**JOB DESCRIPTION**

Manager Permanency Support Program (PSP)

# **ABOUT UNITING**

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

**Our values:** As an organisation we are **Imaginative, Respectful, Compassionate** and **Bold**.

At Uniting, we believe in taking real steps to make the world a better place. We work to inspire people, enliven communities and confront injustice. Our focus is always on the people we serve, no matter where they are at in their life.

Our services are in the areas of aged care, disability, child and family, community services, and chaplaincy and we get involved in social justice and advocacy issues that impact the people we serve. As an organisation we celebrate diversity and welcome all people regardless of disability, lifestyle choices, ethnicity, faith, sexual orientation or gender identity. We commit to respecting children and take action to keep them safe.

Uniting is the services and advocacy arm of the Uniting Church NSW & ACT and as such Uniting leaders understand, support and can express the mission and purpose of the Uniting Church.

# **ABOUT THE ROLE**

**Role Purpose**

The Permanency Support Program (PSP) aims to give every child/young person a loving home, whether that be with family, extended family, guardianship, adoption or through quality long term placements with carers. We provide culturally supported placement options for children and young people 0-18 years of age. PSP also provides a ‘light touch’ Aftercare service for young people 18-25 years who have left foster care.

This is an Aboriginal identified role. The successful candidate will have an undertstanding of your local community and key Aboriginal stakeholders in your community where the service operates. The role is responsible for leading operations and outcomes delivery, for planning, budgeting and reporting on activities as well as leading key practice approaches within the Case Work team and stakeholder and community engagement.

# ROLE KEY ACCOUNTABILITIES

* Responsible for ensuring that team members have the necessary resources and capability to deliver holistic, culturally appropriate, high quality work.
* Provide consistent and visible leadership in WH&S behaviours and actions within the team. Ensure there is a safe working environment and that staff are properly trained to be able to work in a safe manner.
* Understand sector trends such as NSW permanency and restoration reforms, and business implications.
* Lead and support the team to transition and operate under the auspice of Goodradigbee Cultural and Heritage Aboriginal Corporation (Goodradigbee)
* Understand and manage stakeholder relationships with for example, Department of Communities and Justice and the Office of the Children’s Guardianship
* Contribute to the development and evaluation of changes and improvements to ensure the delivery of culturally appropriate and safe services to children and young people, and through local contract management, to support the viability of PSP.
* Lead a culture that values the voices of children and young people and their families in decisions that affect them and their futures.
* Provide a safe and supportive working environment that is inclusive of all staff through celebrating diversity of staff nationality, cultural background, LGBTI status, abilities, gender and age.

**As the Manager PSP, your role specifically will:**

* In partnership with the Coordinator/s, lead a team of Caseworkers to make a real difference in the delivery of holistic, culturally appropriate, strengths based and child/young person centric case work services.
* Lead and manage the PSP team/s delivering a contemporary, permanency and restoration focused PSP Practice Framework that implements a range of evidence based, trauma informed, culturally competent and responsive services to prevent unnecessary time spent in care for children and young people.
* Lead teams to work purposefully to consider a child or young person’s needs through cross functional lenses focusing on health and wellbeing needs, education needs, needs around culture, identity and connection and therapeutic needs.
* Ensure workforce support mechanisms such as monthly supervision / Continuous Conversations and clinical supervision are regularly attended and action plans developed and implemented to build capability and wellbeing of all staff.
* Ensure programs are managed so that they meet funding and performance requirements, ethical and professional standards, as well as community and stakeholder expectations.
* Lead a proactive and transparent approach to risk, safety, critical incident and complaints management including the use of escalation and reporting tools.
* Create a positive evidence based culture of risk management that empowers PSP staff to use tools such as Structured Decision Making, risk assessments and safety plans, to identify and manage possible risks and incidents for children and young people, carers and families, and to recommend and implement corrective actions or controls.

