

Position Description

Title	Manager Children, Youth and Families
Business unit	Children, Youth and Families
Location	Sale & Morwell
Employment type	Full time Maximum term until 30 June 2023 (parental leave replacement)
Reports to	Senior Manager Children, Youth and Families

About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We have been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We are there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We are proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land.

We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

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

Our values: We are imaginative, respectful, compassionate and bold

1. Position purpose

The Manager of Children, Youth and Families will work as part of a team of managers and is responsible for efficient coordination and management of a group of client services and community development programs and services, Outer Gippsland Orange Door, Homelessness Services, Alcohol and Other Drugs Program, Family Violence Counselling and will also provide expertise in a portfolio of Government funded programs.

Reporting to the Senior Manager, the Manager has both a strategic and operational focus and plays an active role in achieving Uniting's Strategic Objectives. The Manager provides leadership to our staff teams and is responsible for ensuring services provided respond to consumer needs and identify and respond to evolving service development needs. The position is responsible for ensuring services meet and maintain accountability for statutory and reporting requirements.

This is achieved through;

- Ensuring effective planning, development and delivery of high quality, sustainable consumer and community focused programs and services
- Ensuring that all programs are managed in accordance with funding requirements, Uniting policies, allocated budgets and contemporary human resource management approaches
- Developing effective systems to ensure compliance with quality and risk management accountability requirements and reporting processes in accordance with funding requirements and Uniting policy

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- Providing strategic advice and support to the Senior Manager and Executive Officer, including the preparation of planning data, budgets, reports, continuous improvement strategies and funding proposals
- Leading the implementation of relevant service development and improvements in partnership with consumers, the community, funding bodies and employees
- Working collaboratively with external agencies, liaising with key stakeholders and funders and actively participating in and influencing the direction of the agency

2. Scope

Budget: TBC

People: TBC

3. Relationships

Internal

- Executive Officer Gippsland and Senior Managers
- Management team across Uniting as required to promote collaboration and partnerships
- Uniting employees, volunteers and students
- Uniting Support Services (Quality, P&C, Finance, ICT etc.)

External

- Clients and their families/caregivers
- Consumers and key stakeholders
- Department of Families, Fairness and Housing (DFFH)
- Local Government Authorities and peak bodies
- Other Community Service Organisations as required

4. Key responsibility areas

Leadership and professional practice

- Work with the senior leadership team and own team leaders in the execution and achievement of strategic and operational business objectives
- Support innovation to improve service delivery using methodologies that meaningfully enable consumer participation and inclusion and respond to emerging needs
- Implement and drive consistently high quality, customer centric and culturally competent programs and services
- Ensure that regular, appropriate supervision and reflective practice is provided across all programs and services and that service delivery reflects contemporary practice
- Participate in activities and forums to influence public policy discourse and direction in line with Uniting's policy including advocacy
- Contribute to research, conferences, training and/or forums

Service delivery and partnerships

- Represent the organisation and promote awareness of key issues in community networks
- Develop and maintain partnerships with key stakeholders
- Supervise and support a diverse staff team to meet program requirements and work within the values and ethos of Uniting
- Demonstrate and encourage reflective and evidenced based practice

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- Manage and monitor adherence to and report upon relevant funding and service agreements / contracts
- Provide advice, guidance and assistance to staff to ensure program standards and working practices; as described in funding guidelines, quality accreditation standards and Uniting Code of Conduct, are adhered to
- To ensure we offer accessible services to clients and families, Uniting offers some programs that are outside of normal business hours and the incumbent may be required to be available to work after hours as agreed with their manager
- Participate in an After Hours Roster
- Direct oversight of site including orientation and induction of new employees, students and volunteers
- Demonstrate commitment to social justice and social inclusion

Administration and finance

- Prepare reports on delegated programs/services for senior management and relevant funding bodies as required
- Support and contribute to the development of annual budgets and acquittal processes for all services in consultation with the Senior Manager
- Prepare, monitor and report on the annual budget and financial forecasts for delegated programs and services
- Ensure rigorous financial management practices are in place for delegated programs and services and that programs operate efficiently and are financially viable
- Proactively identify and report on financial risks that may result in potential variations and contribute to the implementation and review of remedial plans, as required
- Prepare submissions for funding where required

Quality and innovation

- Review programs and services and make recommendations in response to changing needs of relevant groups in the community
- Support the Management Team to implement systems, address adverse events and problems and assist teams to take proactive approaches to problem solving
- Participate in the review and development of policy and utilise policy and procedures to guide work practice
- Contribute to program objectives and develop and implement quality improvement plans / business plans
- Ensure appropriate information and record keeping, case reporting, document storage and retrieval processes and systems are in place and maintained in line with knowledge management procedures
- Ensure that all staff are trained and have the necessary knowledge and understanding to perform their duties and comply with all relevant legislation

