

DEPARTMENT OF HEALTH

Statement of Duties

| | |
|--------------------------------|--|
| Position Title: | Statewide Manager - Family Violence Counselling and Support Service |
| Position Number: | 527354 |
| Classification: | Allied Health Professional Level 5, Grade 4 |
| Award/Agreement: | Health and Human Services (Tasmanian State Service) Award |
| Group/Section: | Community Mental Health and Wellbeing – Statewide Allied Health Services Family Violence Counselling and Support Services |
| Position Type: | Permanent, Full Time |
| Location: | North |
| Reports to: | Executive Director - Allied Health |
| Effective Date: | June 2022 |
| Check Type: | Schedule I |
| Check Frequency: | Pre-employment |
| Essential Requirements: | <p>Current Working with Children Registration</p> <p>Satisfactory completion of an approved allied health professional tertiary qualification/program of study and registered with the relevant National Board or, in the case of self-regulated allied health professions, eligible for membership with the relevant professional association</p> <p><i>*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 if a registration/licence is revoked, cancelled or has its conditions altered.</i></p> |
| Desirable Requirements: | Relevant post-graduate qualifications |

NB: The above details in relation to Location, Position Type and Work Pattern may differ when this position is advertised – please refer to these details within the actual advert. The remainder of the content of this Statement of Duties applies to all advertised positions.

Primary Purpose:

- As a Senior Professional Specialist, provide leadership to and ensure the effective management of the effective operation of the adult and children's teams of the multidisciplinary Family Violence Counselling and Support Service (FVCSS) in accordance with the Agency Policy, and legal requirements as part of the integrated service system known as 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.
- Develop and maintain highly effective and productive relationships and manage networks with a broad range of internal and external stakeholders within government and the community sector.

Duties:

1. Provide professional leadership, supervision and direction to team leaders, of the adult and children's teams and the extended hours service of the Family Violence Counselling and Support Service, and resolve more complex or critical professional problems and issues, including through collaboration with other Safe at Home Partners and non-government service providers.
2. Develop policy for, and the services provided by, the Family Violence Counselling Support Services (FVCSS) are of the highest professional standard and informed by contemporary practice and policy theory that is based on in-depth professional knowledge and evidence-based decision making and supports an integrated response to family violence.
3. Foster high level stakeholder engagement and partnerships to build relationships across government and non-government services that provide family violence services.
4. Provide leadership in the establishment and ongoing high level ethical and professional standards and practice which facilitate ongoing improvement in the FVCSS, including through coordination of complex case consultation, critical reflection on practice, review of critical workplace incidents, mentorship and practice development activities so that the safety needs of clients are properly assessed and supported to achieve outcomes
5. Effectively manage the human, financial and physical resources of the Family Violence Counselling and Support Service in in an environment of increasing demand and budget constraints.
6. Provide high level advice and support to the Deputy Secretary and other senior managers on issues relating to family violence, including theoretical and ethical consideration and best practice approaches within a family violence framework.
7. Ensure the Family Violence Counselling and Support Service participates and collaborates as part of an integrated service system including through liaison and communication with other regions and relevant service providers.
8. Ensure the safety and wellbeing of vulnerable people you may be working with (including children and young people) and immediately report any concerns, disclosures, allegations or suspicions of harm. Actively participate in and contribute to practices that will ensure Communities Tasmania is a child safe organisation including reporting, record keeping and information sharing obligations.
9. 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.

Key Accountabilities and Responsibilities:

The Statewide Manager - Family Violence Counselling Service will work independently, with broad direction and make autonomous decisions within the context of legal and legislative requirements. The occupant is responsible 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.
- Effective management of human, physical and financial resources.
- Ensuring the highest standards of quality, accuracy and timeliness of advice.
- Key decision making in relation to the adult program (including the extended hours service) and children's program that requires the exercise of professional judgement within a statutory and policy framework.
- Demonstrating advanced capacity in the implementation of an effective service delivery model which includes the development and maintenance of contemporary practice guidelines.
- Facilitating an integrated approach to service delivery which fosters collaborative relationships with key Government and non-Government stakeholders.
- Ensuring FVCSS compliance with obligations under the Family Violence Act 2004, the Children, Young Persons and Their Families Act 1997 and other relevant legislation.
- Where applicable, exercising delegations in accordance with a range of Acts, Regulations, Awards, administrative authorities and functional arrangements as mandated by Statutory office holders including the Secretary and Head of State Service. The relevant Unit Manager can provide details to the occupant of delegations applicable to this position.
- Complying at all times with policy and protocol requirements, including those relating to mandatory education, training and assessment.
- Actively participating in and contributing to the organisation's Quality & Safety and Work Health & Safety processes, including in the development and implementation of safety systems, improvement initiatives, safeguarding practices for vulnerable people, and related training.

Pre-employment Conditions:

It is the Employee's responsibility to notify an Employer of any new criminal convictions during the course of their employment with the Department.

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 family violence 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, in a related field, leading a professional Statewide service, including knowledge of contemporary management practices, best practice methods and quality improvement and operation in an integrated service environment.
3. Proven ability to effectively manage financial, human and physical resources and monitor efficiency and effectiveness in an environment of high demand and limited resources.
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. High level interpersonal skills to advance productive partnerships and working relationships with the government and non-government organisations, together with the ability to represent the Family Violence Counselling Service and identify and negotiate mutually acceptable solutions in situations of differing interest.
6. Demonstrated ability to facilitate and manage change, foster collaborative partnerships and influence the delivery of services to appropriately meet the needs of clients and of the service, including through the adoption of high level interpersonal, communication, mediation and conflict resolution skills.
7. Highly developed strategic and conceptual approach to service planning, development and evaluation, including an ability to understand the political, social and organisational environment impacting on the Agency and the broader service network and identify relevant issues.

Working Environment:

The Department of Health is committed to improving the health and wellbeing of patients, clients and the Tasmanian community through a sustainable, high quality and safe health system. We value leading with purpose, being creative and innovative, acting with integrity, being accountable and being collegial.

The Department seeks to provide an environment that supports safe work practices, diversity and respect, including with employment opportunities and ongoing learning and development. We value the diverse backgrounds, skills and contributions of all employees and treat each other and members of the community with respect. We do not tolerate discrimination, harassment or bullying in the workplace. All employees must uphold the *State Service Principles* and *Code of Conduct* which are found in the *State Service Act 2000*. The Department supports the [Consumer and Community Engagement Principles](#).