Undertake and lead a range of continuous improvement and quality activities including regular auditing, continuous improvement framework, contributing to the Continuous Improvement Plan and working closely with QISI & Practice Lead on quality improvement and imbedding process across their region.

* Collaborate with peers, to build and lead a PSP culture that supports data integrity, ensuring effective data management training for staff and regular monitoring of data management.
* Ensure that regular analysis of data drives sound operational compliance with Office Children’s Guardian accreditation guidelines and all associated Standards and legislation.
* Manage delivery of specific projects as required within the annual Roadmap/Business Plan and contribute to the achievement of 90 Day Planning Outcomes as required.
* Oversee and participate in the PSP After Hours Emergency Roster so that all duty of care requirements for children and young people and their carers and families are met and staff are supported in crisis after hours situations.
* Participate in agency wide responses to PSP sector initiatives, policy and legislative development with DCJ, ACWA and other relevant government or non-government sector stakeholders.

# Key relationships

| Who | | Why |
| --- | --- | --- |
| **Internal\*** |  | |
| Head of | * Escalate issues, keep informed, advise, receive instructions and support a shared leadership approach to PSP approaches | |
| Operations Manager, PSP | * Advise and collaborate as required to influence, align with and apply broader Uniting strategies * Collaborate to lead PSP contract management, cultural, practice and compliance focused leadership priorities | |
| Practice Lead, PSP | * Collaborate to ensure a contemporary, permanency and restoration focused PSP Practice Framework * Contribute to a culture of purposeful, quality practice * Partner to support holistic practice responses for complex children and young people | |
| Quality Improvement Specialist | * Collaborate to implement the PSP Quality Assurance Program * Actively partner to drive a culture of continuous improvement | |
| Psychologists, PSP | * Collaborate to ensure the delivery of timely and high quality Behaviour Support Plans * Partner to support clinical planning for complex children and young people | |
| Coordinators | * Support/coach to ensure the work team is aligned to delivering on PSP priorities * Collaborate to ensure the voices of children and young people are central to decision making and actions * Partner to ensure PSP teams’ safety and wellbeing is supported | |
| Carer Engagement Support Team | * Work collaboratively with the team to contribute to achieving the team’s business outcomes for children, young people, carers and birth families. Ensure, proactive and positive information exchange between teams in collaboration with the Carer Engagement Support Team Manager | |
| Casework  team | * Participate in discussions and decisions regarding how each person’s role contributes towards the PSP outcomes | |
| **External** |  | |
| Community Partners/Care and Service Providers | * Maintain and monitor relationships with local NSW Department of Community and Justice offices to ensure the PSP programs are able to achieve the best possible outcomes for children and young people. * Manage agency relationships and ensure professional standards and delivery of desired outcomes achieved | |

**Role Dimensions**

**Reporting line**

* This role reports to Operations Manager, PSP. As the service transitions to Goodradigbee Cultural and Heritage Aboriginal Corporation (Goodradigbee), the role will eventually report to the CEO of Goodradigbee.

**Direct reports**

* Casework Coordinators, Administration support, Family Engagement Consultants, Education Consultants

**Essential requirements**

* Bachelor qualification in a relevant business field or equivalent sector experience
* A minimum of 5 or more years field experience
* Minimum of 2 years’ experience leading a team
* Current NSW drivers licence
* Demonstrated understanding of child protection issues and the ability to identify and address these issues when required.
* Demonstrated commitment to creating and maintaining an environment where the voice of the young person is heard and valued.
* Demonstrated experience in the leadership of people delivering complex and challenging services.
* Demonstrated experience in leading teams to deliver contracted performance and compliance outcomes.
* Demonstrated expertise in collaborative practice leadership that creates high quality, safe and culturally appropriate service delivery, and where continuous improvement and innovation drives the very best outcomes for children and young people.
* Demonstrated ability to represent Uniting at senior levels in establishing and maintaining effective community networks that promote the service and facilitate access to community supports and resources.
* Computer literacy including a sound level of competency with Microsoft Office platforms and client management systems.
* Comply with NSW Working with Children Check and National Police History Check requirements
* Ability to work on-call 24 hours a day 7 days a week on a roster basis.

