



POSITION DESCRIPTION

POSITION TITLE	Site Support Manager
DIVISION	Children, Youth & Inclusion
DEPARTMENT	HIPPY
REPORTS TO	Senior Operations Program Manager

ORGANISATIONAL PURPOSE

Our vision at the Brotherhood of St Laurence (BSL) is for an Australia free of poverty. We pursue lasting change for a fairer and more compassionate Australia.

Our organisation employs over 1,500 staff and is supported by 1,000 volunteers. We partner with governments, business and other organisations to address poverty across the nation.

Our work is varied. We deliver services to build capability and confidence across the life course, from the early years, youth and employment, to services for people with disability and for older people in Australia. Our Op Shops and social enterprises are well known. So too are our programs that support digital literacy, energy efficiency and financial wellbeing. We research the causes and effects of poverty and connect policy, practice and research to advocate national, state and local policy solutions for people experiencing disadvantage.

The Brotherhood of St Laurence values diversity and inclusion with regards to its staff and the communities we serve. Our staff and volunteers come from diverse backgrounds, and we aim to create an inclusive working environment. BSL is committed to child, young people and vulnerable adult safety. We want all vulnerable people to be supported, respected, safe, happy and empowered. We are committed to the safety, participation, and empowerment of all our program participants.

DEPARTMENT PURPOSE

Children, Youth and Inclusion is a diverse service delivery division in BSL. The division is typically made up of small to medium size operational activities aimed at providing services to children, families, young people, and adults. The CYI division operates in a flexible and agile way to lead change, to influence systems and respond to the external political and the service sector environment offering new practice, service design and policy solutions to influence lasting change. All programs in the division have a systemic change ambition beyond the service delivery

HIPPY Australia through the National Office enables the delivery of the Home Interaction Program for Parents and Youngsters (HIPPY) in 100 sites across Australia. HIPPY Australia holds the licence with HIPPY International and a significant grant agreement with the Federal

Government. The role of the National Office includes supporting over 60 local partners, including Aboriginal and Torres Strait Islander Community Controlled Organisations (ACCO), to deliver HIPPY with the level of fidelity required to ensure positive impacts and outcomes children and families involved in the program. HIPPY Australia has a focus on quality, risk management, learning and development, data and evidence building and marketing and communication.

POSITION PURPOSE

The Site Support Manager in HIPPY Australia will provide leadership to one of 5 operational teams in the National Office. Working with another Site Support Manager, you will directly supervise and coach a team of Site Advisors, who are responsible for contract and partnership management between HIPPY Australia and HIPPY Providers ensuring high-quality program implementation.

KEY RESPONSIBILITIES

- Support the successful delivery of the HIPPY Australia requirements as per the Department of Social Services (DSS) Individualised Grant Agreement, DSS and Activity Work Plan and HIPPY International Licencing Agreement through contract management, reporting and monitoring of HIPPY Provider performance
- Provide management and leadership to a team that provides contract management including budget review, approvals, guidance and coaching to HIPPY Providers to successfully deliver the HIPPY Program
- Work with the Site Support Manager and Site Advisors, to support Providers to implement HIPPY and to meet their quality, HIPPY model fidelity obligations, risk and safeguarding accountabilities and reporting obligations as part of the HIPPY Australia Sublicence and funding agreement, HIPPY International and DSS grant requirements and operating agreements
- Manage productive and collaborative partnerships with diverse HIPPY Providers in sub-licence contract management including performance, quality assurance, issue resolution and support transition to new Providers
- Lead and contribute towards team efficiencies, processes innovations and projects that enable strong performance and continuous process improvement to ensure high quality delivery of the HIPPY Program
- Working with other BSL and HIPPY teams, develop and review specific HIPPY policies, processes and guidelines (ie HIPPY Travel guidelines, surplus & budget processes, compliance requirements etc) aligned to the HIPPY & BSL Quality Framework
- Contribute to internal and external stakeholder engagement and reporting
- Lead a high performing team with a culture of collaboration, continuous improvements, accountability, innovation and resilience through structural and change processes
- Working with the team and HIPPY Leadership group, identify risk and safeguarding issues that may impact quality delivery and implement responsive actions

- Manage and support requirements relating to staffing needs, recruitment, professional development, practice development and other training opportunities for the Site Support teams
- Work collaboratively within teams to achieve common goals
- Demonstrate a commitment to BSL's quality framework and culture by participating in and promoting quality actions through continual improvement activities
- In collaboration with manager, set goals and objectives to ensure outcomes are met
- Model BSL's values and adhere to the Code of Conduct in everyday work practices
- Maintain a safe work environment and ensure steps are taken to prevent unsafe work practices in accordance with BSL policies and procedures.

Leadership in BSL and Sector

- Provide consultation and support to internal and external stakeholders in the effective management and implementation of early childhood programs
- Represent BSL across a number of key network opportunities relevant to BSL's work in Children, Youth & Inclusion including the HIPPIY Program
- Support advocacy engagement and work to influence government policy for investment in initiatives that create better outcomes for children
- Maintain high level of awareness of issues and trends impacting children and families that connect to social policy and systemic change
- This position will require direct/indirect contact with children and/or vulnerable individuals
- Other duties as required

SCOPE OF RESPONSIBILITY

Direct Reports Site Advisors

Indirect Reports Nil

KEY SELECTION CRITERIA

Career Experience:

- Demonstrated experience in contract management and managing complex partnerships with stakeholders
- Demonstrated experience working in early childhood (0-8 years) and strong foundations in early childhood development and/or early intervention programs for children and their families
- Proven experience in leadership and operational management roles leading and managing effective teams through change management

- Well-developed interpersonal and communication skills with the ability to build effective, trusting relationships and liaise across all levels both internally and externally
- Experience working with First Nations, Culturally & Linguistically Diverse communities and families
- Well-developed influencing, communication, and conflict resolution skills
- Familiarity with the needs of families and children experiencing disadvantage
- Strong computer literacy skills with competency in Microsoft Office Programs including Word, Excel and Outlook; as well as specific program database use such as DEX
- Experience in monitoring budgets and reporting
- Demonstrated ability to identify and resolve problems and make appropriate recommendations and take ownership and responsibility for decisions.
- Ability to work independently and effectively within a team, and within an integrated service framework, to achieve outcomes.
- Understanding of and empathy with the values and ideals of the Brotherhood.

Personal Qualities:

- A commitment to maintaining and supporting child safety, equity, inclusion and cultural safety.
- Understanding of and empathy with the values and ideals of the BSL

Qualifications/other:

- Relevant tertiary qualification, or equivalent experience, in Early Childhood, Community Development, Management and relevant disciplines such as Social Sciences and Education

MANDATORY EMPLOYMENT CRITERIA

- Specific work requirements work based travel and attendance at a variety of different work locations
- Proof of eligibility to work in Australia is required
- A satisfactory Police Check is required - BSL will support successful candidates in this process.
- A Working with Children Check is required - BSL will support successful candidates in this process.

The description of the position is a guide to the duties of the professional activities needed to undertake the position successfully. A review of the position description may occur and may be amended from time to time.