our aim is to attract, recruit and retain people who uphold our values and are committed to building a strong values-based culture. Our values and behaviours reflect what we consider to be important.



Communities Tasmania is committed to building inclusive workplaces and having a workforce that reflects the diversity of the community we serve. We do this by ensuring that the culture, values and behaviours of Communities Tasmania enable everyone to be respected in the workplace and to have equal access to opportunities and resources. We recognise and respect individual differences as well as people's career path, life experiences and education and we value how these differences can have a positive influence on problem solving, team dynamics and decision making within our organisation.

Communities Tasmania does not tolerate violence, especially violence against women and children.



State Service Principles and Code of Conduct: The minimum responsibilities required of officers and employees of the State Service are contained in the *State Service Act 2000*.

The State Service Principles at Sections 7 and 8 outline both the way that employment is managed in the State Service and the standards expected of those who work in the State Service. The Code of Conduct at Section 9 reinforces and upholds the Principles by establishing standards of behaviour and conduct that apply to all employees and officers, including Heads of Agencies. Officers and employees who are found to have breached the Code of Conduct may have sanctions imposed.

The *State Service Act 2000* and the Employment Directions can be found on the State Service Management Office's website at <http://www.dpac.tas.gov.au/divisions/ssmo>

Fraud Management: Communities Tasmania has a zero tolerance to fraud. Officers and employees must be aware of, and comply with, the Agency's fraud prevention policy and procedure and it is the responsibility of all officers and employees to report any suspected fraudulent activity to their Director or line manager, the Executive Director Capability and Resources or to the Manager Internal Audit. Communities Tasmania is committed to minimising the occurrence of fraud through the development, implementation and regular review of fraud prevention, detection and response strategies, and is conscious of the need to protect employees who advise management of suspected fraudulent activity from reprisal or harassment, and to comply with its obligations under the *Public Interest Disclosure Act 2002*. Any matter determined to be of a fraudulent nature will be followed up and appropriate action will be taken. This may include having sanctions imposed under the *State Service Act 2000*.

Delegations: This position may exercise delegations in accordance with a range of Acts, Regulations, Awards, administrative authorities and functional arrangements mandated by Statutory office holders including the Secretary. The relevant manager can provide details to the occupant of delegations applicable to this position. Communities Tasmania has a zero tolerance in relation to fraud and in exercising any delegations attached to this role the occupant is responsible for the detection and prevention of fraud, misappropriation and other irregularities, and for ensuring that all officers and employees are aware of the Agency's fraud policy and reporting procedures.

Blood borne viruses and immunisation: Health Care Workers (as defined by Communities Tasmania policy) with Communities Tasmania are expected to comply with Agency policies and procedures relating to blood borne viruses and immunisation, including against Hepatitis B. Depending on the level of risk associated with their duties, Health Care Workers may be required to demonstrate current immunity, previous seroconversion to Hepatitis B or immunity following vaccination.

Records and Confidentiality: Officers and employees of Communities Tasmania are responsible and accountable for making proper records. Confidentiality must be maintained at all times and information must not be accessed or destroyed without proper authority.

Smoke-free: Communities Tasmania is a smoke-free work environment. Smoking is prohibited in all State Government workplaces, including vehicles and vessels.