**Even better**

* Understanding of the Permanency Support Program (PSP) and its guiding principles including a commitment to family finding, restoration and permanency.
* Case management experience in a PSP setting.
* Knowledge and experience in restoration practices and the Structured Decision Making (SDM) model.
* Understanding of family inclusive practices in relation to permanency outcomes

**Capabilities for the role**

| Your Key Capabilities | | |
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| **Capability** | **Proficient performance looks like** | **Highly proficient performance looks like** |
| **People Leadership**  Lead and manage a high performing team | * Work proactively, assisting teams to capture and utilise case work evidence in case management * Be flexible, show initiative and respond quickly when situations change * Set a positive example for others to follow * Raise and work through challenging issues in a timely, solutions focused way | * Delegates and assigns responsibility, evaluating performance along the way. * Enriches Uniting's overall capability through selection, feedback & the development of excellent people * Builds diverse, highly engaged teams with the morale and capability to cope with change effectively. * Build and lead a PSP culture of achievement and acknowledge the input of others * Give (and be able to receive) frank and honest feedback/advice * Continuously identifies opportunities to enhance employee engagement levels through training and development opportunities |
| **Communication**  Communicate Effectively | * Tailors communication to the audience * Actively listens to others * Acknowledges and respects culturally affirmative communication | * Clearly explain complex concepts and arguments to individuals and groups * Write fluently in a range of styles and formats * Supports staff to utilise targeted goal setting inclusive of timeframes and outcome measures. |
| **Relationships**  Work Collaboratively | * Work towards positive and mutually satisfactory outcomes * Utilise facts, knowledge and experience to support recommendations * Keeps discussions focused on key issues * Fosters progressive team relationships by adopting collaborative practices | * Take responsibility for developing and maintaining effective internal and external contacts, relationships and networks to deliver best outcomes and to problem solve * Identifies and resolves issues in discussion with other PSP staff and stakeholders to ensure the best possible outcomes and solutions * Ensures that employees understand the personal behaviour implications of culture and change by leading the process |
| **Safety**  Commitment to providing a safe and healthy working environment | * Demonstrates a sound knowledge of WHS principles and approaches * Ensures that the wellbeing of the team by adopting safe practices and reinforces the use of these in others | * Models exemplary safe practices to others * Applies risk management principles when addressing work health and safety, care and clinical risks |
| **Results**  Delivers on intended outcomes | * Use own expertise and seek others' expertise to achieve work outcomes * Make sure staff understand key performance indicators * Acknowledge success | * Take responsibility for delivering on intended outcomes * Identify changed priorities and ensure allocation of resources meets new business needs * Ensure financial implications of changed priorities are explicit and budgeted for |
| **Business Leadership**  Demonstrates business acumen | * Provides and facilitates a work environment that motivates and retains key talent * Willing to seek out input from others and share own ideas to achieve best outcomes | * Research and analyse information and make recommendations based on relevant evidence * Identify issues that may hinder completion of tasks and find appropriate solutions * Identify ways to improve systems or processes which are used by the team |

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| Practice Specific Capabilities  Practice specific capabilities focus on reflective practice to ensure quality decisions in complex service delivery situations and promote continuous improvement | | |
| **Capability** | **Proficient performance looks like** | **Highly proficient performance looks like** |
| **Practice Leadership**  Applies and encourages reflective practice within the team | * Maintains an understanding of how practice changes impacts on PSP and the delivery of its services * Communicate and act in ways that reflect a strengths-based practice * Ensures effective safety and risk processes to build increasing accountability in practice and ensures duty of care. | * Has a comprehensive understanding of the legislation and policy framework within which they operate * Encourages and promotes reflective and culturally affirmative practice within the team to make quality decisions in complex situations * Mentors evidence of reflective and critical thinking practices as well as decision-making. |