People and teams

- Provide support, guidance, coaching, leadership, and empowerment to the team including feedback through performance reviews and regular supervision
- Facilitate the development of employee skills and knowledge and address and manage any performance issues immediately if they arise
- Conduct and document regular staff appraisals, and develop and document individual and team plans which enhance abilities and practices
- Promote a healthy team environment and develop positive channels of communication to ensure a smooth-running program and service to consumers
- In collaboration with People and Culture plan and monitor Return to Work Plans for injured employees
- Undertake regular supervision and performance review with line manager, providing feedback to promote collaborative working relationships
- Promote and maintain a positive, respectful and enthusiastic work environment

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- Provide authentic team leadership and the highest level of professional conduct in alignment with Uniting's values

Legal requirements & risk management

- Ensure all legal, funder and statutory requirements pertaining to the position are met including serious incidents, reportable conduct, and mandatory reporting (child safety)
- Foster a culture where risks are identified and appropriately managed
- Report areas of serious risk to next level supervisor and work together to mitigate those risks

Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us
- Ensure appropriate use of resources
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace
- Identify opportunities to integrate and work collaboratively across teams
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required)
- Promote a positive safety culture by contributing to health and safety consultation and communication
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e. equal employment opportunity, health, and safety) and mandatory training specific to position
- Declare anything that you become aware of through the course of your engagement which may impede your suitability to work with children and/or young people
- Declare any potential or actual conflict of interest that you become aware of through the course of your engagement:
 - Based on a relationship with a current member of Uniting's workforce
 - Based on my ongoing work with another organisation

5. Person specification

Qualifications

- University qualification, degree level or above in Social Work, Community Development, Social Welfare, Psychology or related discipline plus three years post qualifying experience

Experience

- Demonstrated experience in a leadership role
- Strong understanding of Child, Youth and Families Act 2005 and the Best Interest Principles Framework
- Ability to manage programs/services, staff and budgets
- Demonstrated proactive approach to problem solving, innovative thinking and decision making
- Demonstrated ability to support change and improve agency and team culture

Core selection criteria

- **Values alignment:** Ability to demonstrate and authentically promote Uniting's values; respect the uniqueness and value of every individual; establish and maintain relationships that enable people to be influential in their own support arrangement and ensure they are treated with

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dignity and respect; build on strengths and abilities of all; demonstrate transparency and accountability.

- **Child safety:** Demonstrated ability to provide safe environments for children and young people and protect them from abuse and neglect.
- **Consumer centeredness:** Foster, promote and implement a culture that keeps consumers at the centre of everything we do; demonstrates an awareness of and prioritises the needs of consumers; focuses on optimal outcomes for consumers.
- **Leadership:** Strong leadership and management skills and knowledge within a complex service delivery environment; ability to contribute to strategic planning and ensure the achievement of strategic goals; ability to build strong, high functioning, multi-disciplinary teams and align teams with the organisational values and goals, particularly those related to consumer-centricity; role modelling expected behaviour; strong ability to establish credibility with staff and inspire a shared vision.
- **Stakeholder relationships:** Strong negotiation and influencing skills; ability to engage, build and maintain strong, mutually beneficial relationships with stakeholders; track record of being able to sustain positive, collaborative and effective relationships; capacity to position Uniting as a trusted advisor to peak bodies and key stakeholders in the sector including government and funding bodies; promotes harmony and consensus through diplomatic handling of disagreements; builds trust through consistent actions, values and communication.
- **Program and service development:** Significant experience in the leadership and development of programs and services in a complex environment; sound understanding of the principles of service delivery within Consumer Directed Services.
- **Problem-solving:** Proven ability to take a solution-focused and strengths-based approach within a complex, ambiguous and evolving community services environment.
- **Change management:** Strong knowledge of contemporary change management models; demonstrated experience in leading successful change programs at scale.
- **Communication:** Strong and clear communication skills with the ability to build positive professional relationships with key internal and external stakeholders; excellent interpersonal skills; high level written and verbal communication skills; ability to conduct presentations; ability to prepare high quality business cases and reports.

Other requirements

- Legal eligibility to work in Australia
- Current Australian Driver's Licence
- A satisfactory national police records check is a condition of this position and is repeated every three years and International police check if required
- Current working with Children check (Victoria)
- Compliance and understanding/familiarity with organisational policies, procedures relevant legislation (Quality management system, Equal Opportunity, Health and Safety)
- A willingness and ability to travel during the course of fulfilling the functions of the role, and understanding that the incumbent may be required to operate out of various Uniting locations

6. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and relevant Working With Children Check (and NDIS Worker Screening Check where relevant) to your State prior to commencement of any paid or unpaid work and/or participation in any service or undertaking. It is a condition of employment that all eligible workforce receive the COVID-19 vaccination and supporting evidence may be requested in order to perform duties at any of Uniting's workplaces.

This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.