

Position Description

Title	Senior Manager - Child, Youth, Family and Residential
Business unit	Western Community Services
Location	Various Locations
Employment type	Full Time Ongoing
Reports to	Group Manager, Western Community Services

About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've 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're 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're 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 Senior Manager - Child, Youth, Family and Residential is part of the Western Senior Leadership Team, has both a strategic and operational focus and plays an active role in achieving Uniting's Strategic Objectives. The position leads the delivery and development of high-quality services for Child, Youth and Family Services across Western Victoria.

The Child, Youth and Families Western team provides a trauma informed approach to support children, young people, and families with complex needs. The Senior Manager leads a team of employees and volunteers and is responsible for ensuring service responsiveness to consumer and community needs and identifying and responding to evolving service development needs. The position plays a key role in developing and maintaining sustainable and productive partnerships and ensuring accountability with statutory requirements.

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2. Scope

Budget:

\$8 Million (approximately)

People:

4 Direct reports

- Team Leader, Foster Care Western Victoria
- Team Leader, Kinship Care
- Team Leader, Residential Care
- Practice Lead Care Services

45 Indirect reports

3. Relationships

Internal

- Program Team Members
- Team Leaders
- Senior Leadership Group
- Executive Officers and Group Managers

External

- Department of Families, Fairness and Housing (DFFH)
- Funding and Regulatory bodies
- Networks and Committees
- Key partners, consumers, community services networks and peak bodies
- Consumers & their families

4. Key responsibility areas

Leadership & professional practice

- Actively engage as a member of the Senior Leadership Team in the execution and achievement of Uniting's Strategic Plan and business operational objectives
- Implement innovation approaches to improve service design, delivery, and evaluation, using methodologies that meaningfully enable consumer participation and inclusion and respond to emerging needs.
- Develop, 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.
- Lead and engage in activities and forums to influence public policy discourse and direction in line with Uniting's policy including advocacy alongside people with a lived experience and other key internal and external stakeholders (where relevant)
- Contribute to regional and state-wide (where relevant) research, conferences, training and/or forums.

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Program/ Service delivery

- Lead the delivery of accessible and inclusive services to the diverse communities the region serves.
- The Child, Youth, Family and Residential team provides support to children, young people and families with complex needs using a trauma informed approach.
- Develop and lead continuous quality improvement processes to achieve high performance and optimum consumer and community outcomes.
- Identify, initiate, and encourage a broad range of sustainable collaborative partnerships with consumers, local, regional, and statewide networks, and key stakeholders to support and promote the development of a broader service profile for Uniting.
- Ensure senior level, professional representation within the external environment and sector.
- Lead, drive, and support business development activities (including tender applications) leveraging partnerships where possible.
- Develop systems for collection and analysis of data and other relevant evidence to support continuous improvement, staff development and business development.
- Lead local incident and disaster emergency response, as required.

People and teams

- Provide authentic team leadership and the highest level of professional conduct in alignment with Uniting's values.
- Lead, motivate, coach, and inspire an engaged, capable, consumer-centric, and productive workforce (paid and unpaid) to achieve positive consumer and community outcomes.
- Ensure that all programs are managed in accordance with funding requirements, Uniting policies, allocated budgets, and contemporary human resource management approaches.
- Be a champion for employee engagement to develop and sustain a positive workplace culture.
- Model, promote and maintain a positive, respectful, and enthusiastic work environment.
- Lead the team in leading practices and effective process governance.
- Establish, lead, coach and inspire an engaged and productive team.
- Undertake regular supervision and performance review with line manager and employees, providing feedback to promote collaborative working relationships.

Legal requirements & risk management

- Ensure all legal, funding, and statutory requirements are met including serious incidents, reportable conduct, mandatory reporting (child safety) and mandatory case practice requirements. Proactively develop, implement, and review contingency plans, if required
- Develop the annual budget for the Child, Youth and Family programs in the West. Monitor and manage financial and human resources, in consultation with the Senior Leadership team, to achieve optimal service outcomes, efficiency and sustainability.
- Proactively identify and report on financial risks that may result in potential variations and lead the development, implementation, and review of remedial plans, as required.
- Embed strong risk management practices in services and 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 in line with agency policies and procedures.
- Lead, develop and implement regular reporting on a comprehensive suite of service delivery and related issues (staffing, financials, opportunities, planning, compliance etc.) including remedial action plans, as required.
- Lead and drive appropriate information and record keeping, document storage and retrieval systems and practices in line with knowledge management procedures.

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Personal accountability

- Comply 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 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.
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5. Performance indicators

- Quality and performance programs and services
 - Leadership and workforce performance
 - Contribution to business development and expansion
 - Financial and risk management
 - Stakeholder management
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6. Person specification

Qualifications

- Bachelor level in relevant professional discipline such as social work, psychology, or social science (required)
- Masters level in management or equivalent (preferred).

Experience

- Management and leadership experience of 5 years or more and demonstrated ability to lead successful teams achieve outcomes.
- Significant experience in developing and leading complex (and large scale) programs and services
- Significant business acumen and able to demonstrate high level financial and budget management skills.
- Extensive knowledge of child, youth and families sector including relevant legislation and regulations.
- Knowledge and understanding of trauma informed practice.

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Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values.
- **Personal and Professional Accountability** - Operates professionally and within the boundaries of organisational processes and legal and policy constraints, advocating the corporate agenda and ensuring resources are fully employed.
- **Communication and Engagement** - Develops knowledge of community networks and external bodies and uses them to support and enhance both services and opportunities for stakeholders.
- **Change and Resilience** - Deals positively with uncertainty, coping effectively in a complex environment, determining a course of action despite lack of clarity, helping others adapt to ensure a smooth transition.
- **Outcomes Focus** - Accurately scopes the length and difficulty of projects and tasks, evaluating outcomes and adjusting direction to ensure quality outcomes.
- **Cultural Safety** - Actively promotes reviews of service delivery and working environment for increasing compliance with external cultural safety compliance and accreditation Standards.
- **Leadership and Teamwork** - Leads by example; fostering open, respectful dialogue and diversity of thought and collaboration within and across teams to build a highly engaged workforce.
- **Sustainable Relationships** - Builds collaborative relationships and networks across Uniting in order to improve the effectiveness of service delivery or area of expertise.

7. 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.

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

8. Acknowledgement

I have read, understood, and accepted the above Position Description

Employee

Name:

Signature:

Date: